

# Blueprint to Native Teams Contact Centers: Inside the Unify Integration Model

How to achieve the tightest contact center integration to Microsoft Teams using Teams Phone extensibility and Azure Communication Services.



**Is it possible to architect the perfect building?** The Burj Khalifa, Sydney Opera House, The Shard – take your pick. Each is unique but what they have in common is a design process. **A foundation, a blueprint, a stamp of approval.** The design process for a Microsoft Teams contact center is quite the same. It allows us to build a contact center worth looking at or even – stepping inside.

Let's break down the significance of Voca CIC's design powered by Teams Phone extensibility, Azure Communications Services, and the Unify integration.

## The Native Microsoft Teams Contact Center Blueprint

### Azure Communication Services

The underlying communication layer for Microsoft Teams Phone's (21 million+ users) voice, video, chat, and for Voca CIC.

### Teams Phone extensibility

The technology<sup>1,2</sup> that any 3<sup>rd</sup> party application can use to integrate with Teams Phone. In our case, CCaaS.

### Unify Integration Model

The certification for a native Microsoft CCaaS accessing Teams through Teams Phone extensibility.

## The Benefits of Teams Phone extensibility



One-app, one-screen contact center experience



Customer interactions start, stay, and end in Teams Phone



99.999% uptime for voice interactions



AI is ready to use day 1



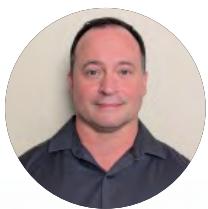
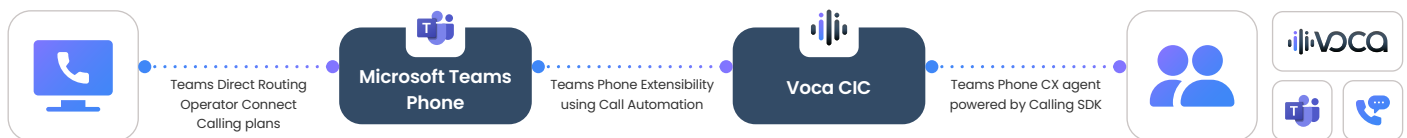
Simplify deployment and management of Teams Phone

# Voca CIC's Design is Now the Industry Standard

**Voca CIC** has been deployed with customers on Azure Communication Services (ACS) since 2022 – a strategic foundation that enabled us to become a Microsoft design partner for Teams Phone extensibility.



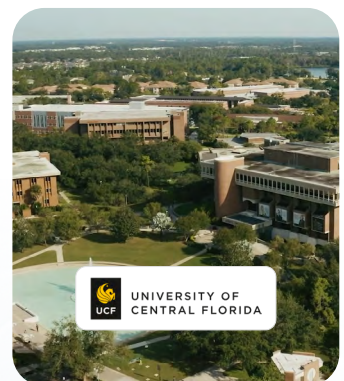
## The Voca CIC Teams Phone extensibility Flow



"For us admins, the ease and quickness to create a contact center from drawing to deployment has saved us hundreds of hours and months of planning. The scalability of Voca CIC assures us we can take on any project the University has. **On top of that, reliability has been such a stable product that we haven't had any downtime.**"

**Keith Honaker,**

Lead UC and Head Architect  
of Contact Centers at UCF



Take Voca CIC for a test drive **and enjoy a 30-day free trial!**

Experience every feature AI, omnichannel, CRM integrations & recording.

Phone numbers for immediate testing of your Voca CIC IVRs are provided by AudioCodes free of charge.

**Try Voca CIC Today!**

<sup>1</sup> [Azure Communication Services Call Automation](#)

<sup>2</sup> [Azure Communication Services Calling SDK](#)

<sup>3</sup> [AudioCodes Announces Teams Phone Extensibility for Voca CIC](#)

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