

Microsoft Certified Cloud Contact Centre for Teams



United MakGroup Technologies is a Microsoft Gold partner and a mission critical specialist in the areas of Communications, Collaboration and Modern Workspaces. Our domain expertise lies in the areas of Banking & Financial Services, Public Safety & Security, Healthcare, Hospitality and Retail. With over twenty years of experience, we not only understand the technology and the platforms, we also understand the business challenges our clients face and how to practically and efficiently meet those challenges taking complete ownership of the project from day 1. We offer 24/7/365 support from an extensive team of locally based certified engineers providing you with a seamless experience in your Teams Calling journey.

WHAT WE OFFER



Cloud Contact Centre. The solution helps businesses connect with their customers through multi-channel communications including Voice, Web Chat, Email, SMS, IVR, and other emerging channels to improve customer experience, increase employee productivity, and maximise sales revenue.



Direct Routing utilizing industry leading SBCs. This solution enables business users to make and receive calls from their mobile, laptops or desk phones using their Teams application, allowing easy mobility in a cost-effective manner in comparison to a cloud / traditional PABX.

IN THE WORDS OF ONE OF OUR CUSTOMERS

"Our organization is amongst the most progressive entities based in the UAE and we were the first to deploy direct call routing for Teams. United MakGroup were able to seamlessly deploy this for us, in a record time during the pandemic, to ensure that we were able to make the best use of our IT infrastructure to support our business continuity."

LEARN MORE

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