

Luware launches cloud-based Contact Center for Microsoft Teams

The Contact Center module is the newest addition to Luware Nimbus, the cloud-native and fully integrated modular customer service suite for Microsoft Teams

Zurich, Switzerland: Luware launches a new Contact Center that fully integrates into Microsoft Teams. The Contact Center is the latest addition to the modular customer service suite, Luware Nimbus, which transforms Microsoft Teams into an experience hub for intelligent enterprise interaction management.

The Luware Nimbus Contact Center is for organizations that are ready to transform their customer service and take it into the next era of digitalization. It is deeply integrated into Microsoft Teams and the first and currently only Extended Contact Center for Microsoft Teams, which ensures an optimal performance within the platform and full utilization of the Teams calling infrastructure and client platform. The modern and intuitive user interface seamlessly blends into the Teams application.

Organizations that already use Teams for collaboration can easily fill the functionality gaps with Luware Nimbus and use the platform for holistic interaction management, including customer service. Because everything takes place within the Teams platform, which employees are already familiar with, little to no training is needed. The Luware Contact Center ensures that customer service is part of the company-wide communication strategy and that every employee on any device and in any location can serve as a touchpoint.

Key benefits of the Contact Center module are:

- Uses Microsoft Teams as a client and communication platform
- Skill-based routing allows call distribution based on agent skills and skill levels
- After call work (ACW) to allocate time for follow-ups
- Comprehensive self-service features to empower the line of business with an intuitive workflow
- Power Automate Connector allows simple low-code automation and integrations

“When Microsoft announced that Skype for Business would have to make way for Microsoft Teams, we put all our energy into building a Contact Center that deeply integrates into this powerful new platform. Building a solid foundation took some time, and we are excited that we are now able to offer the first version of our full-blown Contact Center module, which is fully integrated into Microsoft Teams,” says David Fischer, Chief Sales Officer at Luware.

Find out more about the Luware Nimbus Contact Center [here](#)

About Luware: Luware is a swiss software company with over 11 years of experience in software development and customer service. In close collaboration with Microsoft, Luware expands Microsoft communication platforms to connect employees and customers across all channels.