Contact Centre Launchpad

Test-drive a Microsoft Contact Centre in two weeks.



Solution Area AI Business Transformation

Business Challenge

Contact centres want AI, but legacy telephony, siloed tools and strict data compliance hold them back. Public sector leaders need a low-risk, hands-on way to test a modern Microsoft-native Contact Centre before making a major investment.

Key Challenges

- **Legacy Telephony:** Ageing systems block AI adoption and multichannel unity.
- **Delayed Intent:** Traditional IVRs route calls instead of solving customer needs.
- **Fragmented Tools:** Frontline staff manually piece together CRM and knowledge apps.
- **Governance Risk:** Scaling upfront proof of scurity, privacy and sovereignty.

How We Help

Insight deploys a personalised Microsoft Contact Centre directly in your environment (or a trial tenant). Over two weeks, your team gets hands-on experience using your own brand context, call flows and simulated data—guided daily by Insight experts.

What We Deliver

Setup and configuration
Days 1–3

A personalised Microsoft Contact Centre configured with your brand, call flows and simulated data.

Hands-on exploration and testing
Days 4–10

Your team explores and tests the environment, guided daily by Insight experts.

Summary and pilot roadmap
Close-out

Documented findings and a costed Quick Start path

Duration:

10 days (2 weeks)

Days 1–3: setup & configuration.
Days 4–10: hands-on exploration & testing.
Close-out: summary & pilot roadmap.

Benefits

1. **Tested in Your Environment:** Test realistic customer journeys with your brand .
2. **De-Risk Decisions:** Hands-on proof for technology, operations and governance stakeholders.
3. **Resolution-First Service:** Evaluate intent routing, summaries and CRM integration across voice and digital .
4. **Actionable Roadmap:** Leave with documented findings and a costed Quick Start path.
5. **Zero Cost:** Insight builds, configures and supports the Launchpad at $0 cost to you.

Multichannel

Voice, IVR, chat, email, SMS and social in one workspace

AI-native + CRM

Copilot routing, summaries and CRM context.

Reporting, WFM & QA

Real-time and historical Power BI reporting, scheduling, recording, sentiment and quality assurance coaching.

Deploy — Days 1–3

We build a Microsoft contact centre in your tenant or a trial using your brand, call flows and simulated data

Explore — Days 4–10

Your team tests the environment hands-on with daily demonstrations, feedback capture and Insight expert support.

Own — Close-out

Leave with a summary of documented findings and a costed Quick Start pilot roadmap.

What your team gets hands-on with

Multichannel

Voice, IVR, chat, email, SMS and social.

AI-native + CRM

Copilot routing, summaries and CRM context.

Reporting

Real-time and historical Power BI dashboards.

WFM & QA

Scheduling, recording, sentiment and quality assurance coaching.

See your own contact centre running on Microsoft in two weeks, at no cost.

Why Insight for Microsoft?

Few can compare with our relationship with Microsoft. Partners for 30 years and counting, we are the largest Microsoft global partner with more than 5,000 consultants and 1,000 dedicated Microsoft resources globally. Our best-in-class capabilities, unmatched expertise, and ability to successfully deliver solutions built across all areas of Microsoft technology have earned us numerous recognitions.

Microsoft Highlights

22 Specialisations including:

- Azure Virtual Desktop
- Modernisation of Web Applications
- Adoption and Change Management

7 Partner Designations including:

- Microsoft Cloud
- Infrastructure (Azure)

About Insight

Insight Enterprises is a leading Solutions Integrator that helps clients solve technology challenges by combining the right hardware, software, and services. We're a global Fortune 500 technology company with a network of over 6,000 partners and experts around the world who provide access to end-to-end IT capabilities. For more than 35 years, we have delivered and optimised technology solutions for our clients efficiently, effectively, and safely. We are rated as a Great Place to Work, a Forbes World's Best Employer, and a Fortune World's Best Workplace. Discover more at au.insight.com. NSIT-M