

Embedded Omni-Channel Contact Centre for Microsoft Teams

Connecting your Contact Centre with the rest of the Organisation to better serve Customers

Creating One Team

Like every organisation, you have a goal to deliver the best possible customer experience in the most efficient way possible – but how do you achieve this?

- How do you deliver the responsive service your customers deserve over the communication channels they prefer and answer each enquiry first time, every time?
- How do you empower agents with the tools to be great, enable them to focus on conversations not the system they are using and deliver a connected experience to customers?
- How do you connect your contact centre with the rest of your organisation, ensuring everyone is able to support agents to solve every customer enquiry?

The answer lies in one team – the market-leading Cirrus Contact Centre-as-a-Service solution that works inside your company-wide UC and Collaboration platform – Microsoft Teams.

Changing The Game

The key metric that spans both customer experience and contact centre efficiency is First Call Resolution (FCR) - the number of customer enquiries you are able to resolve within the initial interaction.

Not every customer contact can be resolved within the contact centre; agents often need to consult with the relevant specialist in the wider organisation or involve these in conversations with the customer. However, with contact centres historically operating as a distinct function supported by a separate communication platform, this connectivity and collaboration with the wider organisation can be difficult at best.

Enabling A Drive to 100% First Call Resolution

By placing the Cirrus Contact Centre capabilities within Microsoft Teams we are able to change the game, seamlessly connecting the contact centre with everyone in your organisation through a single UC and Collaboration platform.

Agents can quickly identify the expert they need help from, see if they are available and interact with them through Chat or Voice while engaging with the customer. This means more customers get their query resolved first time, your contact centre becomes more efficient and you are able to drive towards that ideal goal of 100% first call resolutions.

Any Channel Customer Engagement

Unifying your contact centre within your company wide UC and Collaboration platform does not mean you have to compromise on your capability to engage with customers. Cirrus enables you to deliver what your customers want: to be accessible and responsive over their preferred communication channel and making it easy for them to engage with you.

Smarter Routing

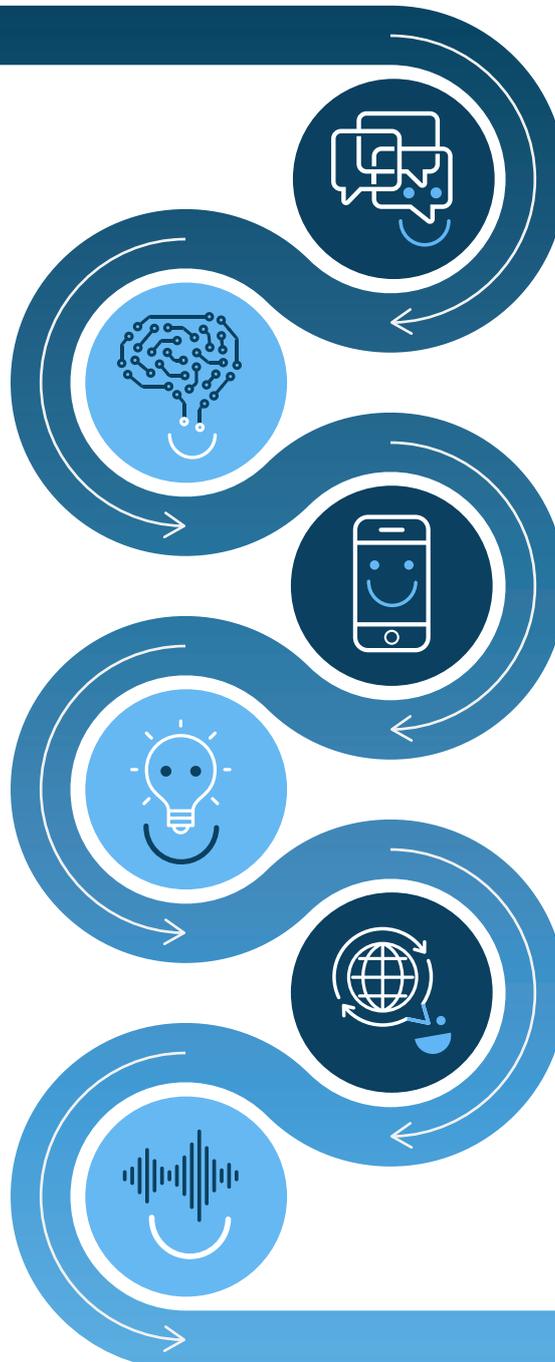
We don't just connect calls to the next available agent; we connect calls to the best possible agent for that customer and their enquiry. We leverage every piece of data available to predict what the customer needs and ensure they are routed to the person who can serve them first time.

Empowered-Agents

Agents need to know your customers and have the knowledge to serve them. We do both, providing a single view of the customer across all channels and supporting agents with knowledge management and collaboration tools to deliver the best possible experience.

Transformational Insights

We provide you with the complete picture in real-time to enable you to manage whatever the day throws at you, but we also provide you with the holistic insights into your customers, their needs and their preferences to enable you to transform the experience you are delivering them.



Any Channel

Cirrus opens up the way your customers can interact with you; voice, SMS, chat, email and social media are just some of the channels we natively support and we are adding to these all the time to enable you to engage with customers in the way they prefer.

Intelligent Self-Service

Whether it is an automated chat bot or voice activated services, we enable you to leverage self-service to make life easier for your customers, to provide service 24x7 and to free-up agents from the mundane to focus on the important.

Connected Journeys

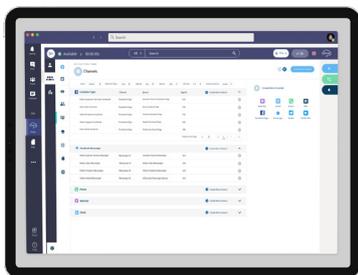
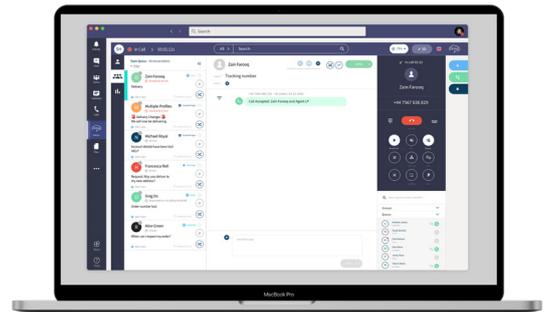
We break down the silos and enable you to have both a single view of the customer and a single view of their journey. We allow your agents to operate across all channels, but more importantly, the visibility of every touchpoint of the customer journey.

A Powerful Team

Cirrus is provided as a Native application inside of Microsoft Teams which delivers significant advantages and creates a powerful team combining enterprise collaboration with any-channel contact centre capabilities.

Single Familiar Environment

As an embedded MS Teams application, Cirrus is accessible on any device in any location supporting a flexible and virtual environment. A secure single sign-on reduces administrative burden and users gain the specific contact centre capabilities they need within a single familiar environment.



Simplifying Collaborative

Cirrus Contact Centre and MS Teams share a single corporate address book and presence enabling agents to quickly identify who they need to speak to and making it easy to instantly collaborate with them in order to resolve customer queries first time.

Intuitive Visibility

Managers and supervisors gain the information they need in real-time utilising highly visual and digestible dashboards within MS Teams, enabling them to monitor what is important and share key KPIs with the wider organisation where appropriate.



Supporting Your Microsoft Teams Contact Centre

'Cirrus One Team' is our complete end to end Teams support offering. We can provide advanced routing and call recording features via Microsoft Teams with our dedicated and multitenant platform options, while supporting your Teams contact centre and back office estate.

Multitenant and Dedicated platforms both provide you with Teams Enterprise Voice, native Teams advanced Features (auto attendants, call queues, unassigned number routing, private line), Teams certified IP phones, advanced routing, omni-channel contact centre and call recording.

The Dedicated platform includes all the above plus PBX integration and site SBC / analogue gateway integration.

With both options you are also able to take advantage of our standard or enhanced support offering.

The Impact On Your Contact Centre

We truly believe that Cirrus Contact Centre for Microsoft Teams can deliver a significant positive impact for your customers, agents and business.

Enabling Greater Agility

As an embedded application within Microsoft Teams we make it simple for you to deliver powerful contact centre capabilities to your team. We also enable greater agility with the ability to constantly align and optimise processes to business need and scale capacity and capability to meet changing customer demand.

Increasing Productivity

Through intelligent routing, empowered and motivated agents, blended communication channels and the smart use of self-service, we increase your capacity to be responsive to customers, delivering the experience they deserve without the need for more agents.

Driving Customer Loyalty

By engaging with your customers on their preferred communication channel, proactively understanding their expectations and providing them with a fast and effective service you increase customer satisfaction and benefit from loyalty.

Enabling Differentiation

We provide you with the agility to not only meet your customers' expectations, but to clearly differentiate your service. A platform that enables any channel of communication today with powerful insights to anticipate the future and a seamless connection between your contact centre and the whole organisation.

Why Cirrus

By partnering with Cirrus, you gain a contact centre solution that works the way you want to work and delivers your customers the experience they deserve. By having this as an embedded capability within Microsoft Teams, you connect your contact centre with the wider organisation through a standard UC and Collaboration platform.

Expertise & Capability

Cirrus is an award-winning provider of omni-channel cloud contact centre solutions (CCaaS), with a reputation built on contract centre expertise in deploying the very best technology in a way that delivers our customers' desired outcomes and the best possible customer experiences.

Scalability & Elasticity

Our solution was born in the cloud and as such delivers the flexibility, scalability and elasticity that is so important to contact centres.

Together with Microsoft Teams, we provide a solution that can be accessed across your whole organisation and support a virtualised contact centre operation.

Reliability

We have a reputation of being the most stable contact centre platform in the market and specifically built our solution to support our customers who need an 'always on' environment. We provide a 99.999% service level guarantee with a 60 second recovery time objective (RTO) and 60 second recovery point objective (RPO).

Advantage

Organisations partner with Cirrus to gain a competitive advantage through differentiating the experience they offer their customers. We lead the way in innovating our contact centre platform enabling our users to not only meet their customers' expectation of today, but to anticipate their needs of tomorrow.

If you would like to find out more about the capabilities of Cirrus Omni-Channel Contact Centre for Microsoft teams, or would like us to step you through a demonstration of the value it could deliver for your organisation, contact us your Account Manager or send us an email at info@4sightcomms.com.