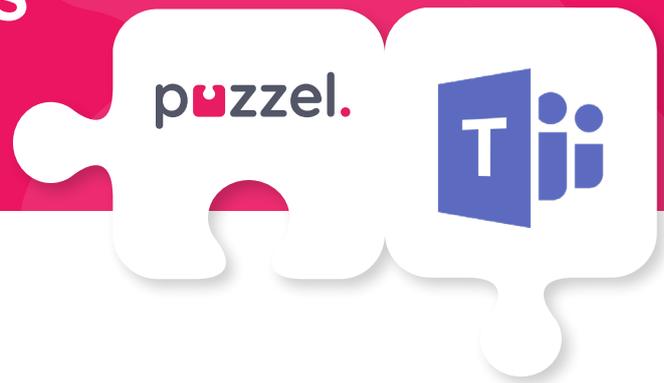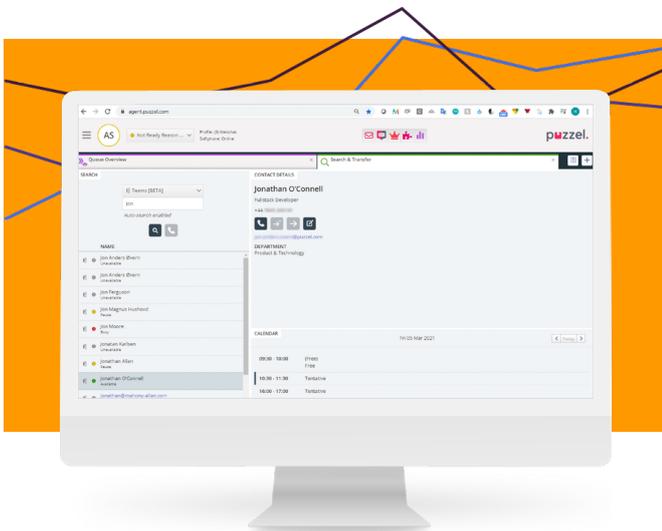# Microsoft Teams

A Puzzel Integration

Bring your team closer together

Puzzel's integration with Microsoft Teams brings your agents closer together and makes collaboration easier. It's perfect for remote and agile workforces, where contact centre staff rely on instant messaging to share knowledge, conduct meetings, seek advice and socialise.

Seamless integration

Agents can make Teams calls, send messages, search for and transfer contacts all without having to leave the Puzzel Agent Application.
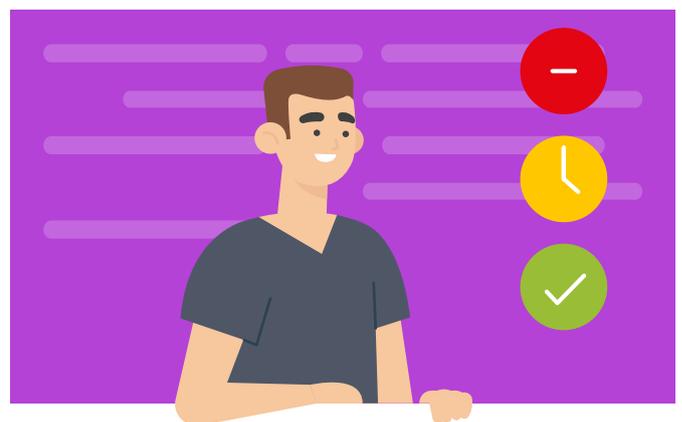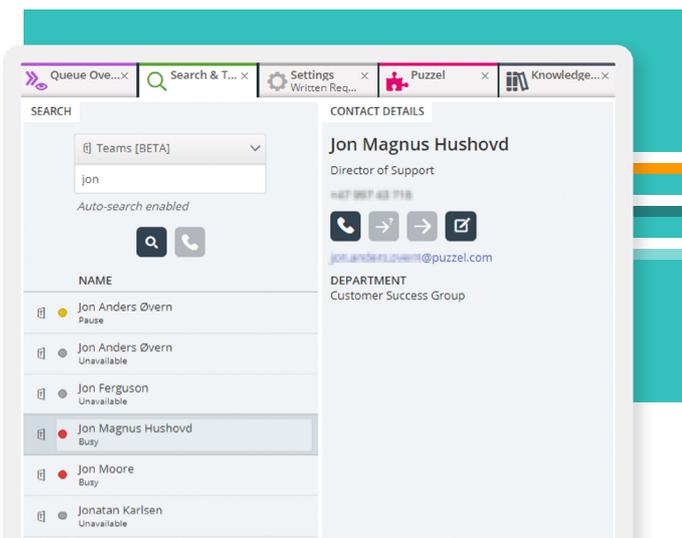
Presence status

Users can see whether other agents are online, busy, away or in calls, as well as the presence statuses of all other colleagues across their organisation.

Access calendars

Agents can view contacts' calendars and schedules in Teams to better align plans, meetings and calls.

Why contact centres are integrating with Puzzel

✅ **Reduces agent effort**
Eliminate the need for agents to switch between application windows while servicing customers

✅ **Flexible working**
Keep teams and colleagues connected even when working remotely

✅ **Knowledge sharing**
Enable agents to chat and exchange advice in real-time to reduce handling time

> " Puzzel's contact centre capability and partnership is part of our wide portfolio of services underpinned with Teams calls and routing through a highly available telephony platform (Direct Routing) add-on which enables the full use of the Public Switched Telephone Network (PSTN), plus content and messaging capability. "
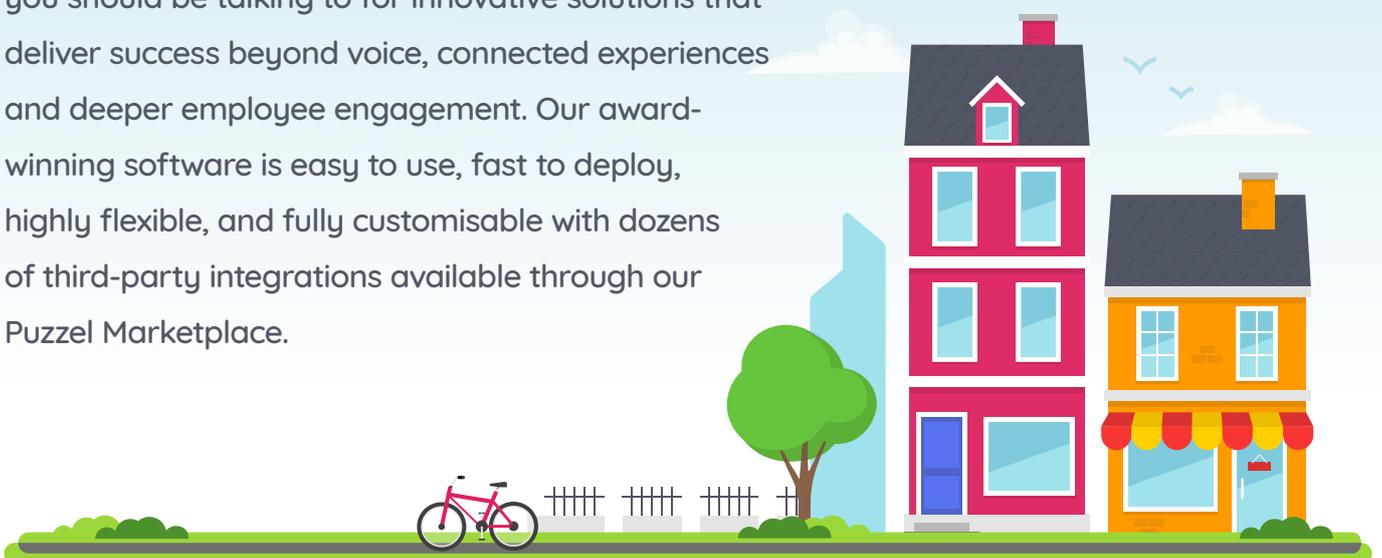
Afshin Attari
Director of Public Sector & Unified Platforms at Exponential-e

exponential-e
APPLIED INNOVATION

About Puzzel

Puzzel is the leading European Contact Centre as a Service (CCaaS) provider and the technology partner you should be talking to for innovative solutions that deliver success beyond voice, connected experiences and deeper employee engagement. Our award-winning software is easy to use, fast to deploy, highly flexible, and fully customisable with dozens of third-party integrations available through our Puzzel Marketplace.

puzzel.

To learn more about Puzzel's integration with Microsoft Teams, visit **puzzel.com**