



# CONTACT CENTER FOR MICROSOFT TEAMS

Built on Microsoft's Unify Framework - Powered by Heedify

Built on Microsoft Unify.  
Smarter architecture, lower cost.  
Next-gen starts here.



## WHY UNIFY?

Unify is Microsoft's most future-ready calling and contact center architecture. It enables true, native Microsoft Teams Contact Center functionality – while unlocking AI-ready capabilities that Connect and Extend models simply cannot support.

UniVoIP's Contact Center for Microsoft Teams, powered by Heedify, is built on the Unify model to deliver a seamless, Teams-native contact center experience – without workarounds, overlays, or architectural dead ends.

Calls can be answered either directly in Microsoft Teams or through the contact center client, giving agents flexibility without compromising the Teams experience.

## SMARTER CUSTOMER INTERACTIONS

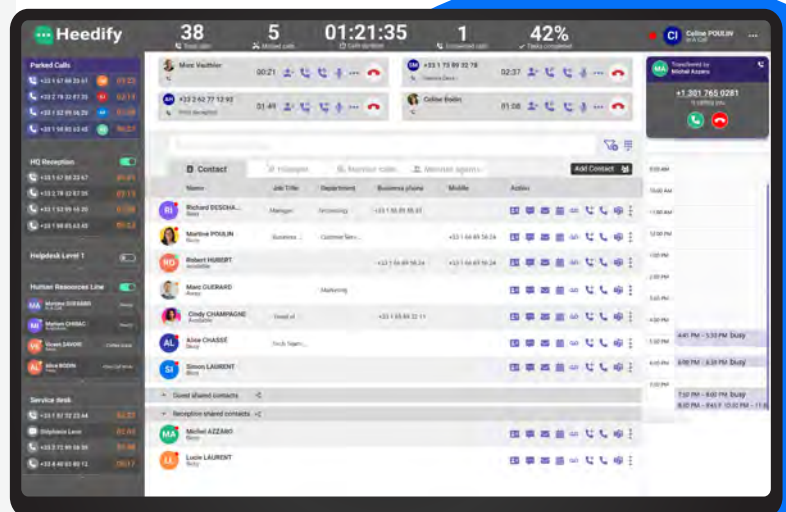
Seamless call queue management, intelligent skills-based routing, and interactive voice response (IVR) to connect every customer with the right agent, faster.

## CRM-AWARE BY DESIGN

Real-time caller identification using CRM phone number matching, automatic logging of calls, agents, duration, and summaries in supported CRMs – including HubSpot, Salesforce, and more – giving your teams a complete 360° view of every customer.

## CALL INSIGHTS AND RECORDING

Enable automatic or agent-initiated recording, support quality assurance, and access detailed call logs with reporting by call type.



## UNIFIED OMNICHANNEL SUPPORT

Handle voice, chat, and web interactions seamlessly within Teams, delivering faster, more consistent customer experiences from a single platform.

## AI-READY ARCHITECTURE

Adopt AI on your timeline. AI features are optional and consumption-based, allowing organizations to adopt AI at their own pace.

### Optional AI Capabilities:

- ✓ Call transcription
- ✓ AI-generated call summaries
- ✓ Sentiment analysis
- ✓ CRM-synced insights



## WHY UNIVOIP

Built on Microsoft's newest calling model, UniVoIP's Contact Center for Microsoft Teams, powered by Heedify, aligns with the long-term Teams roadmap and scales from basic call queues to full AI-powered contact center operations.

UniVoIP's Contact Center - Powered by Heedify delivers a true Microsoft Teams Contact Center – not a workaround, not an add-on, but a future-ready foundation.

## GET STARTED TODAY

Request your personalized quote and see how we can deliver a future-ready contact center built on Microsoft Teams.

[REQUEST A QUOTE](#)

