

## Datasheet

# Why Integrate Microsoft Teams and Your Contact Center

## Customers

**#1**

**Phone is the number one** preferred channel of choice across all age groups of customers (56%), followed by email (19%) and chat (14%).\*

**97%**

of customers say that **a positive customer service experience** is at least somewhat likely to make them do business with a company.\*

**87%**

of customers say that **great customer service is important** when deciding whether to do business with a company.\*

## Agents

**34%**

Of customers are willing to wait longer if it means the agent gets the answers right. Providing agents with the tools they need to answer customers' questions correctly is the MOST important thing businesses can do to provide a positive customer experience.\*

**72%**

Of customers expect agents to resolve their customer service issues in **15 minutes or less.**\*

## Business

**74%**

of customers say **It's important for companies to have information** about their past interactions when they contact them.\*

**59%**

of customers are **unlikely to continue to do business with a company** if it requires a lot of effort to resolve an issue. However, companies that offer positive customer experiences through great service are more likely to have loyal, repeat customers.\*

**37%**

of enterprises still have not **integrated their CRM**. A poll conducted by Five9 during a No Jitter webinar found that 37% of enterprises still have not integrated their CRM into their contact center experiences.

## Connect Agents With Experts to Resolve Issues Quickly

Integrating Microsoft Teams with your Intelligent Cloud Contact Center enables you to provide seamless, exceptional, more human customer service experiences.



### Working Seamlessly Together

Five9 enables exceptional digital-first omnichannel experiences to deliver better customer engagements and faster response times by empowering agents to handle inbound and outbound contacts from multiple channels in a single, intuitive agent desktop.



### Pulling in the Experts

The Five9 UC integration with Microsoft Teams enables agents to easily access subject matter experts to increase first contact resolution and improve customer experiences.

### Fortune 1000 accounts across Industries:

- Financial Services & Banking
- Healthcare
- Pharma
- Higher Education
- Manufacturing
- Retail
- Technology

**“** The API-based connectors are now offered in online exchanges that help to make the core UCC platform more attractive to buyers, and now, as a result of the API layer, more providers are shifting to offer app marketplaces”

**The Aragon Research Globe™ for Unified Communications and Collaboration, 2020, Aragon Research. 2020.**

## About Five9

Five9 is a leading provider of intelligent cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually.

## About Synoptek

Synoptek is a global systems integrator and managed IT services provider. The Real-Time Communications team implements Teams Phone System and Five9 Cloud Contact Center. We are proud to be a Five9 Certified Implementation Partner and Certified Integrated Network Partner.

## Learn More

To schedule a live demo or find out more information, visit [www.synoptek.com](http://www.synoptek.com) or call **888.796.6783**



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