



Voice for Microsoft Teams (Direct routing)

Offering

M247 have used the Microsoft Teams application to provide cloud-based direct call routing, offering customers the capability to consume this technology 'as a service' whilst replacing traditional telephony systems with one unified communications platform.

Customers can now integrate voice platforms and telephony systems together, enabling employees to make and receive calls from both inside and outside the organisation (from UK or International locations) directly into Microsoft Teams.

Business benefit

In a year where cash flow was more restricted than ever, this solution allowed customers to optimise costs.

Moving telephony to a cloud hosted solution, offers more advanced features and functionality than older systems, with the added benefits of minimal capital expenditure, line rental or ongoing maintenance costs. M247 offer a simple and safe migration to ensure already stretched IT teams are not required to invest significant time to implement new systems.

Bringing all applications together in one place helps customers to replace ageing infrastructure, telephony and collaboration systems, futureproofing their communications technology.

Furthermore call quality (be that voice or video) is enhanced providing a greater experience for users and customers.



Microsoft Teams Call Analytics

Offering

M247 Call Analytics solution provides customers with the tools to create, modify, and manage call reports for any interaction made via the Microsoft Teams platform.

It provides access to valuable insights in customer calls and agent handling through a suite of reports, daily real-time dashboards and historical trend monitors. The reporting suite can be defined by the owner / manager who can determine what, when and how they view reports, to ensure they get the view that provides their department / business with the insight required.

Business benefit

As businesses migrated workers home and calls were routed to personal and mobile phones as a result of COVID-19, many lost their insight and reporting capabilities and therefore a significant amount of valuable data. Not only leaving business owners in a situation where they had limited customer visibility, but were also unable to track and monitor team performance.

M247 were able to provide a level of measurement and monitoring that had been lost in the transition to remote working. Through our call analytics platform, businesses regained access to quality data that informs business critical decisions. From call information to productivity views, all data is housed in a single, customisable interface so the process is much simpler and effective.



Microsoft Teams Call Recording

Offering

Customer service has been on a rising trajectory over the last decade and businesses that have failed to respond and place customer experience at the heart of their organisation have suffered.

COVID-19 shone the spotlight even more on good customer interaction, as many businesses experienced heightened levels of customer contacts as a result of the pandemic.

The ability to capture and analyse rich data such as customer interactions, regardless of channel, has therefore never been more important. Call Recording allows businesses to capture inbound and outbound conversations, giving them the ability to record, encrypt and securely store these in the Cloud.

Business benefit

As businesses migrated from office to home environments, M247 were able to provide reliable and compliant cloud-based technologies to prevent disruption of day-to-day operations.

Customers could continue to monitor and capture their customer engagements and use this insight for training and quality monitoring purposes. And in the cost-conscious economy an extra benefit was that this could be achieved without need for upfront investment, as call recording is charged on a subscription-per-user basis with no minimums required. Furthermore, employees no longer needed to use their own devices and no need to outlay budget on sophisticated phone systems, as everything is integrated into the Microsoft Teams application.

The flexibility this provides means customers can fully enable employees to work from anywhere - thereby boosting morale and job satisfaction.



Microsoft Teams Contact Centre

Offering

The M247 solution supports customers with their omnichannel ambitions, helping them to harness customer experience through a unified 'from anywhere' contact centre.

Underpinned by data, system and platform integration that is easy to use for the employee and provides a unified customer journey across all touchpoints and channels for the customer.

Business benefit

Businesses today are facing a complex set of challenges around customer engagement and expected interaction, which differs by customer type.

- The younger generation of customers (Generation X,Y, millennials) are driven by the recent digital-first acceleration. Expecting an immediate response to contact and that their channel hopping nature is mirrored by businesses.
- Conversely, elder generation customers still retain a love of more traditional forms of communication.

Businesses must therefore offer a myriad of customer touchpoints and channels which serve different customers in different ways through an omnichannel approach.

Contact Centre for Microsoft Teams enables customer service agents to pick up conversations with any customer, across any channel and have the most recent information to hand. Presenting a seamless and unified customer experience for all.