Extend workflow internally with Microsoft Teams and Taskize

The Taskize and Microsoft (MS) Teams integration allows Taskize users to have closer proximity to their colleagues, without any loss of workflow or control.

Taskize users can now collaborate with internal colleagues who aren't on the network. This eliminates the need to leave your platform of choice and copy information between tools, extending the great benefits of using Taskize Bubbles to resolve issues.

Resolve issues more efficiently and reduce the risk of manual errors

By keeping all relevant information in a secure Bubble, users can quickly communicate with non-Taskize users without reverting to traditional methods such as phone, email, and chat. This also reduces the risks involved when manually copying information across different platforms.

Avoid losing messages and improve internal communication

By using Bubbles internally, important information won't get lost in long email threads with multiple users on or missed in chats on multiple platforms. The integration allows colleagues to remain in their preferred platform whilst benefitting from the context-specific collaboration that Taskize offers.

Improved audit trails and more accurate business insights

All relevant information from users and non-users will be recorded in a Bubble, making it easier to provide clear and secure audit trails. By resolving more issues in Bubbles, our MI reporting will be able to provide a clearer overview of service levels, performance activity and root cause analysis.

How it works

1. A back-office colleague raises a Taskize Bubble in the platform.
2. The query appears as an MS Teams message for a front-office colleague.
3. The front-office colleague responds to the query in MS Teams.
4. The response is automatically added to the Bubble.
5. The back-office colleague can view the response in the Bubble and resolve the issue.
6. The MS Teams message is updated to indicate the issue has been resolved.

Taskize   Teams