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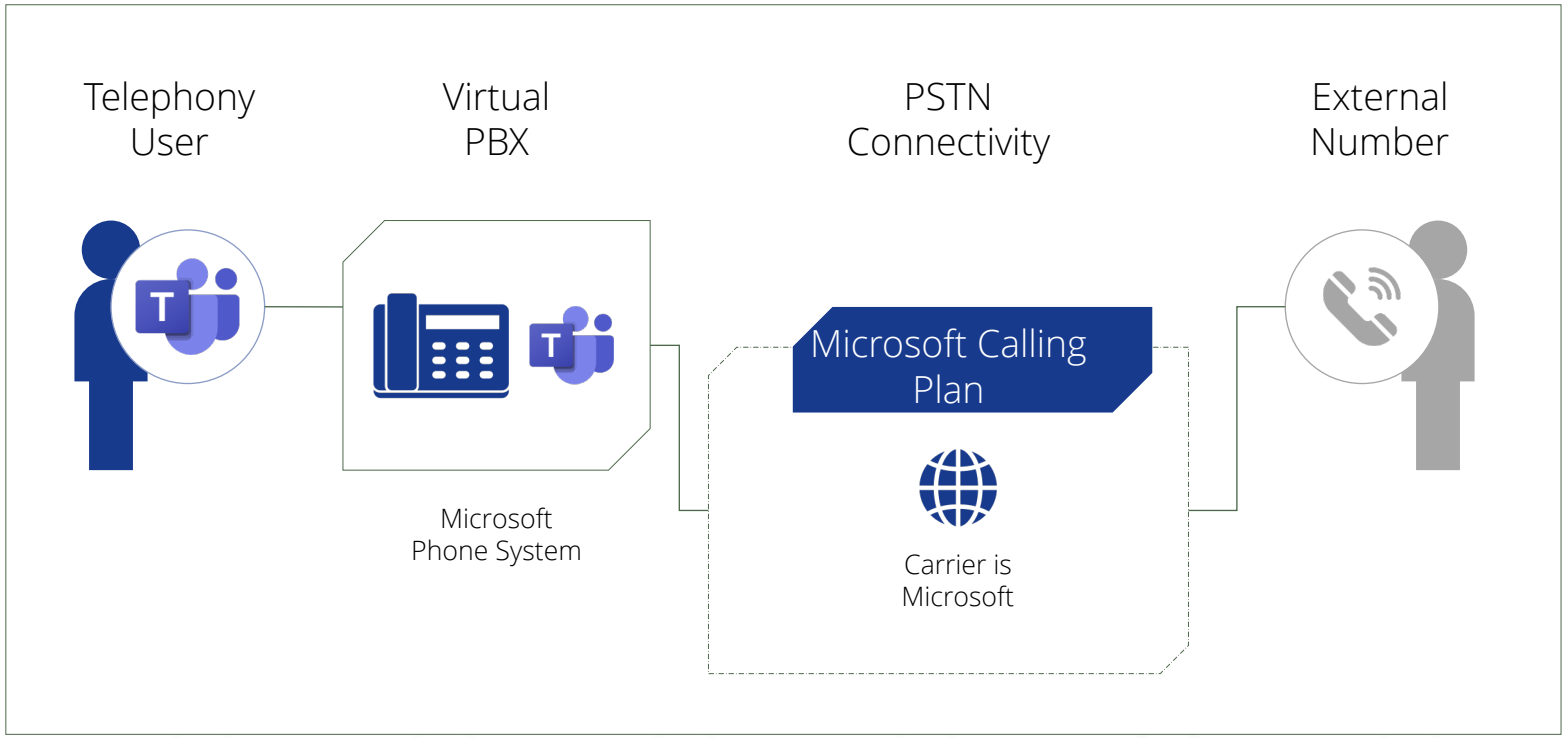
# CTI Integration with MS-Teams

# Mirage CTI Products for Salesforce

# Contact Center Suite

# MS-TEAMS – PSTN OPTIONS

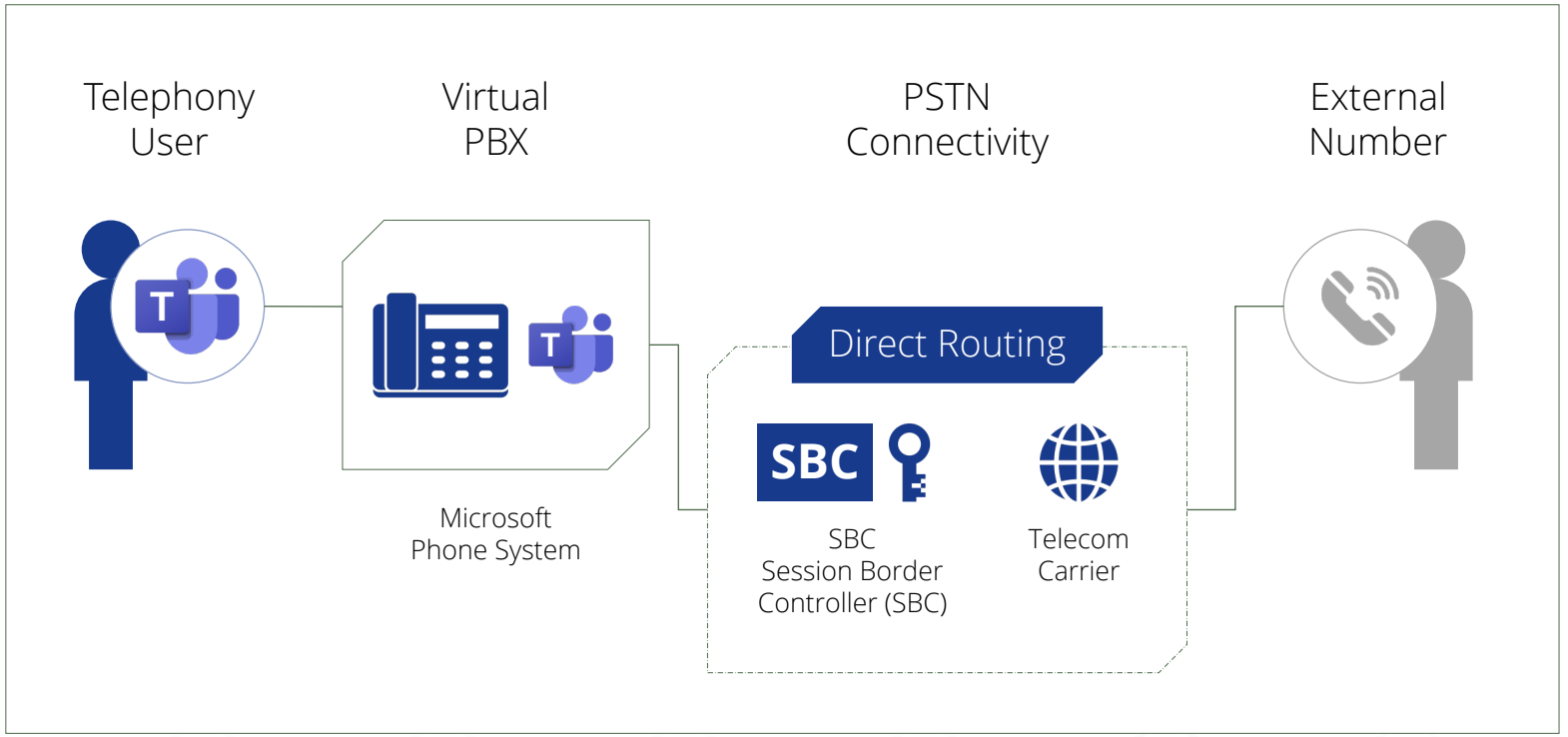
## MICROSOFT CALLING PLAN




- Simplest way to start
- No SBC required
- More expensive connection fees
- Only available in a few countries (≈ 30)

# MS-TEAMS – PSTN OPTIONS

## DIRECT ROUTING

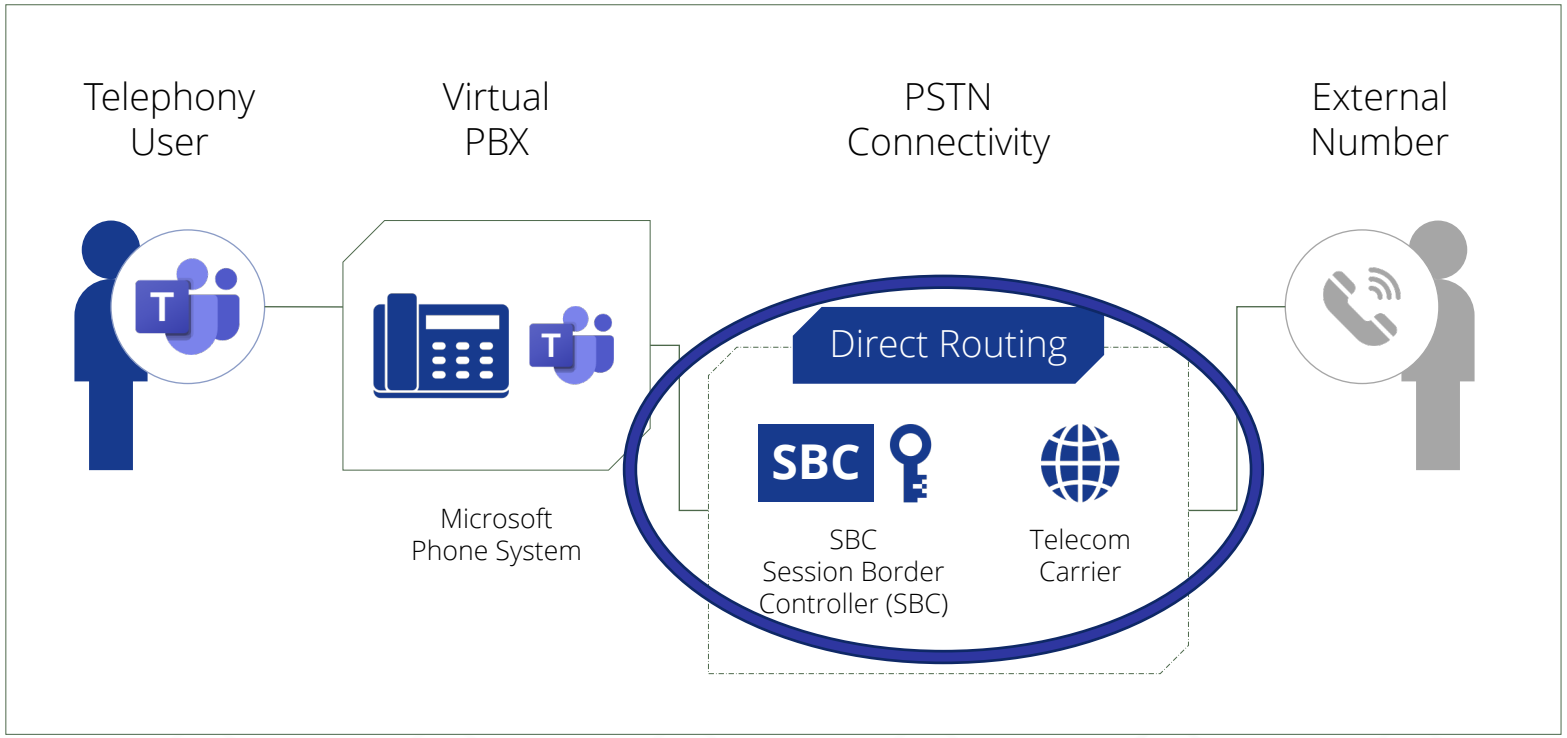



- High call volume
- MS-Teams in multiple countries, different Telecom Carriers (SIP-Trunk)

# MS-TEAMS – PSTN OPTIONS

## OPERATOR CONNECT

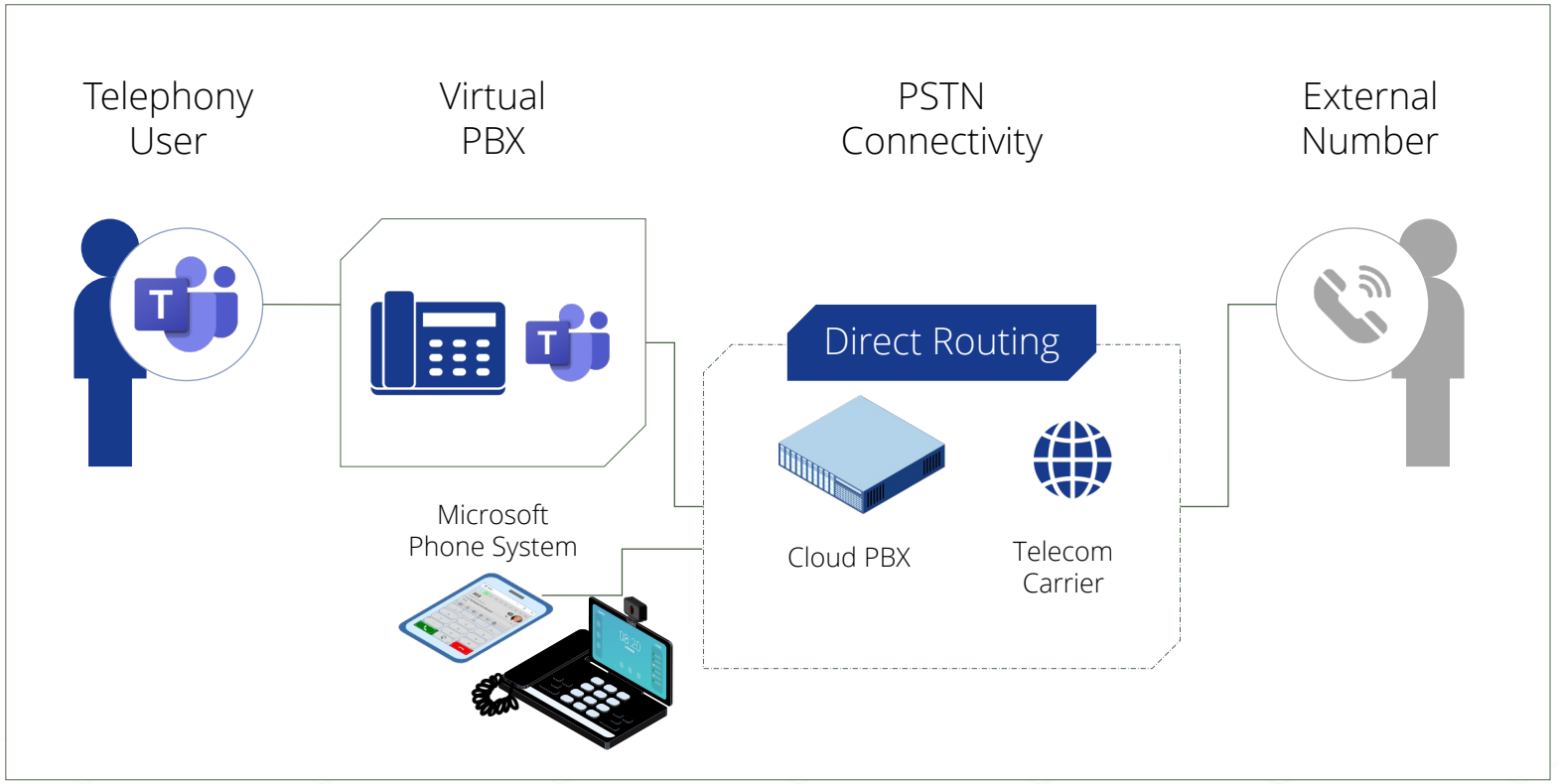
PSTN CALLING AND SBCS WITH PARTICIPATING OPERATORS IN THE MICROSOFT OPERATOR CONNECT PROGRAM




- One Carrier worldwide
- Typically SIP-Trunk + SBC bundled
- Managed Infrastructure

# MS-TEAMS – PSTN OPTIONS

## DIRECT ROUTING WITH CLOUD PBX




- Flexible with Carriers
- No SBC required
- Standard SIP desk phones
- Full PBX feature set

# MS-TEAMS

## Requirements

- Microsoft E5 **or** Microsoft 365 Plan + Microsoft Phone System (add-on) / Business Voice (add-on)
- Microsoft Calling Plan **or** SIP Trunk + SBC **or** SIP Trunk + Cloud PBX

## Features

- Auto Attendant (IVR)
- Simple Queues
- Music on hold
- Group Calls
- Transfer Calls
- Park a call
- Voicemail

# MS-TEAMS INTEGRATIONS

Mirage Teams Connector

Teams Native

3CX SWYX GoTo Connect

Phone Systems

cc4ALL

Contact Center

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www.mirage-systems.de

# YOUR CHOICE

3CX

swyx GoTo Connect

- Cloud or On-Premise PBX
- SIP Provider, No SBC
- Mix SIP-Handsets, SIP-DECT Phones and MS-Teams SoftPhone Client, door opener
- Call Recording / Call Transcription linked to Salesforce
- Call Distribution based on Salesforce data
- Huge PBX feature set

cc4ALL

- Cloud Contact Center
- MS-Teams Direct Routing or Microsoft Calling Plan
- Requires certified MS-Teams Desk Phones
- Call Recording / Call Transcription linked to Salesforce
- Call Distribution based on Salesforce Data
- Additional MS-Teams add-ons for receptionist, boss / secretary
- Login with Office 365 user credentials
- Minimum 30 users

# YOUR CHOICE

## MIRAGE MS-TEAMS CONNECTOR

- MS-Teams Direct Routing or Microsoft Calling Plan
- No PBX or Call Center required
- Use existing MS-Teams configuration (queues, IVR etc)
- Fast and easy setup
- Direct connection to MS-Teams via Graph API

# KEY DECISION POINTS

3CX

Swyx GoTo Connect

- Move from existing PBX to MS-Teams
- Easy setup / fast rollout
- Dect phones
- 1 to 2500/3000 user
- Slim Price Model
- Requires additional contract for 3CX / Swyx hosting

cc4ALL

- Already Direct Routing in place or Microsoft Calling Plan
- Offices in multiple countries or continents
- Complex call routing
- 30 users onwards - no user limitation

Differences in detail feature set

# KEY DECISION POINTS

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- Already SIP-Trunk + SBC in place or Microsoft Calling Plan
- Easy setup / fast rollout
- MS-Teams phone capabilities are sufficient
- 1 user onwards – no user limitation
- Cheapest MS-Teams integration
- MS-Teams PBX configuration through MS-Teams admin center

**All 3 integration options can be mixed within one Salesforce Instance**

- Mirage MS-Teams Connector
- MS-Teams Contact Center
- MS-Teams with PBX

# MS-Teams Integration Highlights

CTI DATA CONNECTOR FOR MICROSOFT TEAMS

- **Synchronize Presence State**

  Synchronize from Salesforce to MS-Teams and MS-Teams to Salesforce

- **MS-Teams Clients**

  Windows, MAC and Mobile

- **Native Integration**

  Directly connects Salesforce via the Mirage Cloud to MS-Teams – no contact center or PBX required

- **Live Agent Status Dashboard and Wallboard**

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# Live Agent Status Dashboard and Wallboard

CTI DATA CONNECTOR
FOR MICROSOFT TEAMS

- **Overview**

  Shows the users presence state, role, skills, local time, active calls in queues, logged into queues, campaigns

- **Search and Sort**

  Search by first or last name, sort by role, profile, presence state ….

- **Automatic Refresh**

  Automatically refreshes every 15 seconds

- **Wallboard - Live View**

  Active in and outbound calls, MS-Teams meetings, average ring time, average talk time, queues, historical data last 30 days

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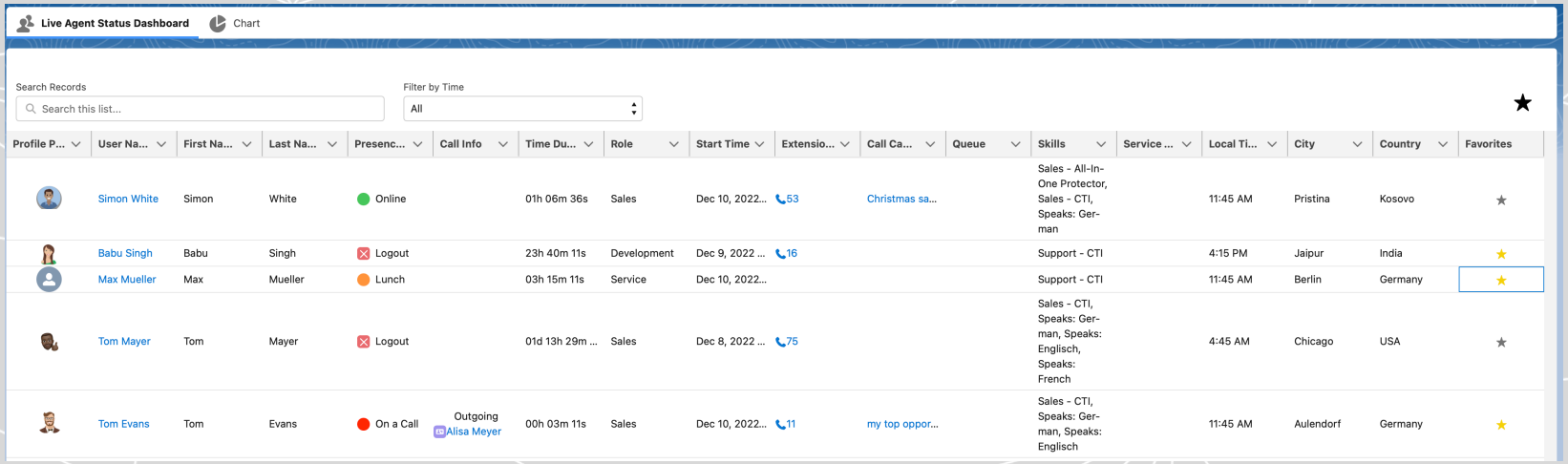
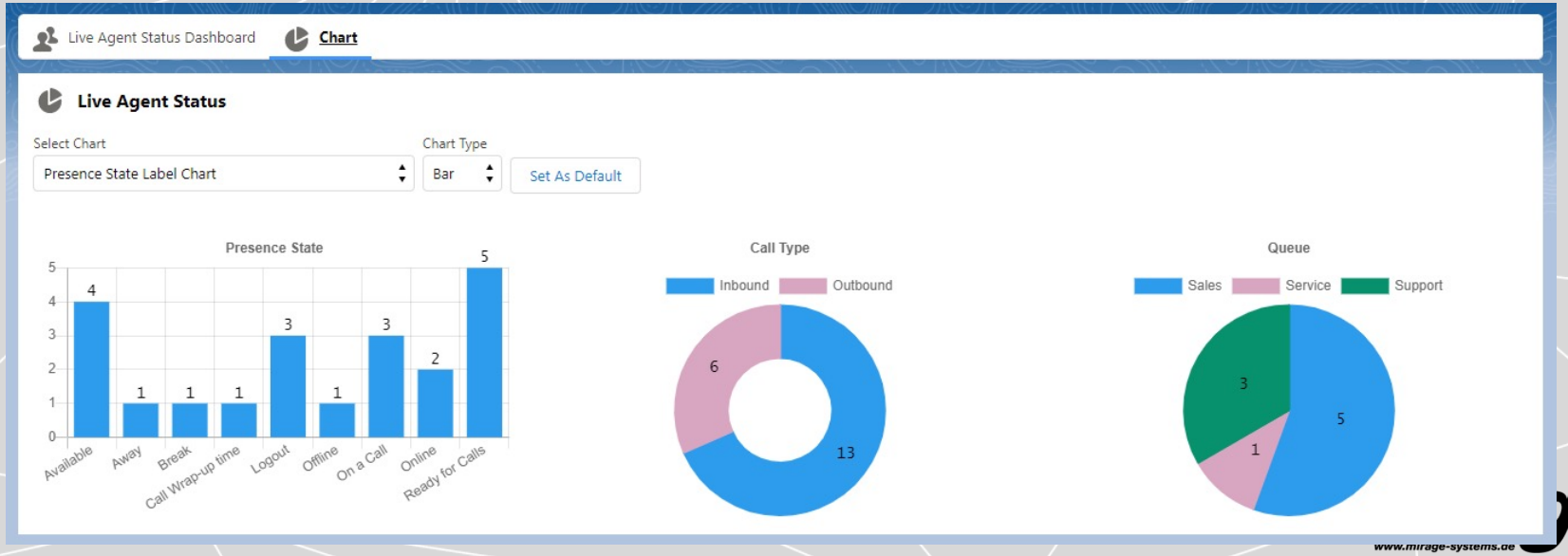
# Live Agent Status Dashboard




| Profile P... | User Na... | First Na... | Last Na... | Presenc... | Call Info | Time Du... | Role | Start Time | Extensio... | Call Ca... | Queue | Skills | Service ... | Local Ti... | City | Country | Favorites |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Simon White | Simon | White | Online | | 01h 06m 36s | Sales | Dec 10, 2022... | 53 | Christmas sa... | | Sales - All-In-One Protector, Sales - CTI, Speaks: German | | 11:45 AM | Pristina | Kosovo | |
| | Babu Singh | Babu | Singh | Logout | | 23h 40m 11s | Development | Dec 9, 2022 ... | 16 | | | Support - CTI | | 4:15 PM | Jaipur | India | |
| | Max Mueller | Max | Mueller | Lunch | | 03h 15m 11s | Service | Dec 10, 2022... | | | | Support - CTI | | 11:45 AM | Berlin | Germany | |
| | Tom Mayer | Tom | Mayer | Logout | | 01d 13h 29m ... | Sales | Dec 8, 2022 ... | 75 | | | Sales - CTI, Speaks: German, Speaks: Englisch, Speaks: French | | 4:45 AM | Chicago | USA | |
| | Tom Evans | Tom | Evans | On a Call | Outgoing Alisa Meyer | 00h 03m 11s | Sales | Dec 10, 2022... | 11 | my top oppor... | | Sales - CTI, Speaks: German, Speaks: Englisch | | 11:45 AM | Aulendorf | Germany | |

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# Limitations / Differences

- Outbound call – does not show direct extension caller ID
- If an outbound call from MS Teams is done, the call is not signaled in Salesforce
- Outbound call must be confirmed in MS Teams App
- Every call is a conference with a BOT
- Queues with limitations (e.g. routing method) are supported – more queue features end of Q2
- Audio recording will be suported end of Q2

Details of all features and limitations

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# Call distribution  (only contact center)

- **Call distribution**

  Workflows like transfer call to contact or account owner. Last Agent routing based on call, e-mail or task

- **Write Back data to Salesforce**

  Create an appointment or callback request via IVR

  Document an abandoned call in the customer activity and / or create a follow-up task

- **Data Lookup**

  Name, Language, City, Country, Service level agreement, Products ordered

- **Personalize Greeting**

  Search Name and language in Salesforce – *Hello Tom, nice to hear from you again*

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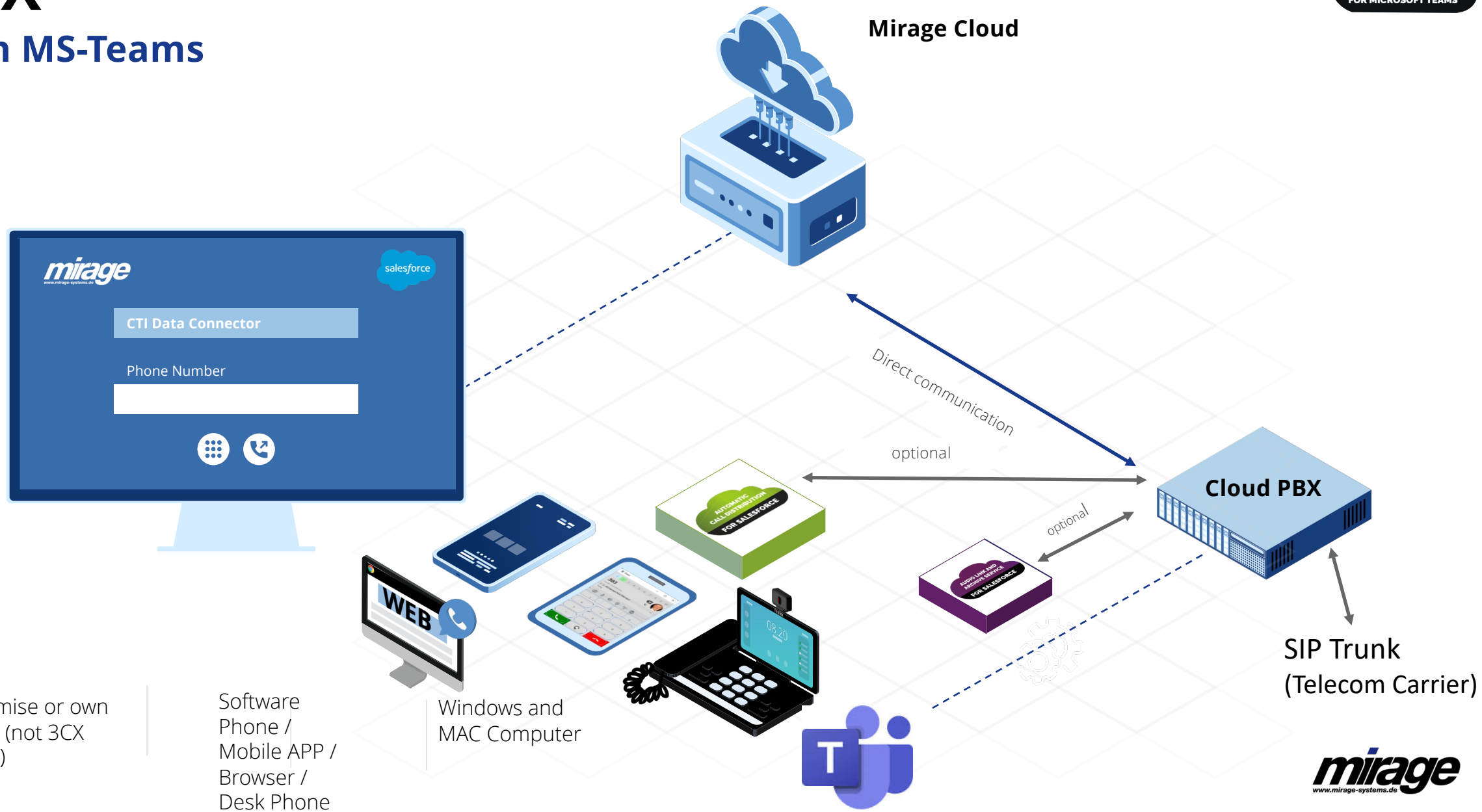
# 3CX
## with MS-Teams

CTI DATA CONNECTOR
FOR MICROSOFT TEAMS




On-Premise or own Hosting (not 3CX Hosting)

Software Phone / Mobile APP / Browser / Desk Phone

Windows and MAC Computer

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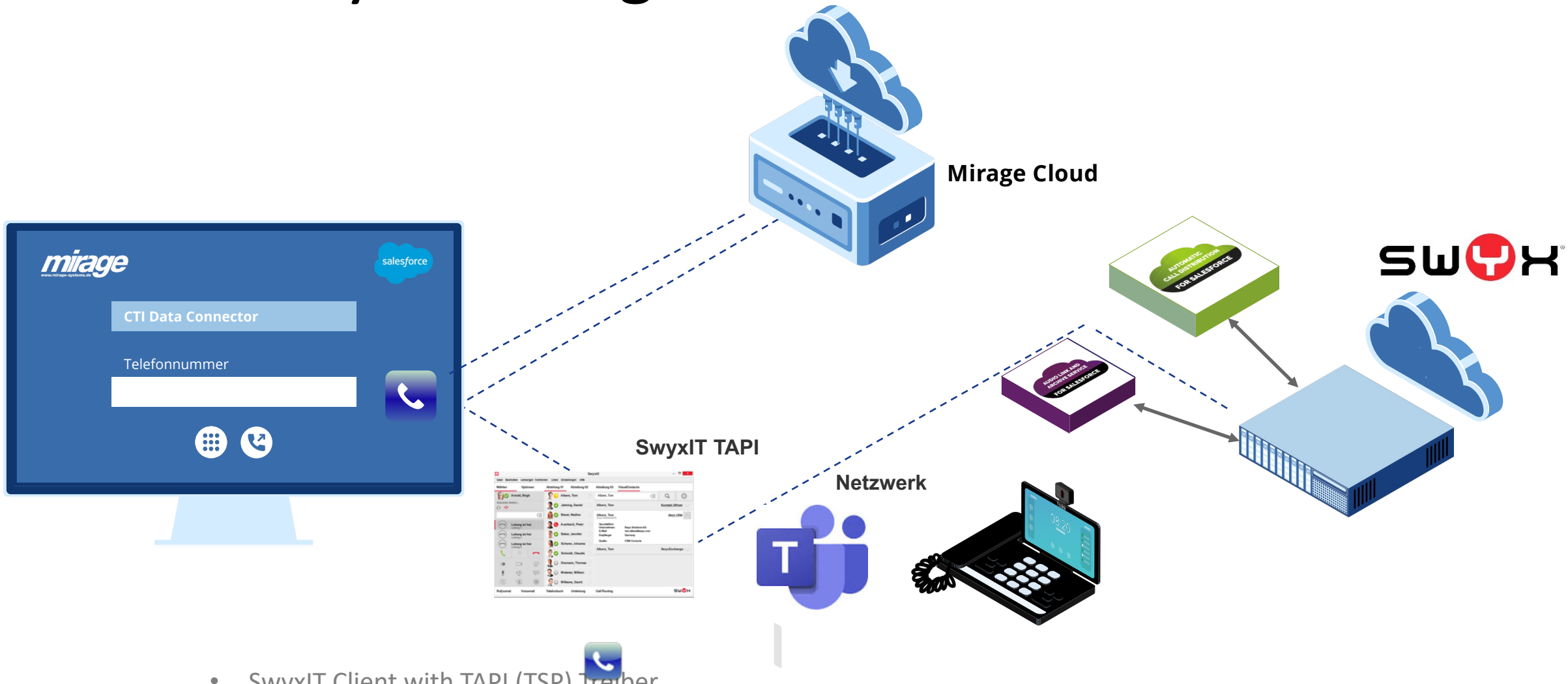
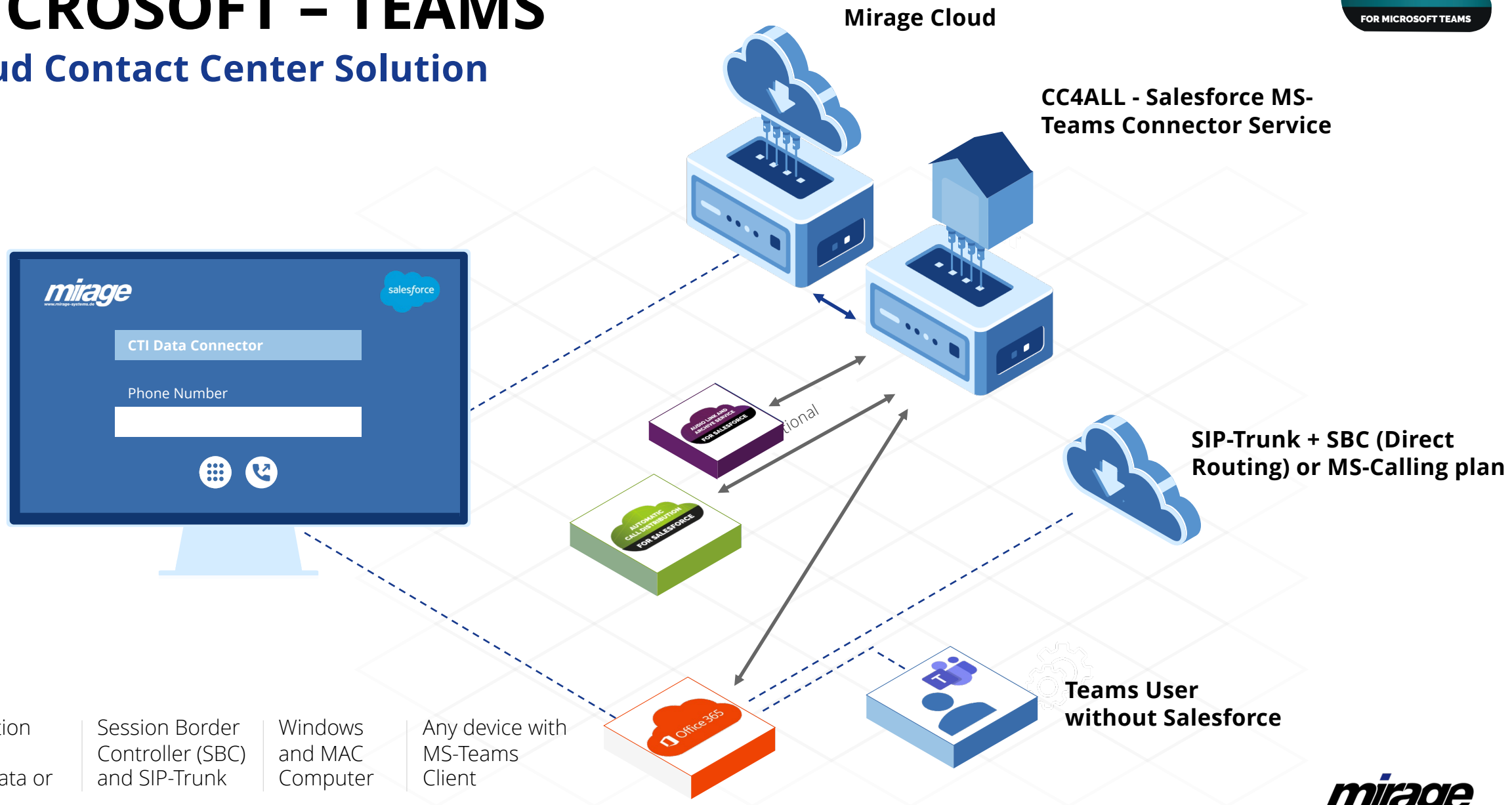
# SwyxIt! Integration




- SwyxIT Client with TAPI (TSP) Treiber
- CTI Data Connector TAPI Link on each computer
- Windows only
- Keine MS-Teams Telefonlizenz erforderlich

# MICROSOFT – TEAMS

## Cloud Contact Center Solution




Call distribution based on Salesforce data or CC4ALL

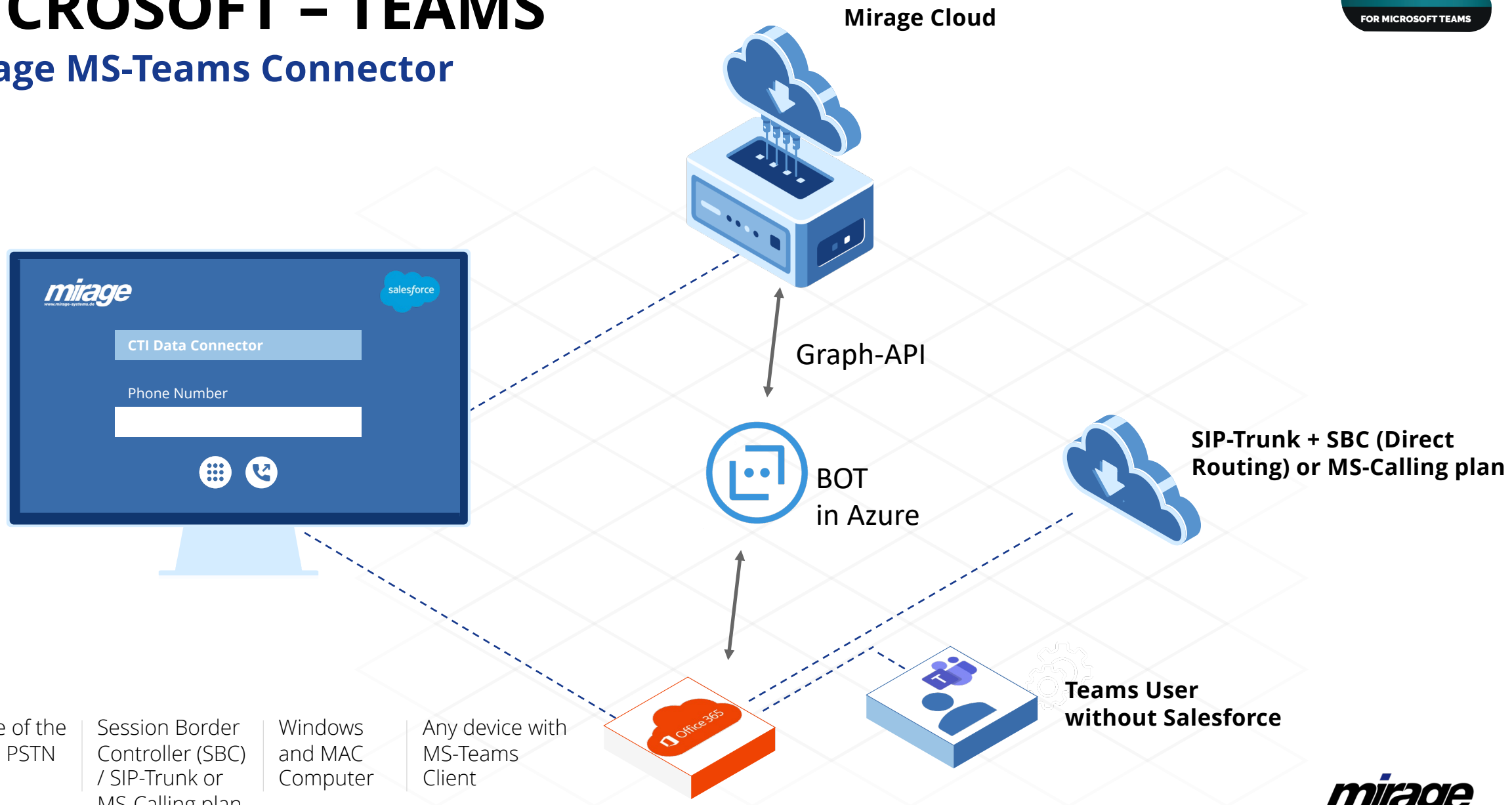
Session Border Controller (SBC) and SIP-Trunk

Windows and MAC Computer

Any device with MS-Teams Client

# MICROSOFT – TEAMS

## Mirage MS-Teams Connector




No change of the MS-Teams PSTN phone

Session Border Controller (SBC) / SIP-Trunk or MS-Calling plan

Windows and MAC Computer

Any device with MS-Teams Client