



TEAMS CONTACT CENTER

Add a native contact center experience inside Microsoft Teams

Take control of your customer journey

Your business is unique, and your contact center should be, too. Momentum's Teams-native contact center solution arms you with a flexible, customizable platform with which you can simultaneously enhance the customer journey and empower your people.

Transform Microsoft's industry-leading collaboration platform into a full-fledged customer service hub, empowering your people with unified interactions, intelligent call management, and comprehensive business intelligence.

A Teams native Contact Center is designed for easy integration, enabling seamless access to your favorite business tools and applications without ever leaving the Microsoft Teams interface. Whether you operate a single office, an internal help desk, or an international contact center, it's time to revolutionize your customer service approach and unlock Microsoft Teams' true potential.

Looking to revolutionize and future-proof your contact center? Partner with Momentum and we'll help you create a feature-rich center experience in Microsoft Teams.

HIGHLIGHTS



Unify all customer interactions into a single pane of glass



Automatically route calls to the most qualified agents



Gain detailed insights on calls and customers via advanced analytics



Leverage a SOC2 Type II, ISO27001, and M365 certified solution



Seamlessly connect to your contact center ecosystem



Eliminate complex call transfers with one phone for back-office and contact center calls

An omnichannel contact center designed for Microsoft Teams

Unify customer service and outreach into a single platform with an intuitive, familiar interface that empowers both customers and contact center staff. Momentum's Contact Center for Teams combines advanced analytics, intelligent business process automation, and no-code integration with Microsoft's industry-leading security, reliability, and productivity.

Strengthen customer relationships

Create a consistent, streamlined experience for customers with skill-based call distribution and advanced call routing alongside a single source of truth for customer data.

Enhance productivity

Create a unified dashboard within Microsoft Teams with a full suite of communication and productivity tools, a drag-and-drop workflow editor, and intuitive contact management.

Enable data-driven decisions

Access detailed, real-time analytics on presence status, call volume, agent performance, and generate in-depth insights through integration with tools, such as Tableau, SAS, and Oracle.

Effortlessly integrate & automate

Connect your Teams-based contact center with your existing ecosystem and automate business operations through Power Automate's simple, no-code integration.

Ensure compliance & performance

Leverage robust and reliable compliance call recording while gaining valuable insights into customer and agent interactions to keep everyone at their best.

A solution that scales with you

Bring email, social media, phone calls, and online chat into a single platform that not only provides full visibility into the customer journey, but also scales seamlessly alongside your business.

Why Momentum?

600K+

COLLABORATION
USERS

30K

ENTERPRISE
LOCATIONS SERVED

132K

MICROSOFT
TEAMS USERS

Give customers and employees the experience they deserve

Choose Momentum's Contact Center for Microsoft Teams and revolutionize customer interactions to create a best-in-class customer experience.

[CONTACT US](#)

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