

# Microsoft Teams Contact Centres



Part of the Charterhouse Group

Symity is a trusted Microsoft Solutions Partner, offering 'end to end' design, deployment, adoption and support services for Microsoft Teams Phone, Microsoft Contact Centres and Microsoft Teams Rooms in the UK and globally. With a focus solely on Microsoft Teams solutions, we have extensive practical experience, specialist skills and in-depth knowledge of delivering exceptional solutions to customers.

Microsoft Teams supports customer interactions, operating as the hub for internal and external customer connection across modes of communication, including chat, video meetings and calling. Symity maximises the quality of these interactions by leveraging the Microsoft Teams Contact Centre partner ecosystem. We help organisations optimise collaboration and customer dialogue management through integrated Microsoft Teams Contact Centre solutions, employing an innovative approach.



## Why clients partner with us:

- Microsoft Teams only specialist, delivering all-encompassing solutions
- 2021 Microsoft Partner of the Year Finalist in the Meetings, Calling & Devices for Microsoft Teams category at Microsoft Inspire
- Comprehensive commercial and technical understanding of the Microsoft Connect and Extend models of certification for Contact Centres
- Global Ambassador of the Year award by Contact Centre partner Anywhere365®
- Industry leading technical skills in Microsoft Teams Contact Centres with a unique service wrap which includes a full Business Continuity Plan
- Proven UK and global Microsoft teams Phone System and Contact Centre delivery and support capability
- Trusted partner, employing a "can do" proactive approach and agile attitude, ensuring clients see true value in their investment in Microsoft technologies



Symity work closely with clients to uncover their current business requirements and future aspirations, identifying use cases and mapping customer journeys, utilising Microsoft native Contact Centre solutions to drive efficiencies and effectiveness across their organisation.



We also help customers rethink the Art of the Possible regarding their business communications across all modalities (e.g. voice, email, social media, webchat, chatbots), ensuring collaboration, flexible and remote working can be offered to traditional and back-office employees who use Contact Centre technologies.



For this purpose, we have developed a unique workshop: The Art of the Possible. It offers clients in-depth guidance, consultancy and tangible outcomes to power their Microsoft 365 journey through the utilisation of certified Microsoft Contact Centre platforms.

**Our goal is to help our clients see significantly improved customer service and experience through more efficient handling of communications and interactions, with seamless integration to Microsoft Teams, whether through the Connect or Extend certification models.**

Book a  
chat  
today



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