



**Enghouse  
Interactive**

# Enghouse Interactive: Skype for Business Solution

(SKYPE SERVER AND OFFICE 365)

**Over 600  
Skype for Business  
Deployments  
Worldwide**

## LEADING THE WAY IN CUSTOMER COMMUNICATIONS

As a leading Microsoft Gold Partner, Enghouse Interactive is continuing to connect organizations with their customers through an extensive range of solutions for Microsoft Skype for Business including; Communications Center, Quality Management Suite, TouchPoint Agent and TouchPoint Attendant Console helping organizations across the world to improve communications, productivity, and efficiency.

## SKYPE FOR BUSINESS & CUSTOMER COMMUNICATIONS

The combination of Skype for Business and Enghouse Interactive communication solutions creates an easy to use, flexible, cost-efficient option. If you're considering taking the next steps, we are confident that 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. 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.

### Intellegent, 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 the 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 ensure call transfer success the first time, every time. Every caller's impression of your organization will be an exceptional one.

### 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.

## 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
- Prioritize 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

## SELF-SERVICE

Fully integrated with Skype for Business, Operator Console for Skype for Business provides a professional call handling. Enhouse 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.

### Empowering 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

Enhouse Interactive Quality Management Suite is an enterprise-ready call recording solution for Microsoft Skype for Business. Leveraging the rich history of Enhouse 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 SfB 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 familiar with the simplicity and connectivity it allows. Enhouse Interactive contact center solutions allow you to migrate from legacy to Skype for Business without interrupted 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, & 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 center 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.



---

## 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 hybrid requirements.