Solutions for Microsoft Skype for Business

APPLICATIONS THAT EXTEND AND IMPROVE

Skype is already a well-established channel in the personal lives of consumers, with approximately 370,000 minutes being spent on Skype calls every 60 seconds. The change from Microsoft Lync to Skype for Business is poised as a disrupter in the industry for voice, instant messaging (IM) and chat, market powering the Microsoft "connect people everywhere" strategy.

Microsoft Gold Partner leads the way in Customer Communications

As a leading Microsoft Gold Partner, Enghouse Interactive has embraced this change continuing to connect organizations with their customers through an extensive range of solutions for Microsoft Skype for Business including; Contact Center, Quality Management Suite and Operator Console, helping organizations across the world to improve communications, productivity and efficiency.

Can I trust Skype for Business for my critical customer communications?

Microsoft Lync is a proven telephony platform for call center, helpdesk and reception environments. VOP has been around for over a decade, and the cloud revolution has simplified this further with Skype - now a proven consumer favorite.

The combination of Skype and Enghouse Interactive customer contact solutions creates an easy to use, flexible, cost efficient option, leveraging the security and pedigree of Lync. This step forward, signifies a real focus on web-centric communications.

Microsoft's Skype for Business strategy is compelling for any organization, so if you're considering taking the next step, contact Enghouse Interactive and see how we can help you deliver a true, unified communications enabled customer experience.

Omni-Channel Contact Center

In a Skype for Business contact center, a customer on Skype anywhere in the world can initiate an IM, call, or video session to a queue, (rather than to an individual), and have their request routed to the best agent to solve the problem. With the connection established, forms of communication can then be combined to exchange information efficiently and maximize the customer experience.

Benefits

- Improved first call resolution

- Increase revenues by enabling transactions to be processed around the clock

- Fast, proven return on investment

- Improved customer experience

- Significant reduction in lost and abandoned calls

- Prioritise the handling of high value customers

- Significant cost savings and improvements in performance

- Minimize operating costs

- Manage all customer contact points in one solution

- Intuitive interface reduces training

Enghouse Interactive's Contact Center for Skype for Business intelligently manages all contact media types – phone calls, voice messages, email, SMS, web chat, social media, Skype Video and fax – in a single, fully integrated solution. For customers it means quicker response times, and for you it results in lower operational costs and exceptional gains in efficiency.

INTEGRATED AGENT DESKTOP

A single intuitive desktop interface for multimedia contacts empowers agents and managers with a transparent view into all activities and progress throughout the contact center and organization.

INTELLIGENT, FLEXIBLE SKILLS-BASED ROUTING

Directing callers to the right agent the first time reduces caller wait times. By matching agent skill sets to a number of different queues, more agents are available, resulting in faster handling of calls.

INTEGRATE WITH CRM

Integration with Microsoft Dynamics CRM increases agent productivity and delivers a better customer experience. Screen-pops take an average of 15 seconds off every call by displaying customer CRM records.

Attendant Operator Console

Fully integrated with Skype for Business, Operator Console for Skype for Business provides a professional call handling solution with superb voice quality and no need for additional hardware. The rich integration with Skype for Business provides unique collaboration options, as well as improved fail over.

Enable operators and receptionists to professionally and efficiently answer and transfer interactions to the most appropriate person. Detailed contact and presence status information ensures call transfer success first time, everytime. Every caller's impression of your organization will be an exceptional one.

"We had a deadline of 4 weeks to move 600 people, including our helpdesk, from a 15 year old PBX to Lync... we needed to be 100% certain that the support team would be up and running immediately."

Geoff Dumensy, Infrastructure Programme Manager
SPOTLESS GROUP

INTUITIVE, EFFICIENT, PROFESSIONAL

The console manages and presents all interactions in a single, user-friendly, Windows-based client. The solution combines the intelligence of queue-based routing with the unique requirements of operators, whether front desk or back office.

PRESENCE ENABLED DIRECTORY

The tight integration with Microsoft Skype for Business provides operators with access to presence and calendar information for each contact in the directory. This enables operators to see at a glance when a person is able to take a call when they are busy and how best to contact them.

Self-Service

Enghouse Interactive has a wide range of speech recognition, touch-tone, mobile and web self-service solutions that are quick to implement, powerful and extremely cost effective. Our solutions include purpose built IVR applications, mobile navigator tools, an easy-to-use Knowledge Management Suite, corporate web directories and a development platform that enables organizations to quickly deploy self-service applications for telephony, video messaging, SMS, and email. They can be used as stand-alone solutions or implemented as part of the overall contact center strategy.

EMPOWER YOUR CUSTOMERS TO SELF-SERVE

Relieve live agents of routine work, increase productivity and boost customer satisfaction. Callers can seamlessly move between this self-service environment and the contact center.

EXTEND BUSINESS HOURS

Allowing customers to self-serve 24 hours a day, 7 days a week. By provisioning an IVR system your callers will get the best service possible from your contact center operation.

Quality Management

Enghouse Interactive Quality Management Suite is an enterprise-ready call recording solution for Microsoft Skype for Business. Leveraging the rich history of Enghouse Interactive's communications expertise and unique Skype for Business features, Quality Management Suite offers companies a flexible, yet affordable, call recording, computer recording, and agent evaluation software solution, helping organizations to provide consistent, quality of service while remaining profitable and efficient.

MULTIPLE SKYPE FOR BUSINESS INTEGRATION OPTIONS

Offering multiple integration methods for universal communications systems using Microsoft Skype for Business Server, accommodates most business and infrastructure environments.

MONITOR FOR QUALITY OF SERVICE

Captured calls become part of the integrated quality management infrastructure, allowing calls to be monitored, flagged, and searched as needed to improve customer service and agent performance.

Leverage your Investment

You may have experience with Skype on a personal level, or your organization may already use Skype for Business, either way you'll be familar with the simplicity and connectivity it allows. Lync and Skype have now merged and the result is a globally connected solution.

Enghouse Interactive contact center solutions allow you to migrate from legacy to Skype for Business without interupted service. You can have both on a single telephony platform, optimizing your investments.

JUST PILOTING?

Concerned about the risks of running your contact center on a new voice architecture? Take advantage of our unique modular design that allows you to work on legacy telephony platforms, while you trial Skype for Business. Make the switch when you're confident and ready.

PILOT, PROVE AND MIGRATE

Not quite ready to make the switch? Our solutions support most leading telephony platforms systems using their native architecture, which means that you can pilot, prove and migrate your helpdesk or contact centre to Skype for Business when the time is right for you.

Microsoft Gold Partner

Enghouse Interactive has been a trusted Microsoft partner for over twelve years. As a Microsoft Gold partner we provide interoperability with Microsoft Exchange, Microsoft

Outlook, CRM Dynamics, Sharepoint, Microsoft Office Communications Server and Microsoft Skype for Business.

Why choose Enghouse Interactive?

With over 25 years experience developing solutions that consistently exceed the expectations of our customers and partners, Enghouse has an enviable pedigree.

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market. Through our extensive network of reseller partners, we are helping thousands of organizations of all sizes, industries and complexity across the world to improve their service, productivity and operational efficiency.

Enghouse Interactive's integrated suite of solutions places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. Scaling from a single site call reception console to multi-tenanted, multimedia contact centers with users in excess of 10,000.

More than 1 million agents handling over 1 billion interactions through our systems daily – making Enghouse Interactive one of the biggest providers of customer contact solutions in the world.

Microsoft®
GOLD CERTIFIED
Partner

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.