

mirage

**CTI DATA
CONNECTOR**



+



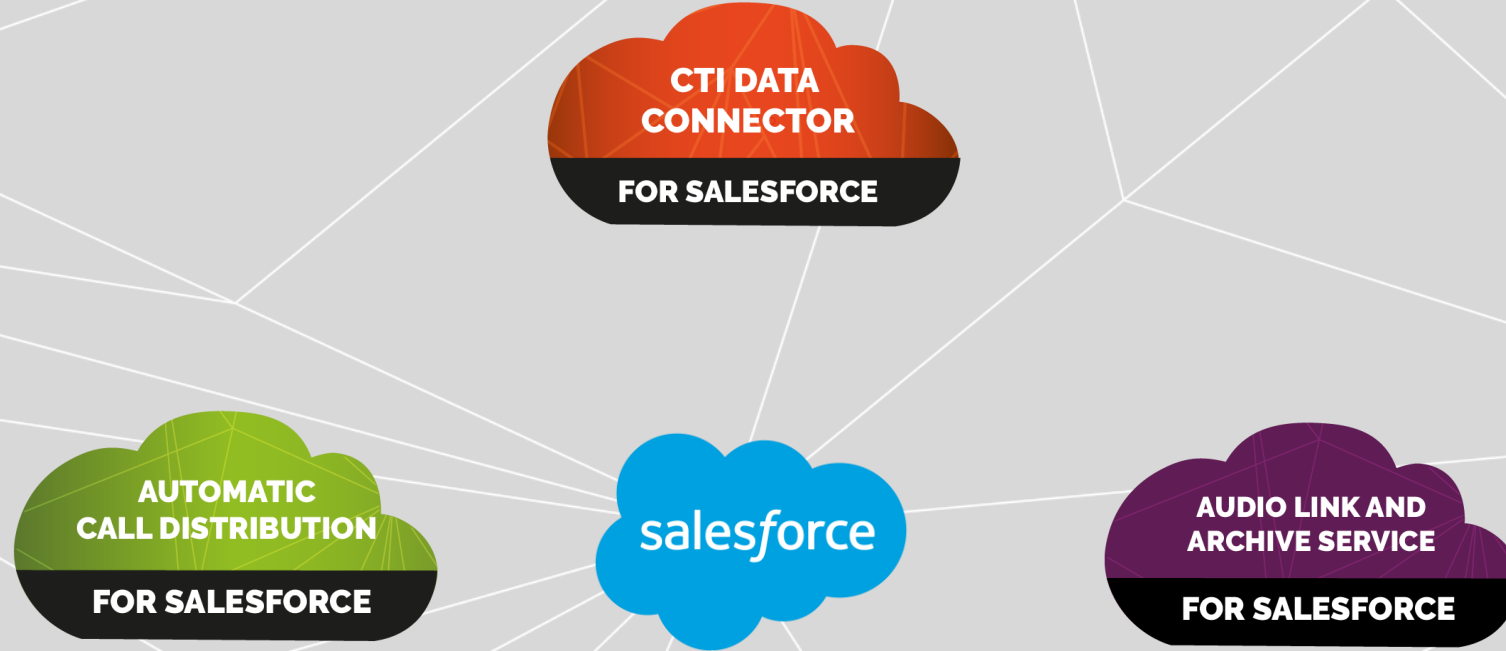
FOR MICROSOFT TEAMS

CTI Integration with MS-Teams

Mirage CTI Products for Salesforce

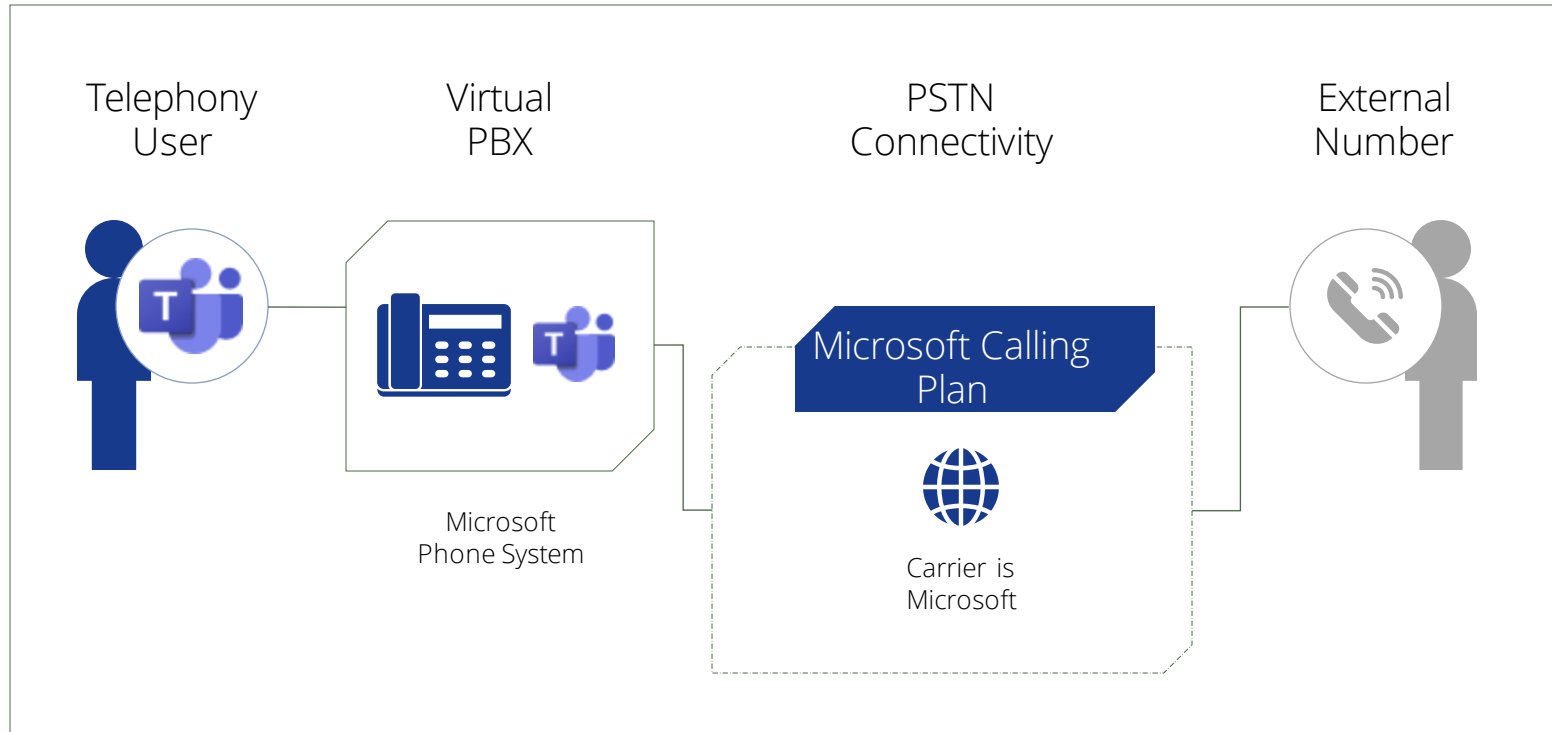


Contact Center Suite



MS-TEAMS – PSTN OPTIONS

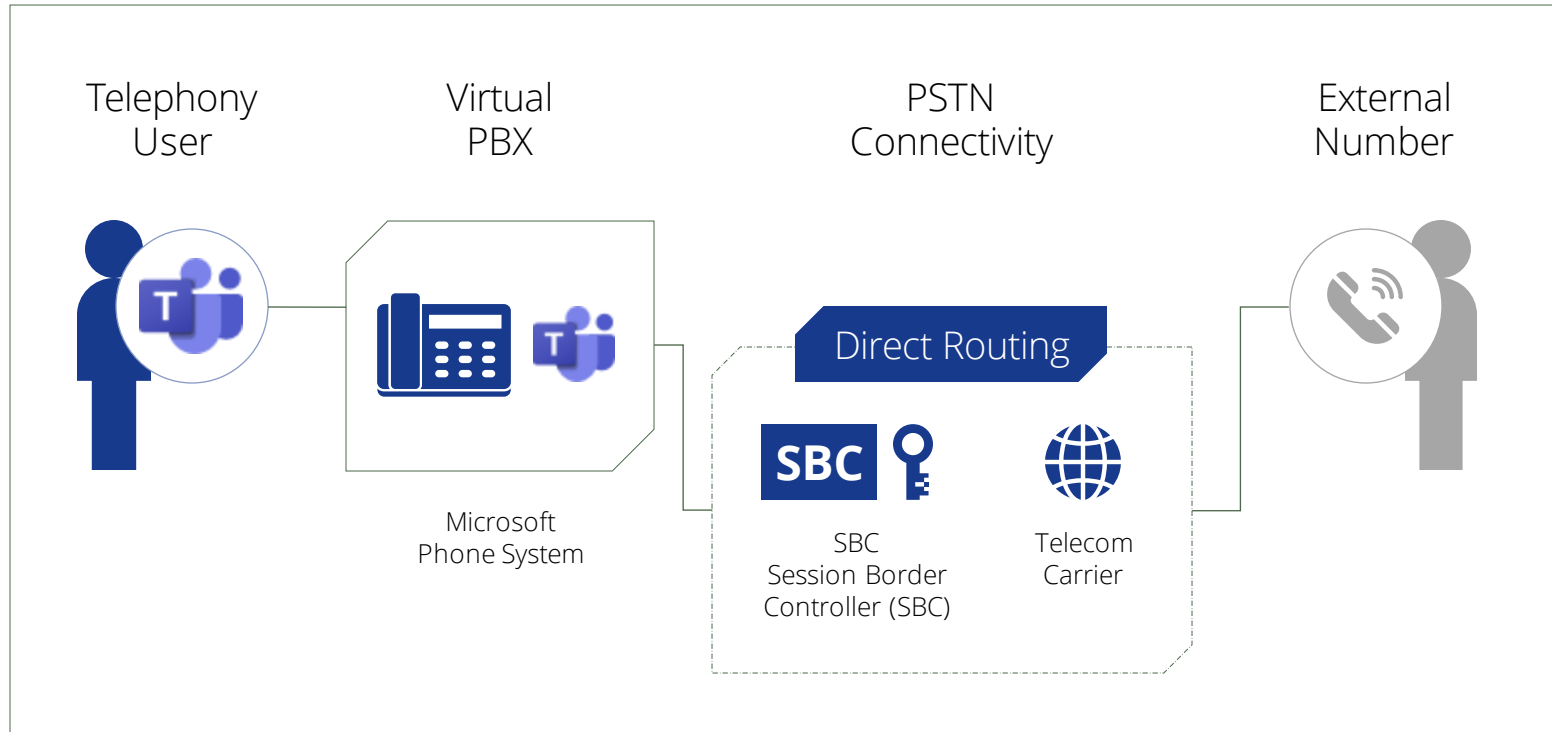
MICROSOFT CALLING PLAN



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

MS-TEAMS – PSTN OPTIONS

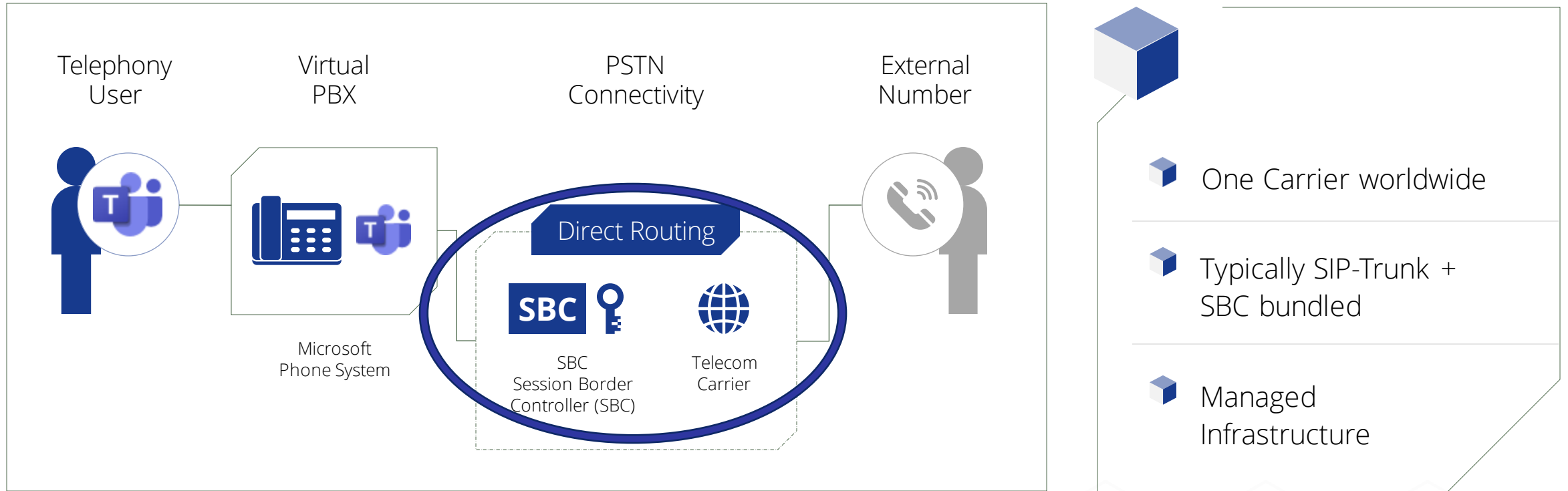
DIRECT ROUTING



MS-TEAMS – PSTN OPTIONS

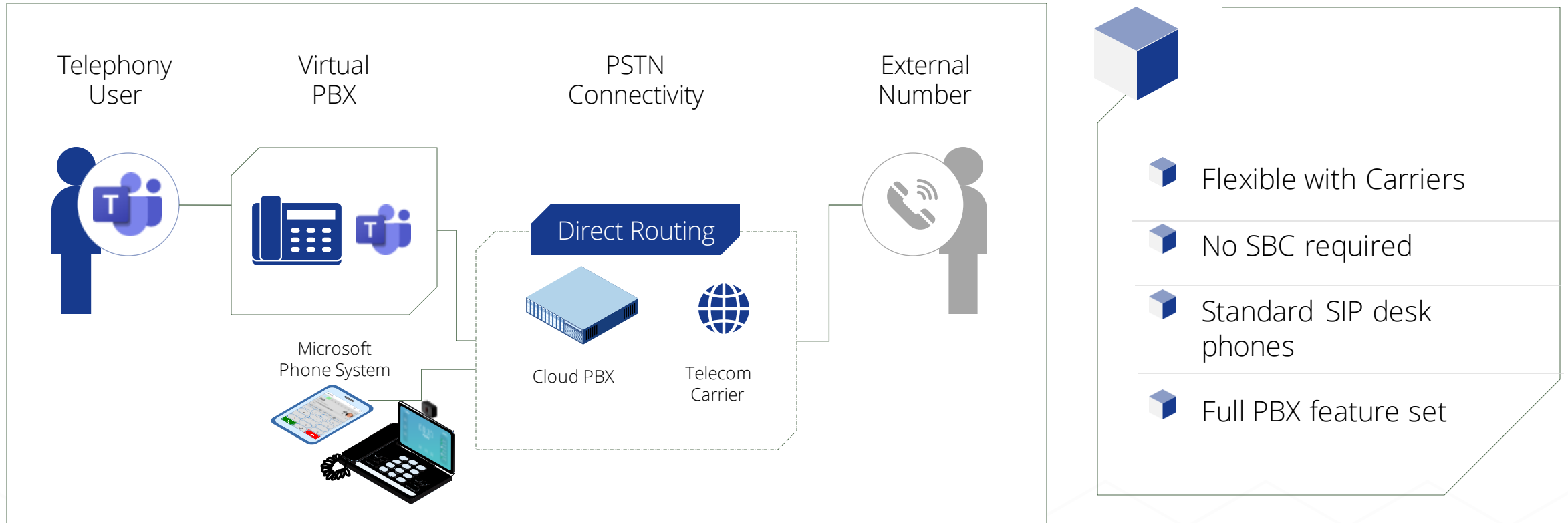
OPERATOR CONNECT

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



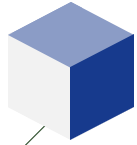
MS-TEAMS – PSTN OPTIONS

DIRECT ROUTING WITH CLOUD PBX



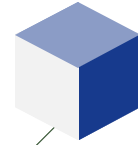
MS-TEAMS

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



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

YOUR CHOICE

MIRAGE MS-TEAMS CONNECTOR



- 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

YOUR CHOICE

Cloud Contact Center Solution



- 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

KEY DECISION POINTS



mirage
A UNARIC COMPANY

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

All 2 integration options can be mixed within one Salesforce Instance

- ▣ Mirage MS-Teams Connector
- ▣ MS-Teams Contact Center

MS-Teams Integration Highlights



- **Synchronize Presence State**
Synchronize from Salesforce to MS-Teams and MS-Teams to Salesforce

- **Native Integration**
Directly connects Salesforce via the Mirage Cloud to MS-Teams – no contact center or PBX required

- **MS-Teams Clients**
Windows, MAC and Mobile

- **Live Agent Status Dashboard and Wallboard**

Live Agent Status Dashboard and Wallboard



● Overview

Shows the users presence state, role, skills, local time, active calls in queues, logged into queues, campaigns

● Search and Sort

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

● Automatic Refresh

Automatically refreshes every 15 seconds

● Wallboard - Live View

Active in and outbound calls, MS-Teams meetings, average ring time, average talk time, queues, historical data last 30 days

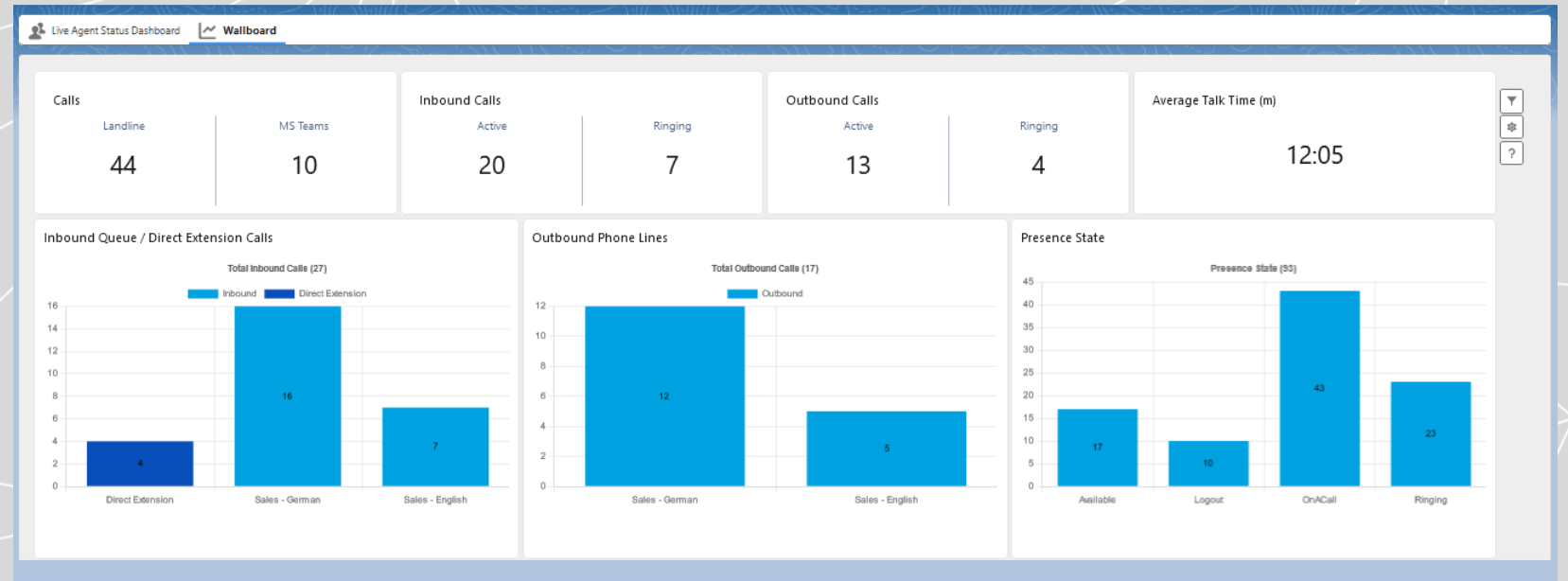
Live Agent Status Dashboard

Live Agent Status Dashboard Chart

Search Records Filter by Time

Search this list... All

Profile P...	User Na...	First Na...	Last Na...	Presenc...	Call Info	Time Du...	Role	Start Time	Extensio...	Call Ca...	Queue	Skills	Service ...	Local Tl...	City	Country	Favorites
	Simon White	Simon	White	Online		01h 06m 36s	Sales	Dec 10, 2022...	53	Christmas sa...		Sales - All-In-One Protector, Sales - CTI, Speaks: German		11:45 AM	Pristina	Kosovo	★
	Babu Singh	Babu	Singh	Logout		23h 40m 11s	Development	Dec 9, 2022...	16			Support - CTI		4:15 PM	Jaipur	India	★
	Max Mueller	Max	Mueller	Lunch		03h 15m 11s	Service	Dec 10, 2022...				Support - CTI		11:45 AM	Berlin	Germany	★
	Tom Mayer	Tom	Mayer	Logout		01d 13h 29m ...	Sales	Dec 8, 2022...	75			Sales - CTI, Speaks: German, Speaks: Englisch, Speaks: French		4:45 AM	Chicago	USA	★
	Tom Evans	Tom	Evans	On a Call	Outgoing Alisa Meyer	00h 03m 11s	Sales	Dec 10, 2022...	11	my top oppor...		Sales - CTI, Speaks: German, Speaks: Englisch		11:45 AM	Aulendorf	Germany	★



Limitations / Differences

- Outbound call – does not show direct extension caller ID
- If an outbound call from MS Teams is done, the call is not signaled in Salesforce
- Outbound call must be confirmed in MS Teams App
- Every call is a conference with a BOT
- Queues with minor limitations (e.g. routing method) are supported
- Audio recording and transcription require an additional license

[Details of all features and limitations](#)



Call distribution (only contact center)

● Call distribution

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

● 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



● Data Lookup

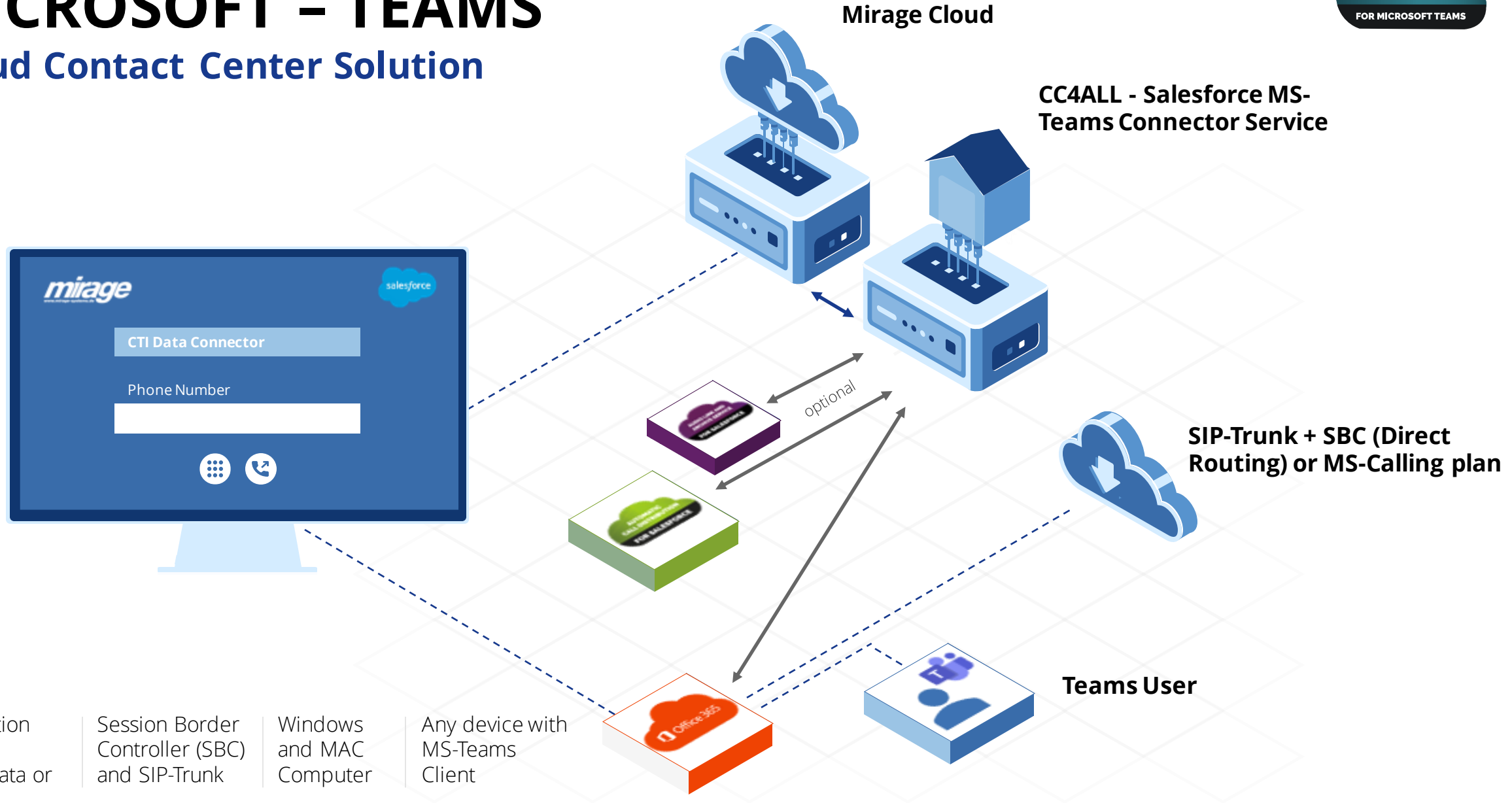
Name, Language, City, Country, Service level agreement, Products ordered

● Personalize Greeting

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

MICROSOFT – TEAMS

Cloud Contact Center Solution



Call distribution based on Salesforce data or CC4ALL

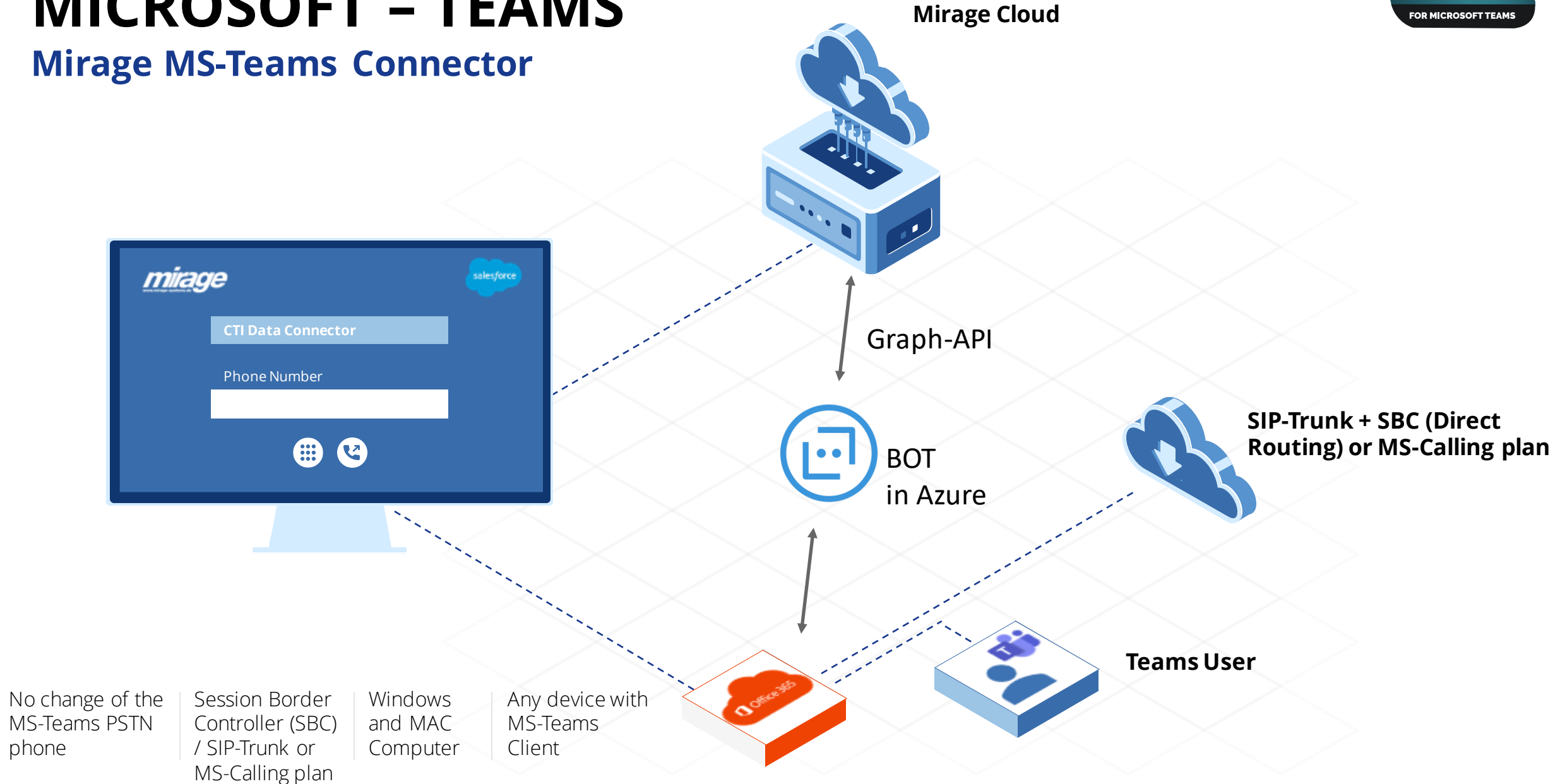
Session Border Controller (SBC) and SIP-Trunk

Windows and MAC Computer

Any device with MS-Teams Client

MICROSOFT – TEAMS

Mirage MS-Teams Connector



No change of the MS-Teams PSTN phone

Session Border Controller (SBC) / SIP-Trunk or MS-Calling plan

Windows and MAC Computer

Any device with MS-Teams Client