

THE POWER OF AUTOMATION

Automated Agent Removal from Teams Call Queue

INTRODUCTION

A Fortune 500 packaged goods company renowned for its household, personal care, and specialty products, faced operational challenges in managing its communication infrastructure. The company had adopted Microsoft Teams across the enterprise, leveraging T2M Works for migration services and Direct Routing as a Service to enhance its communication capabilities. Despite these advancements, the company encountered significant issues in maintaining the efficiency of its call queues, especially during the offboarding of personnel.

C H A L L E N G E S

The primary issue arose when agents of call queues were offboarded from the company. Their lingering presence in the call queues disrupted the functionality of these systems. This misalignment led to what were effectively dead branches in the call queues, resulting in poor customer experiences and frustration due to unattended calls or misrouted inquiries. The need for a streamlined process to manage the removal of offboarded agents from call queues was evident.



SOLUTION IMPLEMENTATION

To address this challenge, T2M Works implemented a solution using Azure Logic Apps and Teams. The process was designed as follows:

Trigger by Workday Offboarding: The automation was triggered by an API event whenever an employee was offboarded in Workday, the human resource management application. This ensured real-time updates coinciding with personnel changes.

Search and Identification: Azure Logic Apps searched for all call queues and auto-attendants within the enterprise. It then used data from the Workday API to determine if the offboarded user was a member of any call queue.

Automated Removal and Notification: If the offboarded employee was found in a call queue, the offboarded employee's manager was notified via an adaptive card in Teams. The adaptive card notification included a dropdown list populated with members of their team from Active Directory, prompting the group manager to assign a new resource to the call queue. Once the new agent was assigned to the call queue, the offboarded employee was removed from the call queue.

Resource Reassignment and Inventory Management: The telephone number of the offboarded employee was returned to a pool of available numbers that could be assigned to new employees. Upon assignment of a new resource to the call queue, the IT director was notified of the changes.

TECHNOLOGY

STACK

The solution harnessed the capabilities of Azure Logic Apps for automation, seamless integration with Workday for personnel management and Microsoft Teams for communication and notification.

Outcomes

The automation led to significant improvements:

- **Efficient Removal:** Offboarded agents are automatically removed from call queues, preventing any disruption in call flow and reducing the time spent by IT personnel performing MACs.
- **Streamlined Process:** Business managers are immediately informed and given the tools to quickly assign resources; no tickets to requisition IT resources to perform a MAC. Reduction of downtime in call queues critical to customer service.
- **Resource Optimization:** Elimination of manual tasks, which streamlines management of telephone numbers and personnel allocation.



FUTURE CONSIDERATIONS

Building on this success, the packaged goods company plans to extend this automation to other areas of the offboarding process; asset reclamation, office assignment, license management, etc. Once the offboarding process has been automated, the company will explore similar benefits automation brings to the onboarding process.



CONCLUSION

The implementation of this automated solution has markedly improved the company's operational efficiency and customer service quality. By addressing the specific challenge of managing call queues in relation to personnel changes, the company has not only enhanced its internal processes, but also significantly elevated the customer experience. This case study serves as a testament to the potential of integrating advanced technologies like Azure Logic Apps, line of business apps (Workday), and Microsoft Teams to solve complex business challenges.