

Microsoft Teams integration

Integrating Microsoft Teams with Puzzel Contact Centre solution could improve collaboration within your company, boosting agent productivity. This allows you to determine the presence of the user, current status, and calendar information. Puzzel's built-in functionality allows you to make calls and send messages without having to leave the platform, making it an efficient way of communication. By default, anyone within your organisation using Teams can see if other users are available online.

For user guide articles on Microsoft Teams integration, read this [article](#).

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