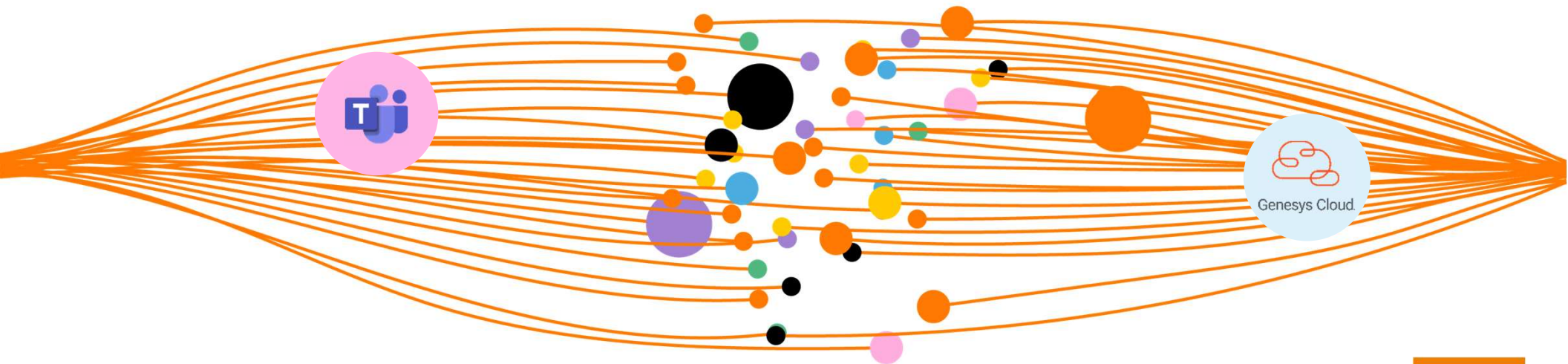


# Internal collaboration for your customer relationship

By connecting your contact center to your collaboration solution, your customers have never been so close to your employee.

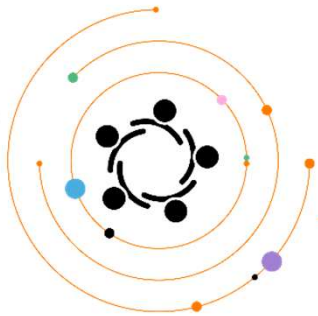


**Business  
Services**

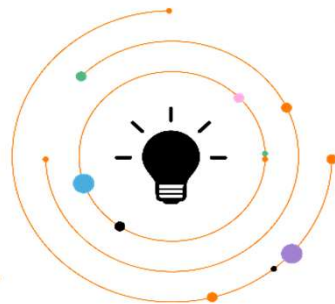


# Simplify internal collaboration to reap a better customer experience

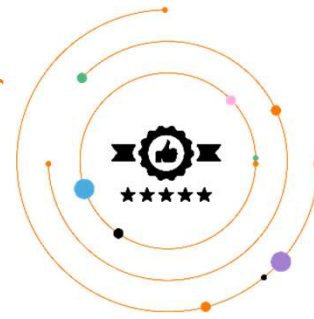
Streamlining collaborative applications is a benefit for internal and... external customers



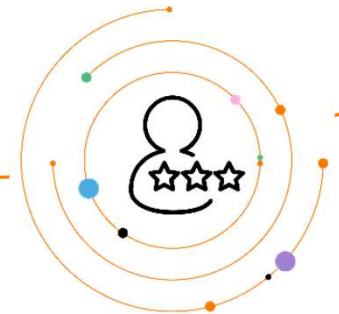
Fluid collaboration,  
suitable for  
teleworking



Easier interface, time  
saving and  
performance



A quality requirement  
for your business  
telephony,  
100% available and  
resilient

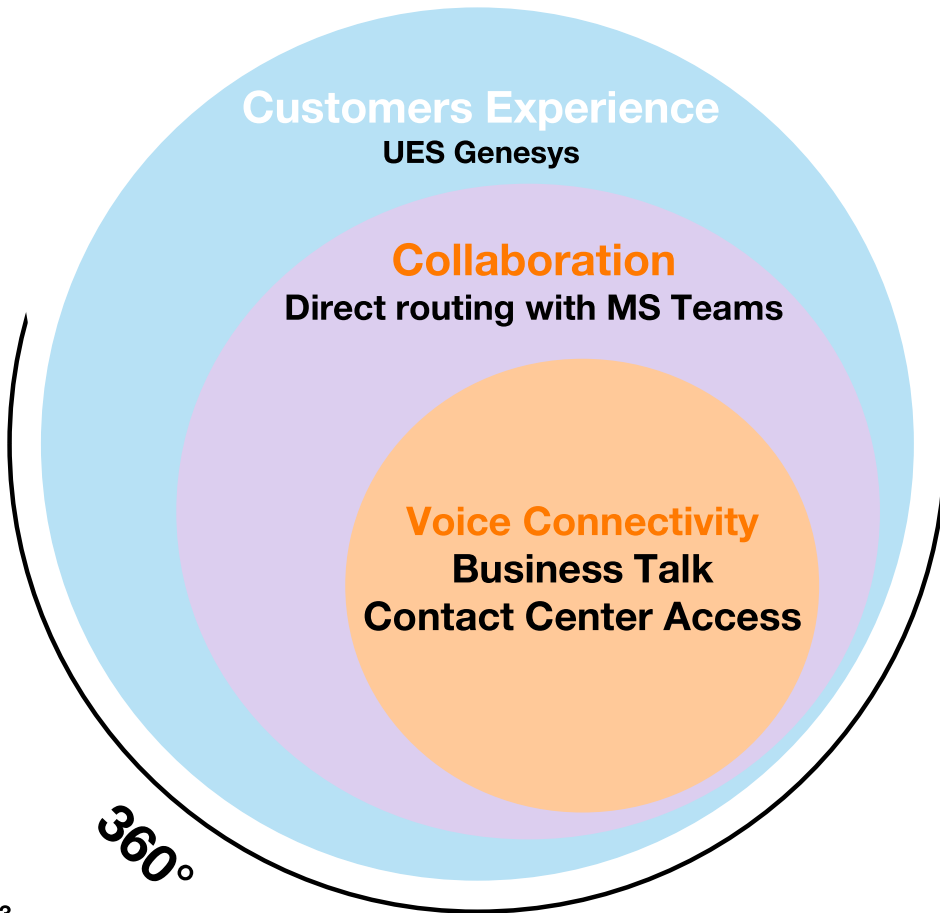


An enriched customer  
experience thanks to  
cloud platforms and AI

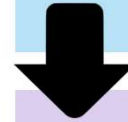
Simplifying **collaboration** and internal **communication** contributes to the foundations  
of a richer **customer experience**

# Why Orange ?

## Collaborative hub to 360° Customer Experience



Unlock your potential to grow your business with a contact center integrated into Microsoft Teams



Improve collaboration across your organization with Business Together offers



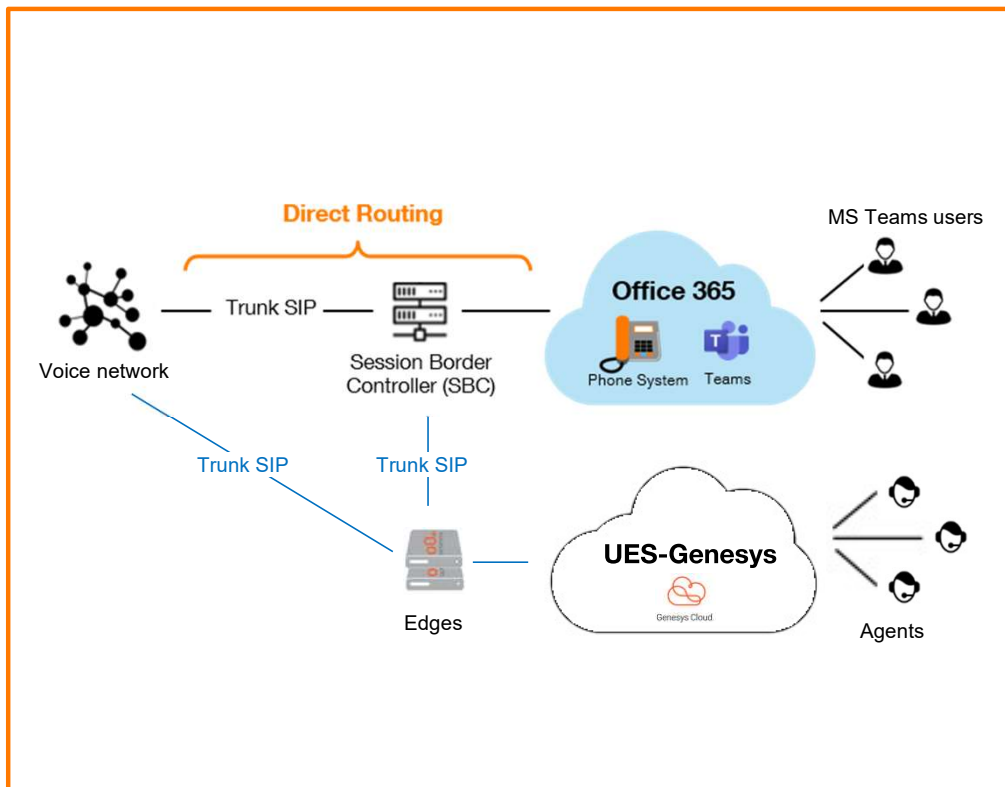
Take advantage of our voice solution to connect your organization to the outside world and provide seamless customer relationship



Benefit from interconnected solutions and end-to-end management delivered by the same service provider.

# UES-Genesys integration with Microsoft Teams

## Help agents to collaborate with all company employees



### Telephony / SIP integration

### Cloud To Cloud integration

Enables calls between UES-Genesys and Microsoft Direct Routing solution:

- Without incurring additional PSTN charges
- Uses Genesys Cloud's existing capabilities
- Supports call transfer, recording, and analytics

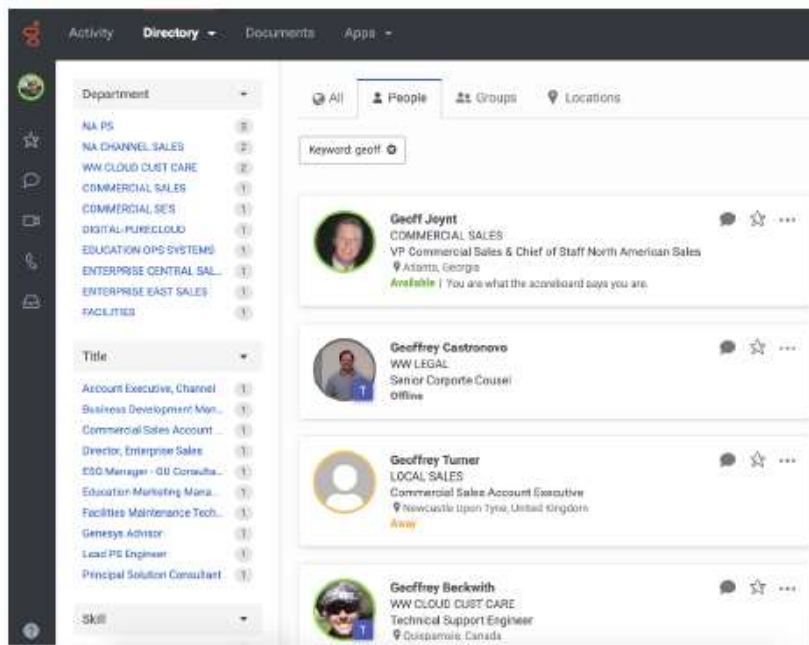
The Genesys Cloud Integration for Microsoft Teams add-on is now available on the Genesys AppFoundry. It allows Genesys Cloud users to:

- Search for MS Teams users (synchronization between Microsoft Active Directory and Genesys Cloud directory)
- View MS Teams users' contact information and presence
- Transfer interactions between the platforms with Click to Dial (vs DID)

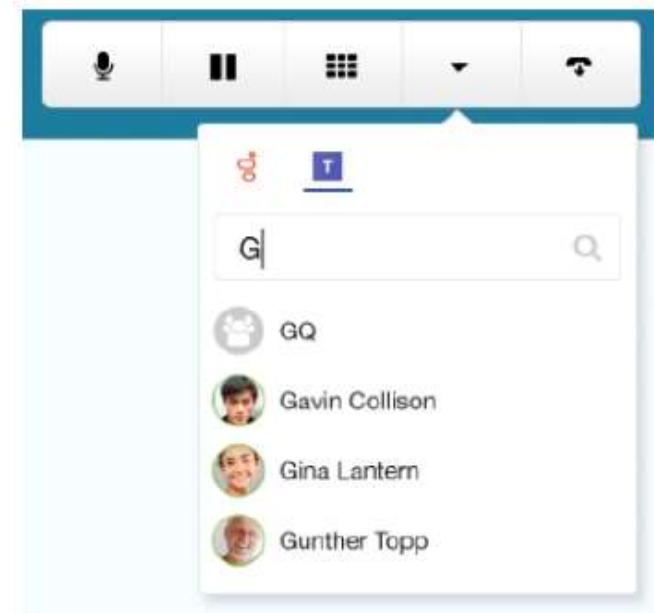
# Genesys Integration with Microsoft Active Directory

## Cloud To Cloud integration - A unique agent interface

Synchronization and directory search



Call transfers to non-agents on Teams



<https://appfoundry.genesys.com/filter/genesyscloud/listing/cea64bdf-81e2-42bb-8b36-7418bda7fab4>

# Connect the front and back office

## Extend Microsoft Teams to contact center



Speed

1h15 \* saved per week per user



Quality

Customer response + rich and enlightened



Best NPS ©



+ 7% of NPS ®

=

+ 1% of sales

\* Forrester 2020

▪ Orange Restricted

# More than words....

## Discover the advantages by the way you prefer

**Creating  
Positive contacts**

Regional sales expert- EIC  
Rishi Chopra  
Rishi.chopra@orange.com



### Proof Of Concept

Demo

Try and Buy (Pilot)

