

Service Definition

Voxaro Teams Contact Centre

SERVICE OVERVIEW

Voxaro Teams Contact Centre is a cloud-native, Microsoft Teams–integrated contact centre solution powered by Luware Nimbus. Nimbus is a cloud-based service application for intelligent routing, customer communications, call distribution and workflow automation, designed to operate seamlessly inside Microsoft Teams and Microsoft Azure.

Voxaro delivers this platform with a UK-based service wrapper that includes deep consultancy, requirements gathering, solution design, migration planning, training, project management, and optimised deployment. Our value comes from decades of Microsoft UC and Contact Centre expertise, enabling organisations to deploy a modern, scalable and user-friendly contact centre aligned to best practice.

Nimbus integrates directly into Microsoft Teams as a native app, adding itself to Teams channels to act as a front-desk for customer service teams. It automatically synchronises with existing Teams and Azure configuration and scales easily across the organisation without additional infrastructure.

Microsoft Teams Integration

Nimbus embeds directly into Microsoft Teams as a native channel tab, enabling agents and supervisors to work entirely within the Teams interface with minimal training

Routing and Workflow Engine

Nimbus supports intelligent routing across three service types:

- Advanced Routing
- Enterprise Routing
- Contact Centre

Each offers increasing workflow flexibility, user configuration, call context handling, skills-based routing and priority-based distribution.

Workflows are fully configurable, allowing opening hours, custom routing logic, after-call-work, user state handling and dashboard-driven KPI monitoring.

Dashboard & Reporting

Each team receives its own real-time dashboard with KPIs influenced by service configuration settings. Users can access detailed session views including codes, tags and contextual information for historical reporting.

Scalable SaaS Architecture

Nimbus uses a SaaS model running solely in Microsoft Azure, allowing rapid scaling with no hardware requirements.

Lean & Modern UI

Nimbus provides a clean and distraction-free UI designed for speed, transparency and user adoption.

Onboarding & Offboarding Support

Voxaro provides a comprehensive onboarding service covering:

- Requirements gathering and consultancy
- Analysis and interpretation of legacy contact centre configuration
- Call flow design and optimisation
- Deployment, configuration and integration into Teams
- Training for agents, supervisors and administrators
- Project management throughout rollout

Nimbus supports fast onboarding by enabling the addition of new service teams with minimal administrative effort.

Offboarding includes support in removing configuration, clearing licences and ensuring continuity of service design documentation.

Service Constraints

Nimbus configuration is managed within Microsoft Teams and Azure.

Some advanced workflow templates and flexibility are only available in Enterprise Routing or Contact Centre licence tiers.

Service relies on Microsoft Teams telephony (Direct Routing, Calling Plan or Operator Connect).

Hosting Options & Locations

Hosted in Microsoft Azure (UK, EU, or global regions as required).

Data sovereignty options available to meet jurisdictional compliance.

Service Levels

Support hours are defined elsewhere in the submission, but the service typically includes:

- Standard UK office hours
- Optional 24/7 enhanced support

Nimbus is delivered as SaaS in Azure; scaling is automatic and administrative effort stays consistent as service count grows.

Security

Security features (MFA, RBAC, logging etc.) come from Nimbus security architecture, documented separately in your security section.

PACKAGES

Advanced Routing Queue

Advanced Routing is the default Nimbus service type and provides a robust foundation for organisations seeking efficient, presence-based call distribution with minimal setup effort. Each service includes its own task queue and distribution settings, enabling straightforward routing of customer calls to existing Microsoft Teams groups. This tier is ideal for collaborative teams and smaller service desks that need reliable routing, real-time dashboards and KPI insights without complexity. Nimbus automatically syncs with existing Teams and Azure structures, keeping administration minimal as service counts grow.

Enterprise Routing Queue

Enterprise Routing introduces greater workflow flexibility and adds enhanced call context support. It expands the workflow templates available and extends users' "My Sessions" view with codes, tags and interaction context, enriching historical reporting and analytics. This tier suits organisations that require more tailored routing logic, deeper customer insight, or tighter integration with CRM and service desk systems. Enterprise Routing is designed for extended support or sales teams where nuanced workflows, custom handling rules and more detailed agent reporting are essential.

Contact Centre

The Contact Centre tier delivers the most advanced level of routing capability, including full skills-based routing, options for omni-channel capability, dynamic team assignment, user responsibility profiles, and extended user state tracking.

Unlike the other tiers, users and roles can be manually assigned independently from Microsoft Teams membership, enabling sophisticated, multi-time-zone or multi-function operations. This tier also provides customisable dashboards with highly granular filtering, after-call work shielding, and workflow options tailored to priority handling and specialist teams. It is designed for mature contact centres handling large volumes, multiple specialties, or tightly governed customer service environments.