# A Blended Experience for Microsoft Teams

Utilize an embedded Teams & CCaaS experience within your CRM

DaVinci for Microsoft Teams was designed to empower organizations looking to include users outside of the traditional call center in the overall customer experience by integrating with other leading apps. Keep track of customer interactions that happen within the contact center and beyond, even as organizations are creating innovative ways to use Teams.

The DaVinci App for Microsoft Teams connects to Azure Communication Services

Create Efficient, Personalized Interactions

Receive access to customer information as the voice interaction comes in with a screen pop so agents can tailor the conversation to the person calling. Make outbound Teams calls from DaVinci agent toolbar directly within your CRM.
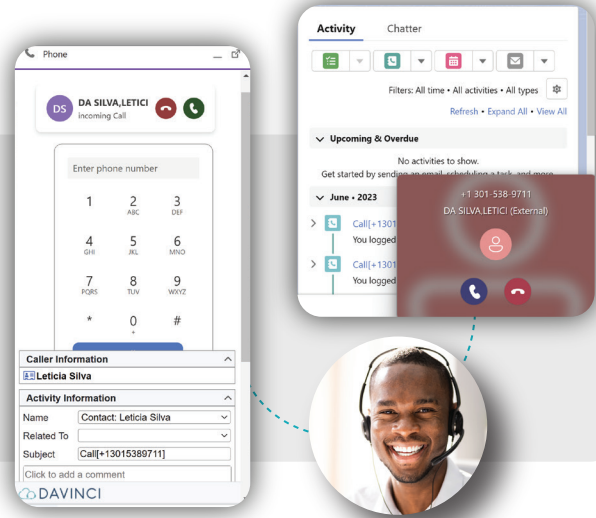
## Embed Teams Capabilities Within Leading CRMs

With the assistance of DaVinci, your CRM processes phone system call data to provide precise information, which proves invaluable in generating reports for supervisors. These data-driven insights empower supervisors to optimize performance through informed decisions.

Know Your Team's Status, Even When on Internal Calls

Let users choose to reach out to users who are available, even if they are working on an internal interaction as the presence of the user is made known in DaVinci whether the user is on a Teams interaction with a coworker or a CCaaS interaction with a customer.

Easily Switch between Teams and Your CCaas
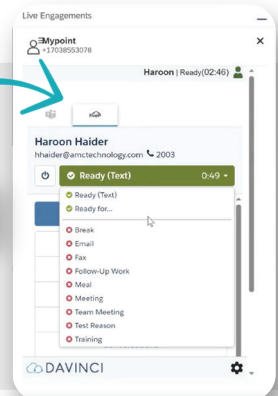
DaVinci is an interaction orchestration platform enabling the building and deployment of agent and customer experiences. DaVinci is made up of two primary layers:

Experience Orchestration: DaVinci's event-driven architecture and enterprise application framework along with the largest collection of pre-built apps for leading CRM and contact center solutions gives CX leaders and solution architects complete control of the user experience.

Deployment Orchestration: Through infrastructure services like identity and access management, and data management with day 1 data protection DaVinci simplifies and accelerates deployments of interaction management solutions.

EXPERIENCE ORCHESTRATION

Event- Driven Architecture

Real-Time Responsiveness
Use events to trigger and communicate the contextual state and data between decoupled services to provide better proactive customer service

Decoupled Services
Take advantage of a scalable, resilient, and extensible platform because it decouples producers and consumers of events

Streamlined Data Flow
Ensure consistency among apps with a reliable event broker to handle high volume and velocity of events, and configure consumer apps as a chained workflow

Enterprise Application Framework

Pre-Built Apps
Integrate contact center and turnkey DaVinci apps for leading CCaaS, phone and CRM systems for screen pop, click-to-dial, activity logging, etc.

⭐ DaVinci for Microsoft Teams is a pre-built integration app

Low Code / No Code
Drag-and-drop to deploy custom apps and user interfaces or trigger workflows through Microsoft's Low-Code No-Code Platform with Power Apps & Power Automate

Custom Apps
Build DaVinci apps to accommodate custom use cases that can share data and events with other DaVinci apps and generate data for analytics and AI training

Why Choose AMC Technology?

We've been creating tech that improves CX since 1995

- DaVinci uptime boots 99.8%
- Microsoft Partner since 1995
- Customers in over 30 countries, from Australia and Zimbabwe to Canada and Mexico.
- DaVinci's interaction orchestration platform allows customers to extend, enhance and customize DaVinci to solve contact center challenges
- Level 1 Security Trust Assurance and Risk Certification with Cloud Security Alliance

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