

## Integration of Microsoft Skype for Business in Teams; exciting news for the Contact Center

*During Microsoft Ignite, Lori Wright, General Manager for Microsoft Teams and Skype product marketing, outlined Microsoft's plans and vision for Teams and Skype. They confirmed the rumors that Teams will evolve as the primary client for communications in Office 365 and, over time, will replace the Skype for Business Online client. Microsoft committed to interop between Teams and hosted Skype for Business.*

### Details of the release

What are the implications for the extended functionalities that are offered on top of Skype for Business by natively integrated Contact Center Solutions like CC4Skype, is the question that rises.

### Quick analyses

With the integration of Skype for Business (SfB) with Teams, Microsoft acknowledges that communication functionalities have increasingly become a component of online group activities.

For the Contact Center environment collaboration in teams has existed for a long time. Nowhere is the need more evident to have the right information at the right place at the right time.

The promise of Teams brings additional integration of all information streams and that is where Contact Centers will benefit. Adding contextual information like LinkedIn profiles and recent social activities will make the Contact Center agent and/or the back office much more aware of the person they are dealing with. Integration of Contact Center functionality with platforms like Microsoft Dynamics and Salesforce.com are therefore a key component of an overall solution.

Being natively integrated with Microsoft Skype for Business and integrated with Dynamics, the Teams integration will add a third layer of collaboration capabilities to customers. It is however important that, similar to the transition from Lync to Skype for Business, continuity in the services is provided.

Microsoft has heavily invested in the next release of Skype for Business Server that will be available in the second half of 2018 and will have interoperability with Teams. Microsoft also stated at Ignite that the best feature set today remains in Skype for Business Server.

Analysts predict that the move from Microsoft's Skype for Business Online to Teams will be in the 2020 timeframe. They also believe that the interoperability between Teams and Skype will continue to advance including presence, messaging and calling.

To conclude; we believe customers will see continuity in the solution they are investing in today and will get opportunities over time to enhance the SfB and Contact Center functionalities with the collaboration capabilities of Teams.

## About CC4Skype

CC4Skype offers customer care software for intuitive customer contact. The solution is completely developed for and integrated with Skype for Business. Simple in implementation as well as in use, not only for the customer contact branch but also for receptionists and operators. Professional real-time dashboards and historical reports are included. The client, supervisor, operator and administration interfaces are designed from the users' perspective. Because of the chosen development method, the customer care solution for Skype for Business is trustworthy and scalable.

## Contact

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