NICE | Microsoft

CXone Agent for Microsoft Teams

Seamless collaboration for faster resolutions

NICE CXone Agent for Microsoft Teams is a pre-built unified communications and contact center integration that powers company-wide collaboration for faster service. The CXone Agent—embedded seamlessly within Teams—provides full contact center controls and synchronizes Teams contacts and presence information, for one-click access to experts across your organization. With frictionless collaboration and a customizable Teams workspace, agents can resolve complex issues faster than ever. Global, carrier-grade voice services safeguard every interaction and reduce costs with an easy-to-deploy integration. All this—plus, our contact center expertise and strong Microsoft partnership—delivers the most robust contact center and Teams integration available.

CONNECTED INFORMED AGENTS, CONNECTED EXPERIENCES

Simplify and streamline the agent experience with an intuitive, consolidated desktop that seamlessly integrates into Microsoft Teams.

- **Increase agent productivity** with full CXone contact center controls embedded within the Teams application, eliminating time spent toggling between applications.
- **Easily access available SMEs** using the CXone directory that leverages bi-directional sync for Teams contacts and presence.
- **Provide effortless access** to the websites or applications agents need by using the Teams' custom workspace area that appears beside the CXone Agent.

### EASY TEAM COLLABORATION, FASTER RESOLUTION

Access experts anywhere in your organization, in real-time, to quickly resolve complex customer interactions.

- **Resolve complex issues faster** by quickly finding and connecting with available subject-matter experts, no matter where they are in your organization.
- **Click to connect with SMEs** via voice or email using the CXone directory that automatically synchronizes Teams contacts and displays their presence status, or by simply using the existing Teams' chat functionality.
- **Transform Teams from a basic softphone into a customer experience endpoint**, eliminating the need for separate communication endpoints and the time lost switching between them.

BENEFITS

- Increase agent productivity by eliminating time spent toggling between CXone and Teams
- Resolve complex issues faster with easy access to subject-matter experts
- Improve CSAT by seamlessly connecting customers to experts anywhere in your organization
- Reduce dropped calls and abandon rates using high-quality, carrier-grade voice services
- Reduce deployment time and cost with a pre-built integration that eliminates customized development and scales easily

Embedded CXone Agent
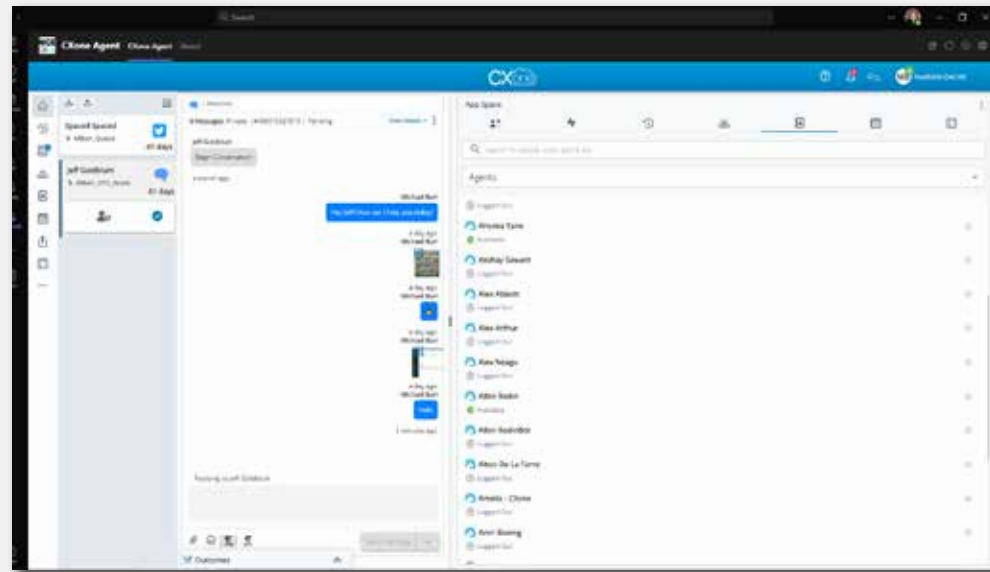
The CXone directory automatically synchronizes Teams contacts and displays their presence status.

Teams Contacts in CXone Directory
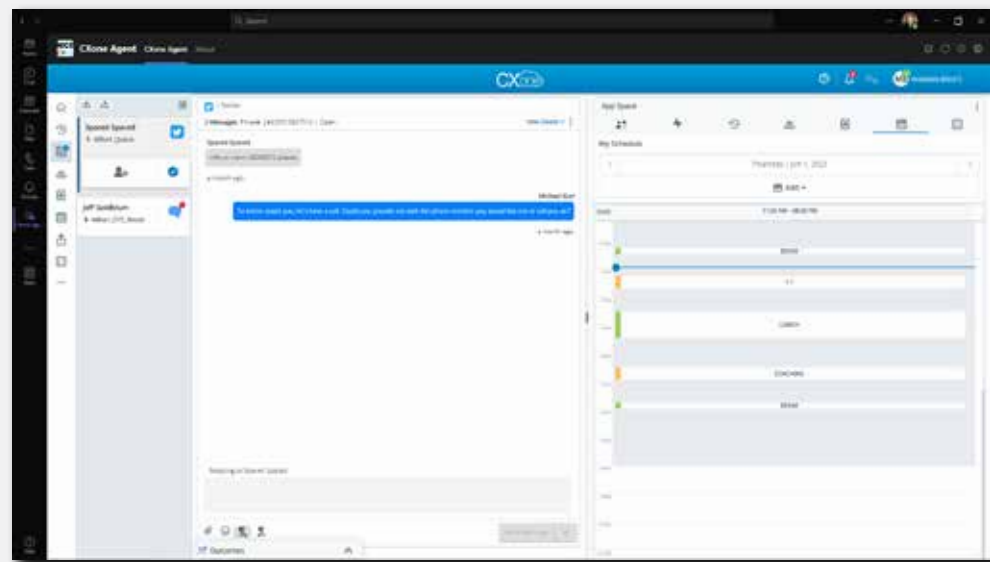
CXone Agent for Microsoft Teams embeds WEM functionality directly in the Teams interface

BETTER CX, STRONGER KPIS

Improve customer experiences and drive better results across your contact center with streamlined collaboration and top-notch voice services.

- **Boost FCR** by connecting with experts immediately, eliminating delays, escalations, and follow-up interactions.
- **Improve CSAT** by seamlessly connecting customers to the experts who can resolve their complex questions in less time.
- **Reduce dropped calls** and abandon rates using high-quality, carrier-grade voice services, delivered over a secure internet connection with Microsoft's Direct Routing component.
- **Empower Agents** with real-time interaction guidance driven by pre-built AI models.

INCREASED CAPACITY AND EFFICIENCY

Extend your contact center capabilities with informal agents, plus simplify budgeting and implementation.

- **Maintain service levels** during unanticipated traffic spikes by using informal agents outside of your contact center to handle overflow calls.
- **Simplify budgeting** with predicable monthly costs that help you develop more accurate plans.
- **Reduce deployment time and cost** with a pre-built integration that eliminates customized development and scales easily as your business needs evolve.
- **Manage schedules** easily with integrated workforce management.

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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Make experiences *flow*