

# CASE STUDY

Corporate Messenger Solution

softserve

## Integrations Improve Experience

**C**reate a connected customer experience by integrating with popular platforms like Microsoft Teams.

Our client uses predictive analytics and AI to help global enterprises gain a competitive advantage in the modern talent market. They needed to minimize the switch between their core application and Microsoft Teams.

Leveraging integrations not yet available to the public, SoftServe delivered a chatbot solution that allowed customers to use our client's application to host live interviews, standardize question sets, and track evaluations within Microsoft Teams. This new solution resulted in:

- Improved productivity
- Process optimization
- Cost savings

The solution offers the potential to increase the number of customers and business relationships for our client, bringing market expansion and a partnership opportunity with Microsoft.

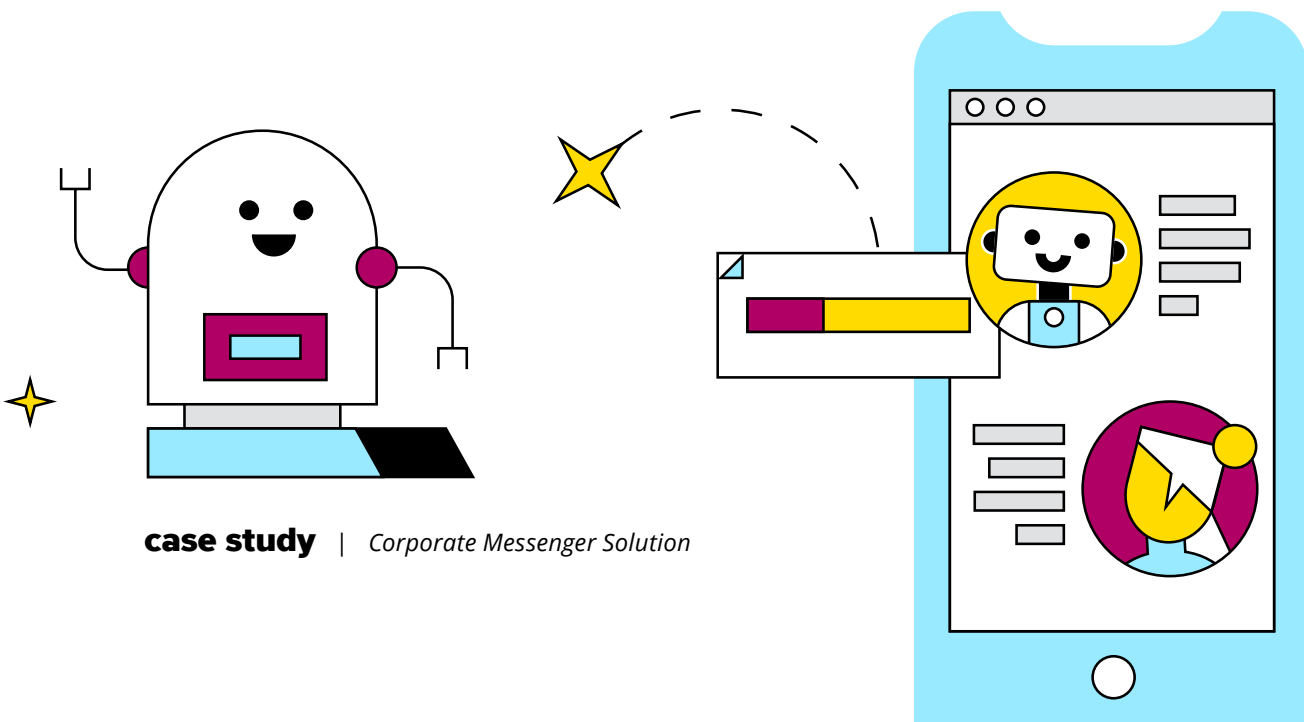
## Leading at the edge of innovation

SoftServe began by investigating an experimental Microsoft Teams in-meeting experience to see if it met the client's requirements. Although this new functionality was unavailable to the public, SoftServe ultimately leveraged it to create an intermediary service between Teams and the client's core application.

The Microsoft validation process can be challenging, but SoftServe successfully delivered the implementation and customization of Microsoft Teams bot functionality for a unique in-meeting experience.

**Collaborating and sharing information should be easy for your customers, no matter what platform they're using.**

**LET'S TALK** about how SoftServe can help you integrate your core products into popular platforms and create a seamless experience for your customers.



## ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, energy, financial services, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation, from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience is built on a foundation of empathetic, human-focused experience design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy. No matter where you are in your journey.

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