



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?

630K+

COLLABORATION
USERS

36K+

ENTERPRISE
LOCATIONS SERVED

75K+

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.

[BOOK A MEETING](#)

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