

The intuitive TouchPoint Attendant interface combines traditional call handling tools with extensive call and contact details and Skype for Business presence information. Powerful directory search capabilities enable operators to quickly find requested contacts to see their availability and other important information.

SUDWRUVVDUDEOWR/PDNLQIRUPGRLV/DERXWREWW
 WRIGDOIWWEDOOWRQVXUIWLV/FRQQFVWGWRWULW
 SUVRLPSURLQIUWVEDOOVROXWLRQDQGFVWRPUSULQ

POUFIX BEOUESGBDE

Visual indicators and call transitions keep the operator intuitively aware of call states to optimize the call handling experience. RXF3RLQWWWQGDQW also aware of the caller's "Top 10" destinations improving call transfer efficiency.

1ESPOBFE ESD

RXF3RLQWWWQGDQW Skype for Business can match caller ID and screen-pop WUDQV information, enabling operators to greet the caller by name and quickly establish the likely reasons for the call, improving resolution rates.

The application also clearly displays the history of any incoming call, for example a call that is redirected from another user, or UEDOOLQIUWRP/ROGIDOOBLQ/RSUDWRUV/EDQ/IDN
 LQIRUPG/GELVLRQV/DERXW/SULRULWLIQ/EDOOV/DQG/VQEWLQW
 EWWGWLQDWLRQ/SURLGLQDQQLQIRUPG/IFWLVULF

using Calling Line recognition and a database lookup, operators receive the caller's name and any relevant notes, as the call arrives. Based on this information, they can make decisions on how to answer calls and in what order; for example they can prioritize high value customers or add notes to a call to be passed through on transfer.

1SIFQIBOBCME SEDPS

VUVFDQDEFWVDGLUEWRURILQWUQDOWWDIIDQGIPSRUWDQW
 WUQDO/FRQWDEFWLWFWLUEWRURILQWUDWLRQQDEOLQ
 WPIWR/TXLFNO/LQG/WULW/SUVRQ/IMQWUSULV
 SUVQFLVGLVSODGDDLQWFRQWDEFWLQWGLUEWRUDQGRQ
 RQWRXFSUVQFEXWWRQVRRSUDWRUVEDQVWDODQE
 RLVDLLODEOWRWDNEDOOVWVEDQEUDEGRU
 QWUDDLODEO

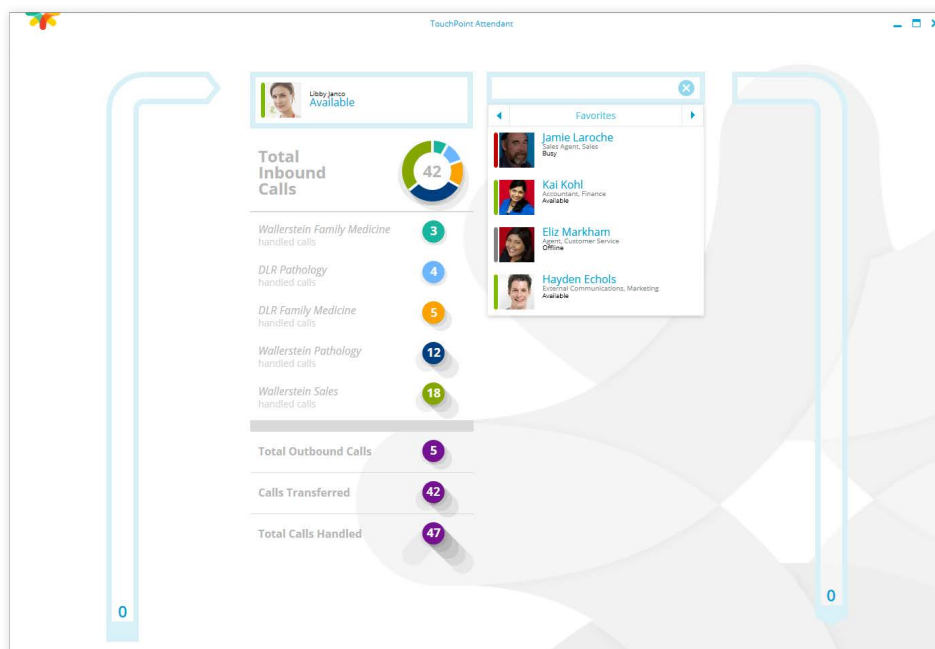
Never Miss a Call

With just one mouse click, operators can quickly adjust the delivery and destination of calls as required, ensuring the incoming call flow remains even and uninterrupted. Access to TouchPoint Attendant from PCs around the office means that additional users can be set up quickly if someone needs to assist with incoming calls.

Multi-site call control enables geographically dispersed operators to efficiently handle calls for one or more departments, for the whole organization or even for multiple tenants.

Extend Your Investment in Skype for Business

Skype for Business is part of a suite of applications that seamlessly integrate with Microsoft Skype for Business to provide organizations with a complete end-to-end unified communications solution:



Trusted Microsoft Partner

Enghouse Interactive has been a trusted Microsoft Gold partner for over twelve years. We provide interoperability with a full range of Microsoft platforms, including Exchange, Outlook, CRM Dynamics, Office 365, SharePoint, SQL Server, Windows Server and Skype for Business.

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes omni-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 hybrid requirements.