

## Daktela for Microsoft Teams

Intuitive, simple to use, and powerful

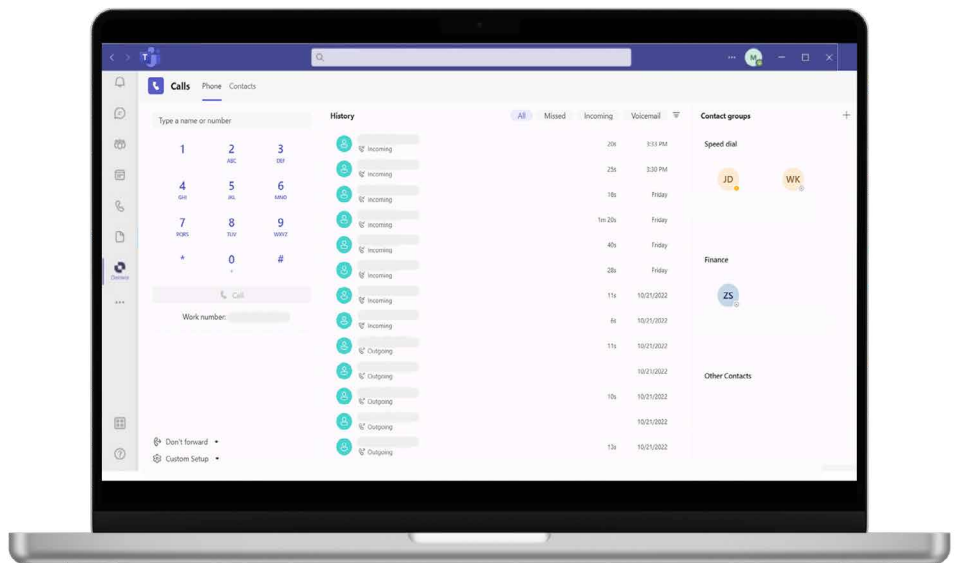


Daktela for Microsoft Teams, allows all users to retain the Teams user experience as we connect phone, email, SMS, webchat, and social behind the scenes.

Microsoft Teams itself is a collaboration tool included with Microsoft Office 365, allowing users to chat, make video calls, share files, or make phone calls. We have combined this functionality with the Daktela solution to provide a range of enhanced functionality.

## Combining Daktela and MS Teams

This enhances the value of your Teams investment by allowing Teams users to access the full range of Omni Channel Contact Centre functionality either from within their existing Teams screens or the Daktela desktop.



## • Business Calls in Teams

Give your Teams users the ability to **call the public telephone network** directly from within the application. Users can also receive calls from customers directly in Teams. With Teams Direct Routing, you can use your existing phone numbers or assign new ones. This includes any existing geographic, non-geographic, or international numbers.



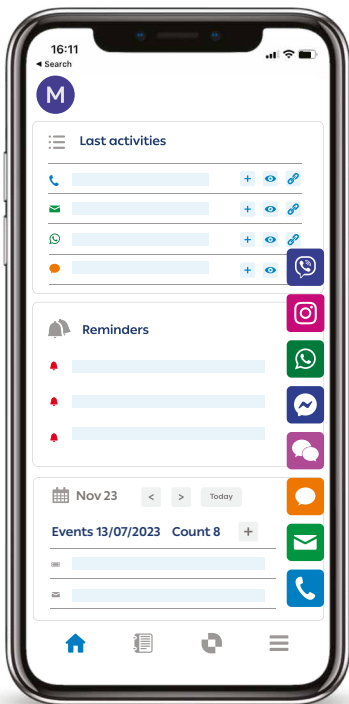
## • Standard Telephony functions

All common telephony functions are available, such as call transfer, call holding, call forwarding, or routing to a group or voicemail whether you are a full Contact Centre user or a back office telephony user.



## • Advanced Calling functions

In Teams, you can now use all the powerful Daktela calling functions, including intelligent call queuing with skills, event statistics, reporting, or call recording.



## • Mobile application support

Users can also use the Microsoft Teams mobile application. All functions and integrations, including telephony, are also available in the mobile application.

## • Native applications

The Daktela interface is available and integrated directly on the taskbar in Teams as an application. Users thus have all the necessary information in one place.

## • Microsoft Certified

Microsoft 365 for Daktela is available as a free download on the Microsoft App store, this software provides the base software required to allow collaboration between the two products and allows users to access Teams on Daktela with the appropriate fees.

## • Key benefits

Integrating Daktela with Microsoft Teams offers a range of benefits, from streamlining communication to improving productivity and customer satisfaction. Here we explore the advantages of this powerful collaboration.

### For your Business:

#### 1. Enhanced Efficiency:

Integration of Daktela with Microsoft Teams streamlines communication channels, reducing the need for multiple platforms and improving operational efficiency.

#### 2. Cost Savings:

Consolidating communication tools and leveraging existing phone numbers through Teams Direct Routing can lead to cost savings for the business.

#### 3. Advanced Call Centre Functionality:

Access to Daktela's powerful contact centre functions within Teams enables better management of customer interactions, leading to improved customer satisfaction and potentially increased sales.

#### 4. Comprehensive Reporting:

Utilising Daktela's reporting capabilities in Teams provides valuable insights into call performance, agent productivity, and customer behaviour, facilitating informed decision-making for business optimisation.

### For your Employee's Experience:

#### 1. Seamless Integration:

Employees can access Daktela's features directly within the familiar Microsoft Teams interface, reducing the learning curve and increasing productivity.

#### 2. Mobility:

With support for the Microsoft Teams mobile application, employees can stay connected and access essential functionalities even while on the go.

#### 3. Centralised Information:

Having all communication tools and customer data in one place simplifies workflows for employees, enabling quicker response times and improving overall efficiency.

#### 4. Advanced Call Handling:

Features such as call transfer, call holding, and call forwarding within Teams empower employees to manage customer interactions more effectively, enhancing their ability to provide exceptional service.

## For your Customer's Experience:

### 1. Improved Accessibility:

With Daktela integrated into Microsoft Teams, customers can reach support or sales teams through multiple channels, including phone calls, chat, and video calls, enhancing accessibility and convenience.

### 2. Faster Response Times:

Streamlined communication processes and advanced contact centre functionalities enable quicker resolution of customer inquiries, leading to improved satisfaction and loyalty.

### 3. Personalised Interactions:

Access to comprehensive customer data within Teams allows employees to deliver more personalised interactions, enhancing the overall customer experience and building stronger relationships.

### 4. Enhanced Communication:

Syncing user availability statuses between Daktela and Teams helps prevent missed calls and interruptions, ensuring that customers receive timely responses and support.

## TRANSFORM YOUR BUSINESS COMMUNICATION

Discover how Daktela's integration with Microsoft Teams can transform your business communications.

Contact us today

- [info@daktela.co.uk](mailto:info@daktela.co.uk)
- **0800 470 2159**

Learn more at [www.daktela.co.uk](http://www.daktela.co.uk)

