

mirage



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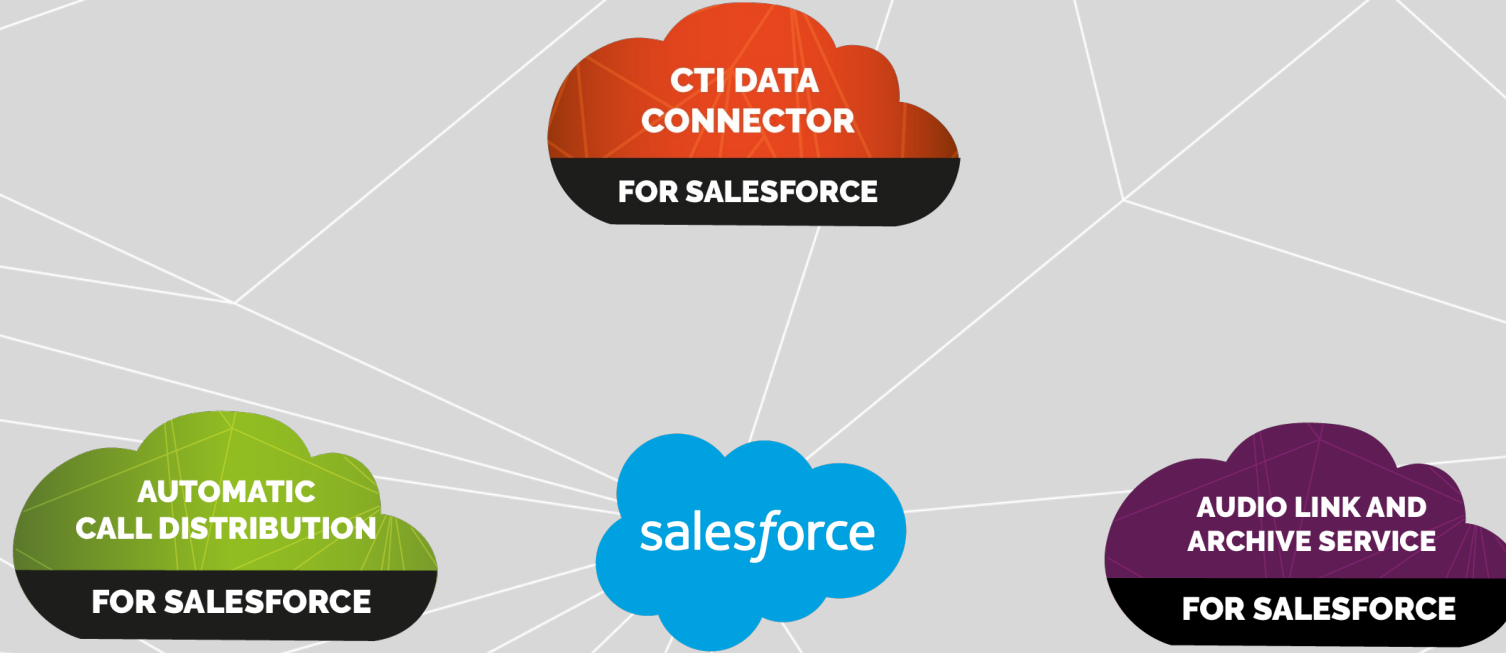


CTI Integration with MS-Teams

Mirage CTI Products for Salesforce

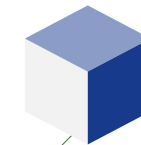
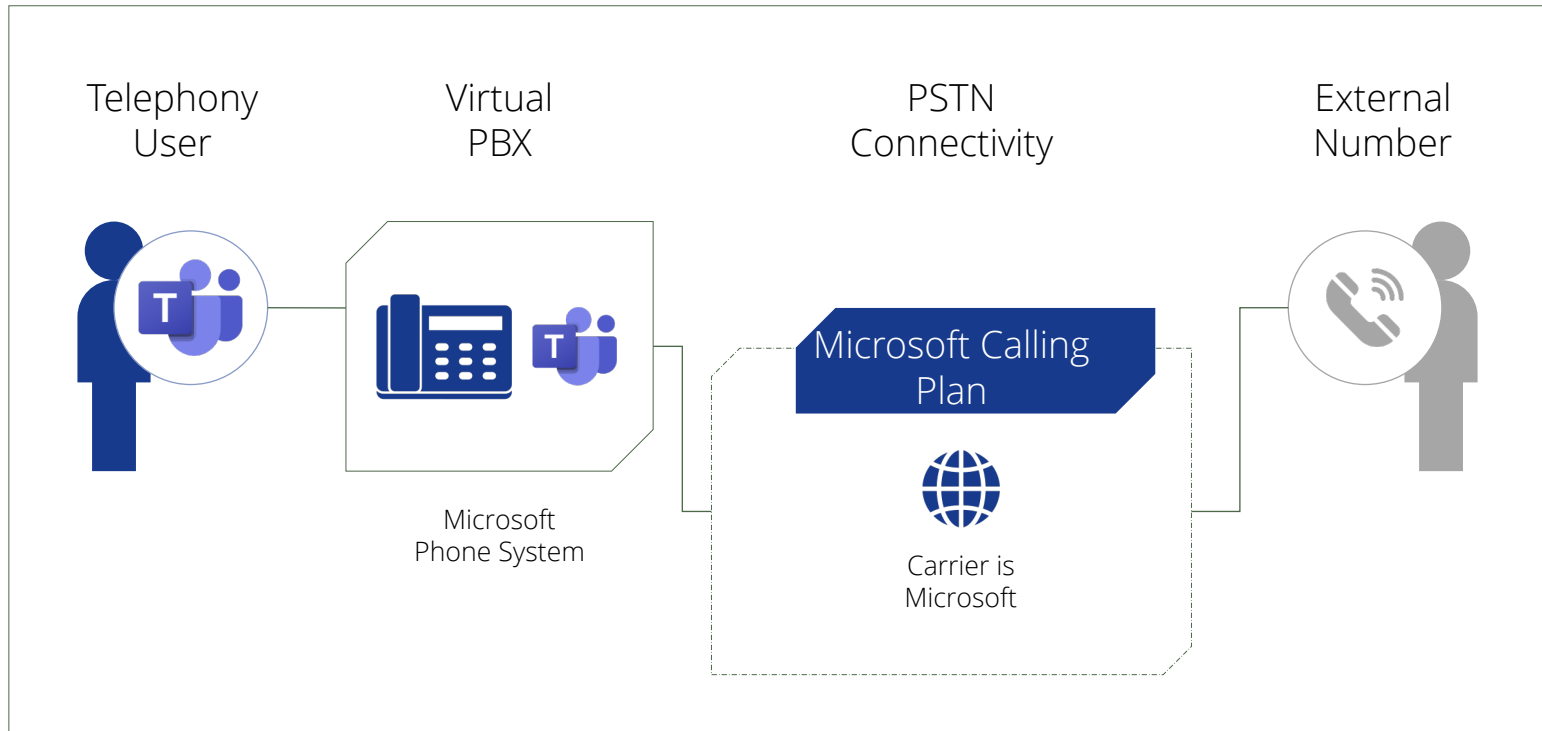


Contact Center Suite



MS-TEAMS – PSTN OPTIONS

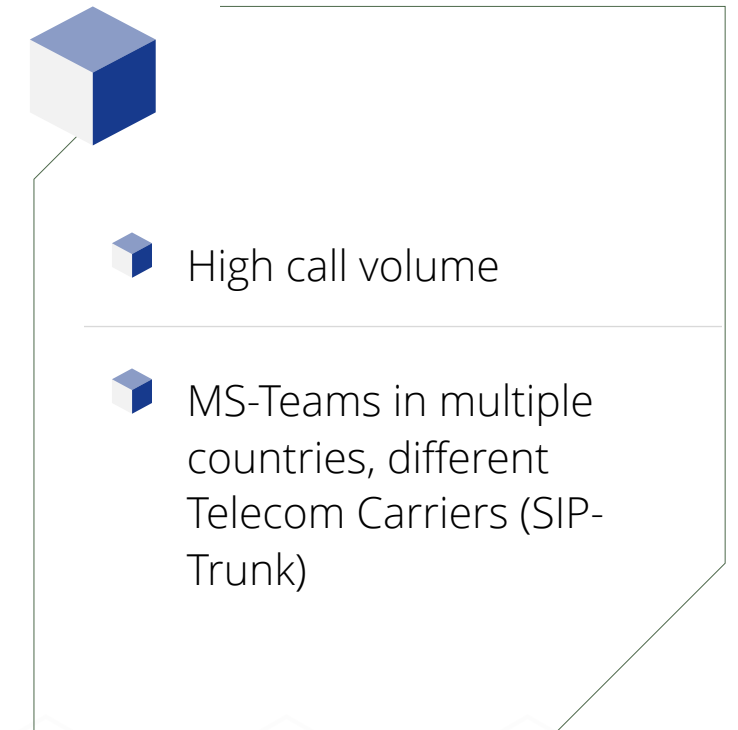
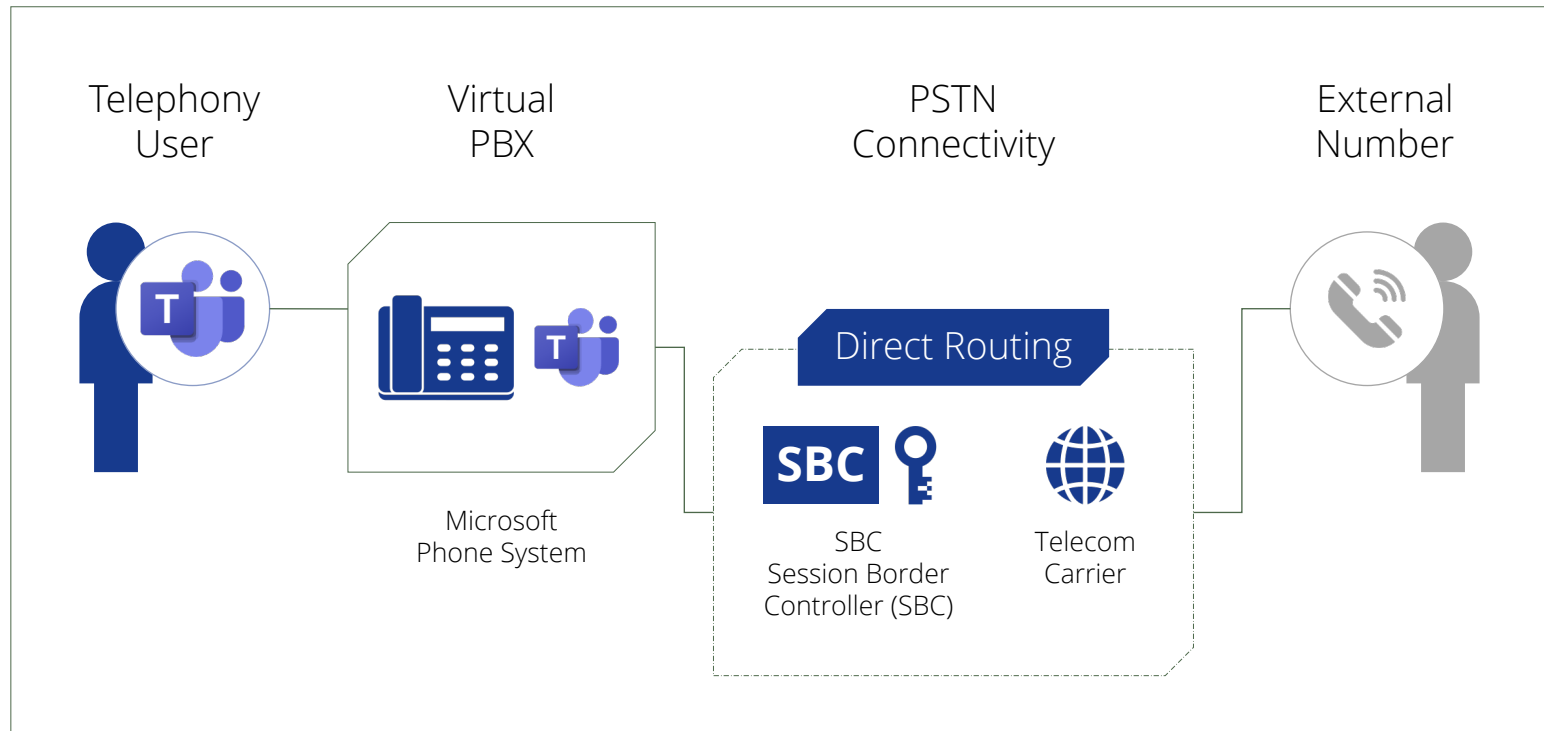
MICROSOFT CALLING PLAN



- Simplest way to start
- No SBC required
- More expensive connection fees
- Only available in a few countries (≈ 30)

MS-TEAMS – PSTN OPTIONS

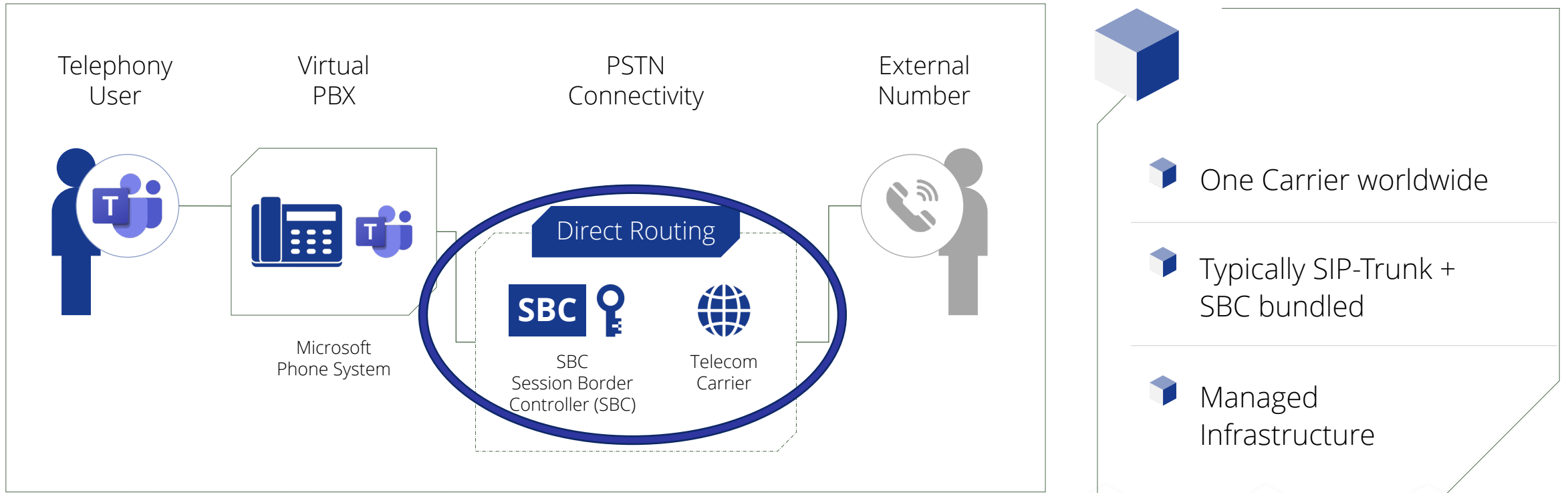
DIRECT ROUTING



MS-TEAMS – PSTN OPTIONS

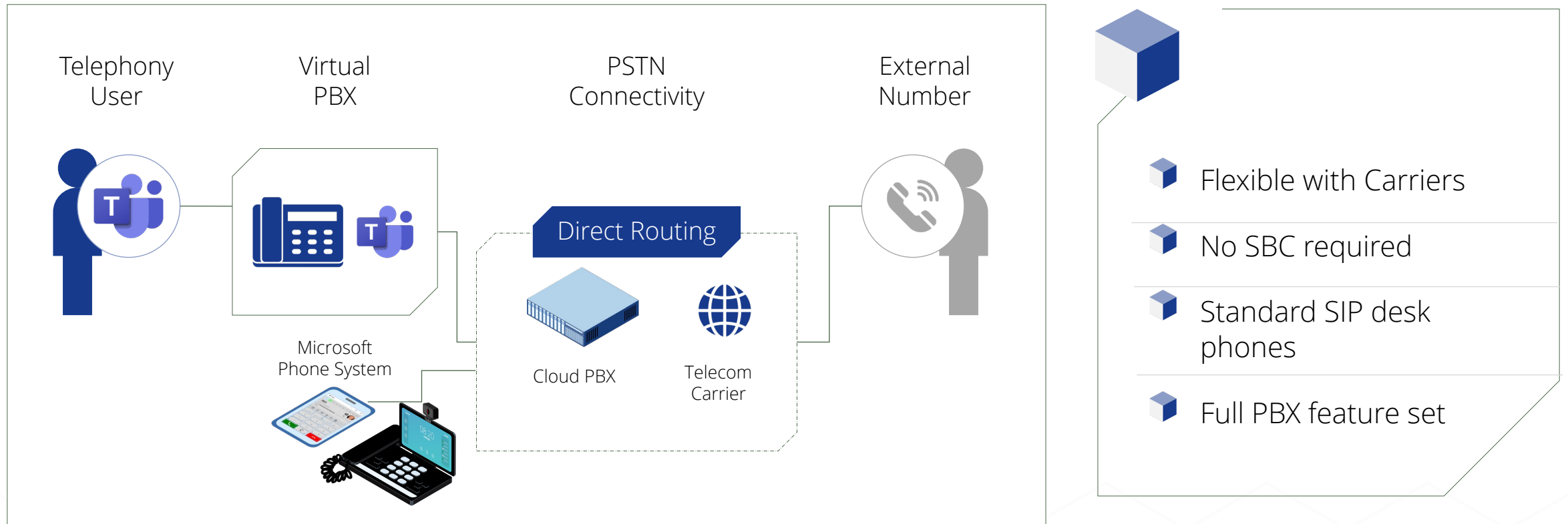
OPERATOR CONNECT

PSTN CALLING AND SBCS WITH PARTICIPATING OPERATORS IN THE MICROSOFT OPERATOR CONNECT PROGRAM



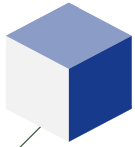
MS-TEAMS – PSTN OPTIONS

DIRECT ROUTING WITH CLOUD PBX



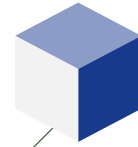
MS-TEAMS

Requirements



-  Microsoft E5 **or** Microsoft 365 Plan + Microsoft Phone System (add-on) / Business Voice (add-on)
-  Microsoft Calling Plan **or** SIP Trunk + SBC **or** SIP Trunk + Cloud PBX

Features



-  Simple Auto Attendant (IVR)
-  Simple Queues
-  Music on hold
-  Group Calls
-  Transfer Calls
-  Park a call
-  Voicemail

MS-TEAMS INTEGRATIONS



mirage

Mirage Teams Connector

Teams Native

3CX

SWYX

GoTo Connect

Phone Systems


CC4ALL

Contact Center

mirage
www.mirage-systems.de

YOUR CHOICE



- Cloud or On-Premise PBX
- SIP Provider, No SBC
- Mix SIP-Handsets, SIP-DECT Phones and MS-Teams SoftPhone Client, door opener
- Call Recording / Call Transcription linked to Salesforce
- Call Distribution based on Salesforce data
- Huge PBX feature set



- Cloud Contact Center
- MS-Teams Direct Routing or Microsoft Calling Plan
- Requires certified MS-Teams Desk Phones
- Call Recording / Call Transcription linked to Salesforce
- Call Distribution based on Salesforce Data
- Additional MS-Teams add-ons for receptionist, boss / secretary
- Login with Office 365 user credentials
- Minimum 30 users

YOUR CHOICE

MIRAGE MS-TEAMS CONNECTOR



mirage

-  MS-Teams Direct Routing or Microsoft Calling Plan
-  No PBX or Call Center required
-  Use existing MS-Teams configuration (queues, IVR etc)
-  Fast and easy setup
-  Direct connection to MS-Teams via Graph API

KEY DECISION POINTS



- Move from existing PBX to MS-Teams
- Easy setup / fast rollout
- Dect phones
- 1 to 2500/3000 user
- Slim Price Model
- Requires additional contract for 3CX / Swyx hosting



- Already Direct Routing in place or Microsoft Calling Plan
- Offices in multiple countries or continents
- Complex call routing
- 30 users onwards - no user limitation

Differences in detail feature set

KEY DECISION POINTS



- Already SIP-Trunk + SBC in place or Microsoft Calling Plan
- Easy setup / fast rollout
- MS-Teams phone capabilities are sufficient
- 1 user onwards – no user limitation
- Cheapest MS-Teams integration
- MS-Teams PBX configuration through MS-Teams admin center

All 3 integration options can be mixed within one Salesforce Instance

- Mirage MS-Teams Connector
- MS-Teams Contact Center
- MS-Teams with PBX

MS-Teams Integration



- **Synchronize Presence State**
Synchronize from Salesforce to MS-Teams
- **Audio Recording**
Archive and Link to Salesforce, comprehensive permissions, call transcription
- **All MS-Teams Clients support**
Windows and MAC Client, Browser, Mobile
- **Call distribution based on**
Salesforce data

Live Agent Status Dashboard



● Overview

Shows the users presence state, role, profile and the time when the presence state was changed to this state

● Search and Sort

Search by first or last name, sort by role, profile, presence state

● Automatic Refresh

Automatically refreshes every 15 seconds

Live Agent Status Dashboard

Live Agent Status Dashboard

Chart

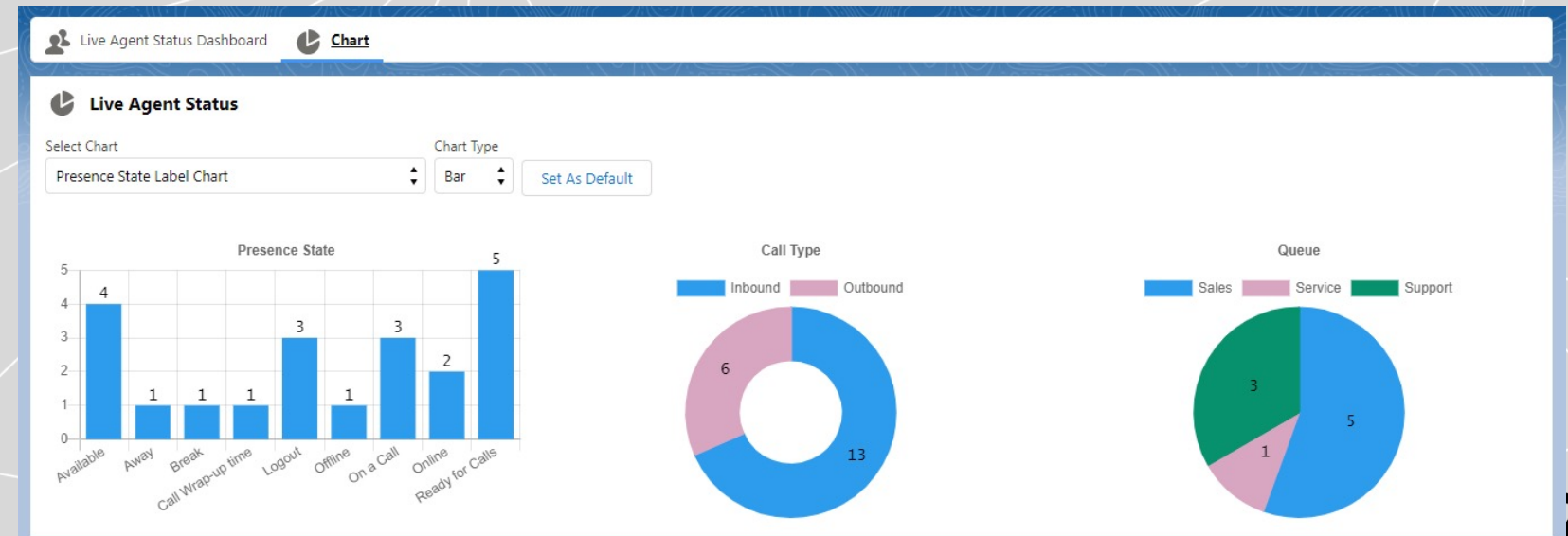
Search Records

Q Search this list...

Filter by Time

All

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Call distribution

● Call distribution

Workflows like transfer call to contact or account owner. Last Agent routing based on call, e-mail or task

● Data Lookup

Name, Language, City, Country, Service level agreement, Products ordered



● Write Back data to Salesforce

Create an appointment or callback request via IVR

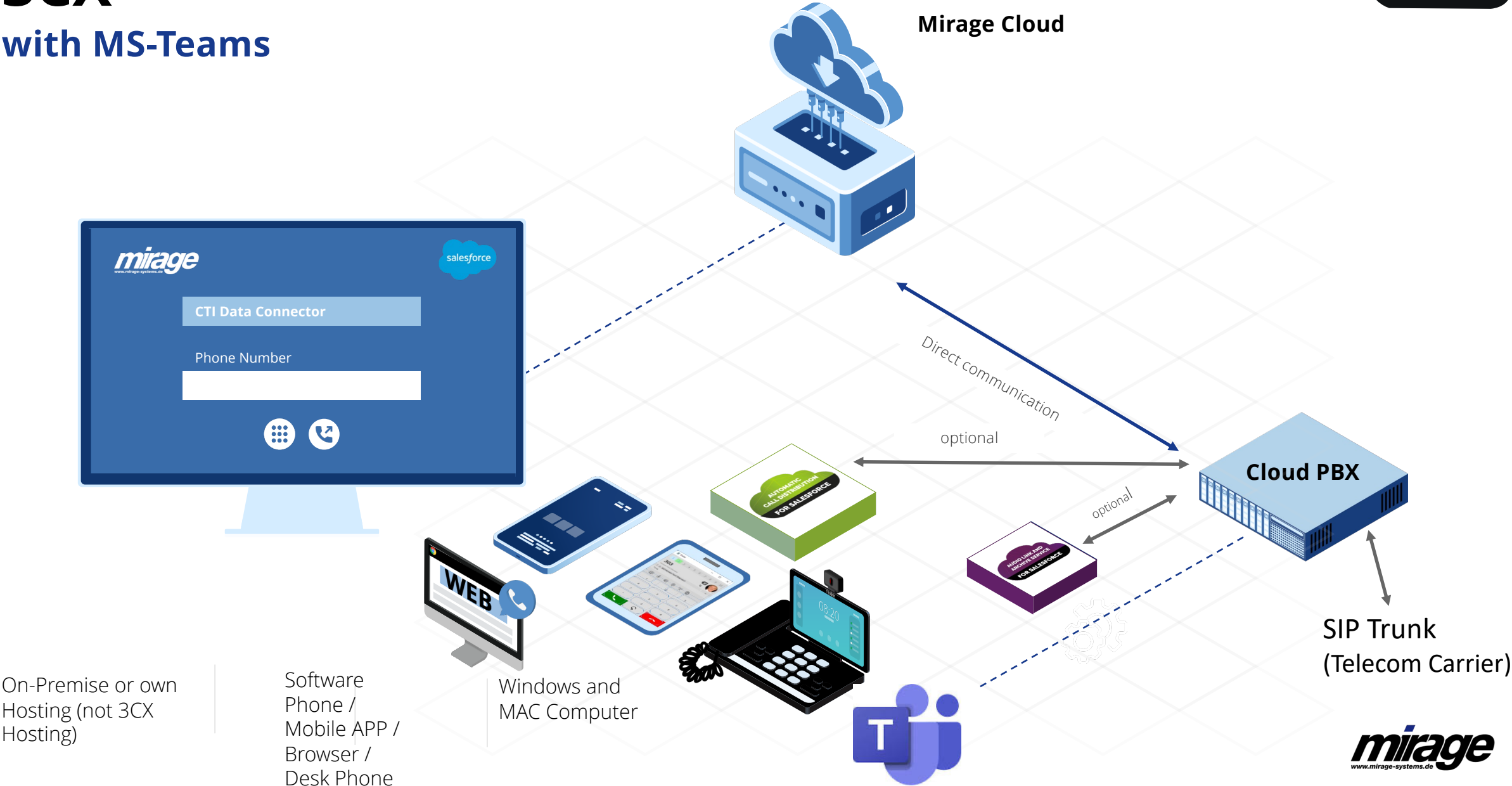
Document an abandoned call in the customer activity and / or create a follow-up task

● Personalize Greeting

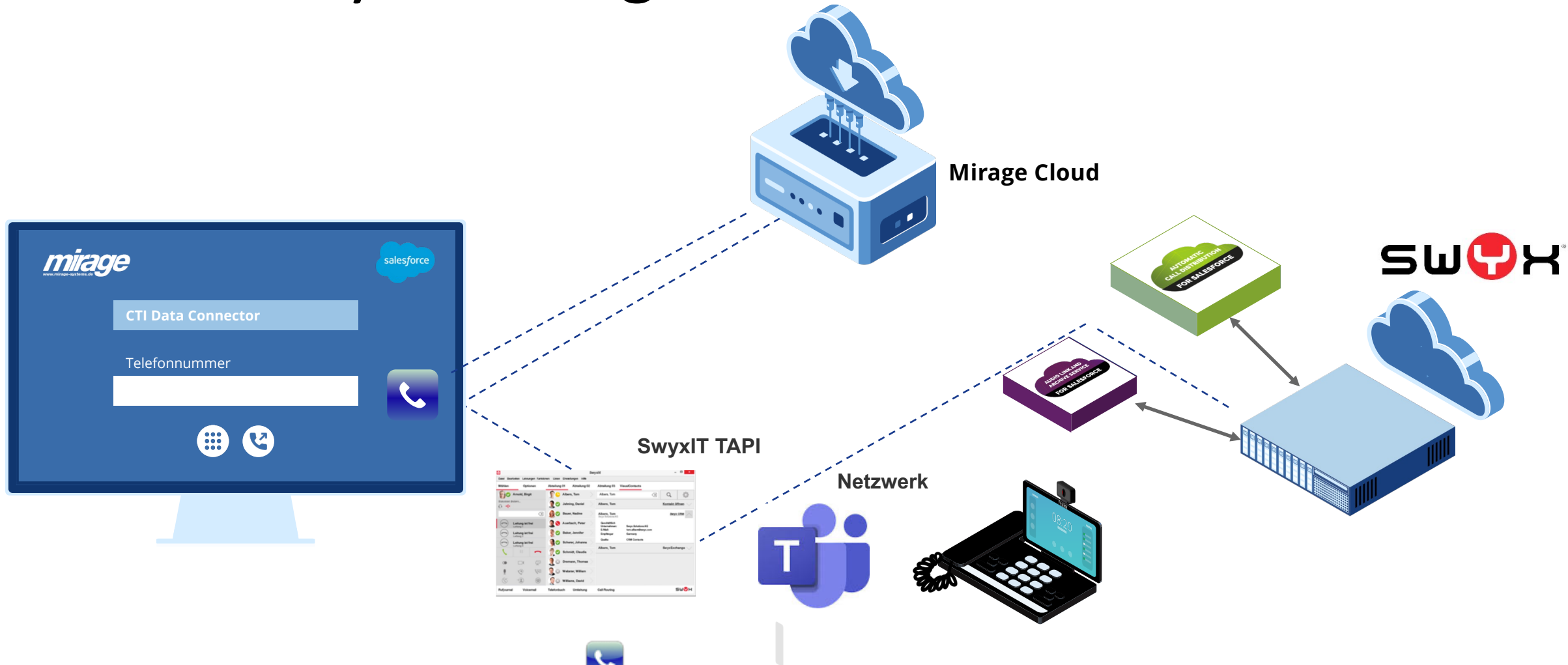
Search Name and language in Salesforce – *Hello Tom, nice to hear from you again*

3CX

with MS-Teams



Swyxit! Integration



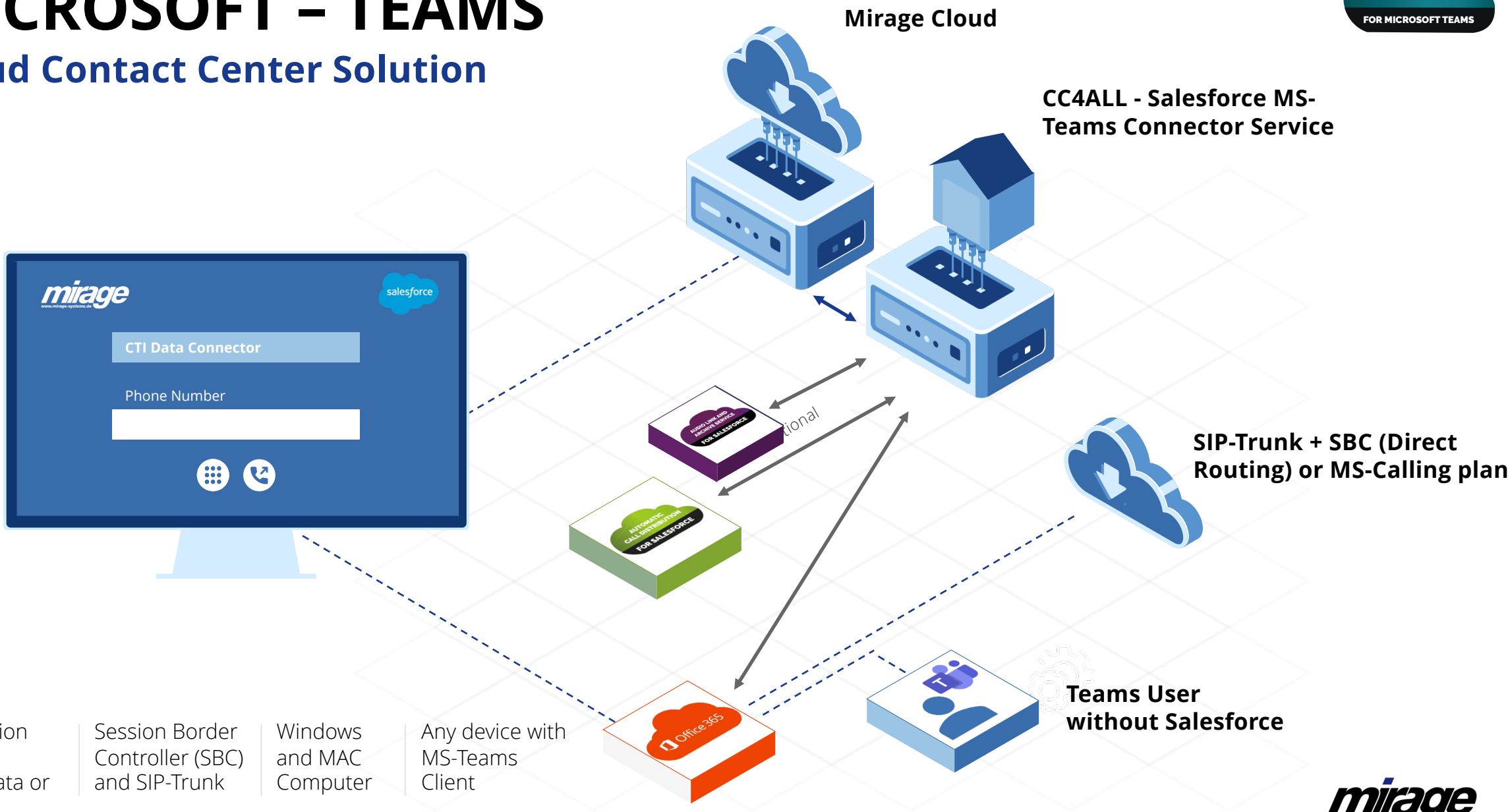
- SwyxIT Client with TAPI (TSP) Treiber
- CTI Data Connector TAPI Link on each computer
- Windows only
- Keine MS-Teams Telefonlizenz erforderlich

MICROSOFT – TEAMS

Cloud Contact Center Solution



- Call distribution based on Salesforce data or CC4ALL
- Session Border Controller (SBC) and SIP-Trunk
- Windows and MAC Computer
- Any device with MS-Teams Client



MICROSOFT – TEAMS

Mirage MS-Teams Connector

