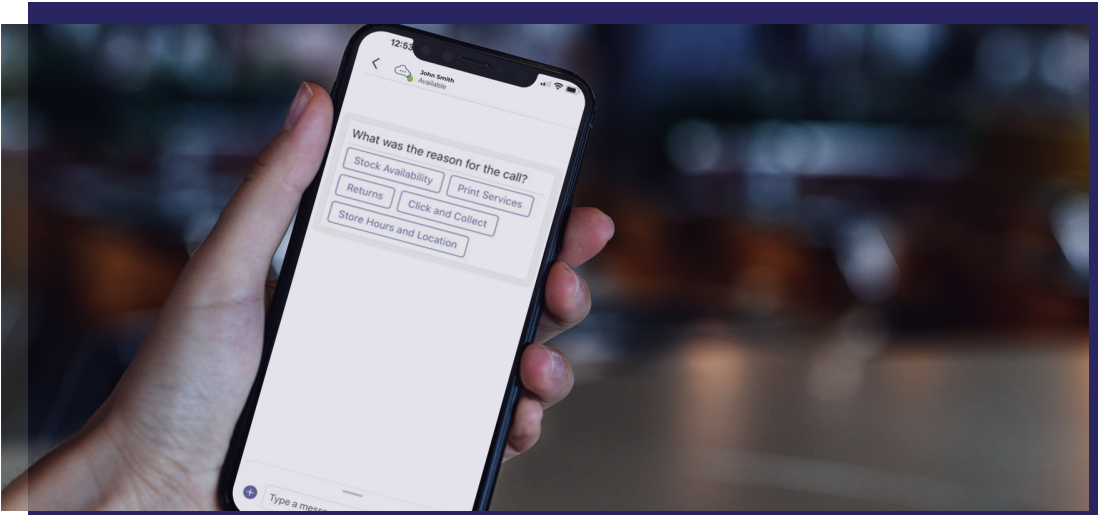# Teams Connect

Bring the power of the contact centre to Microsoft Teams

Strengthen your communication capabilities to optimise customer experience, improve collaboration and achieve compliance

Extend your Microsoft Teams experience with a simple, intuitive, and secure solution that works seamlessly with your business operations

ipSCAPE Teams Connect features include:

- IVR Intelligent Call Routing
- Call backs
- Call Recording
- Reporting

✔ **Effectively route customer calls**
 Connect customers directly to available staff members based on their 'presence'

✔ **Improve staff collaboration**
Facilitate communication between internal staff through chat and calling functionality

✔ **Achieve Compliance**
Call recordings are generated, stored and easily managed to achieve compliance objectives

Microsoft Partner

Microsoft Teams