



# Operator Console For Microsoft Skype for Business

PROFESSIONAL CALL HANDLING SOLUTION



## PRODUCT SHEET

Your reception or operator center is often the first point of contact with your organization, so it's vital you create a positive impression by dealing with callers' enquiries efficiently. Enhouse Interactive Operator Console for Microsoft Skype for Business (SfB) delivers exceptional customer experience and productivity benefits by putting instant, up-to-date information at the operator's fingertips.

## Next Generation Customer Service

Receptionists and switchboard operators have the challenge of managing high numbers of calls swiftly and accurately. Providing operators with the tools to identify, prioritize and route these calls professionally, first time and every time is key to creating a professional impression of the organization.

Enhouse Interactive Operator Console for Skype for Business combines an intuitive call handling interface with SfB's powerful unified communications capabilities to deliver improved productivity and a better caller experience.

Intelligent queue-based routing, innovative features and real-time status information have been seamlessly blended to address the unique requirements of operators, resulting in faster call handling, reduced call abandonment and lower overall cost of service.

## SfB Call Handling

Fully integrated with Microsoft SfB, 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 SfB provides unique collaboration options, as well as improved fail over.

## Benefits

- Shorten call handling times while processing a higher volume of calls, significantly improving service
- Improve connection rates by getting an accurate picture of staff availability
- Automatically pop up caller information to provide personalized service.
- Empower operators to provide consistent, proficient service
- Reduce training needs with an intuitive interface that operators love
- Set up back-up operators anywhere in the organization at any PC and easily switch answering modes
- Use built-in reports to assess call patterns and staffing requirements
- Review call history and respond to missed calls if needed
- Support multi-company sites or serviced offices
- Reduce calls to busy operators with options for self-service



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## Intuitive Interface

With Operator Console for Skype for Business, calls are managed and presented to the operator in a user-friendly, Windows-based client.

Simple graphical call management functions provide confident call control even for new operators or temporary receptionists. Operators can manage calls professionally using simple point-and-click functionality to answer, transfer, hold, or make calls. One-touch call handling reduces call processing times and associated labor costs.

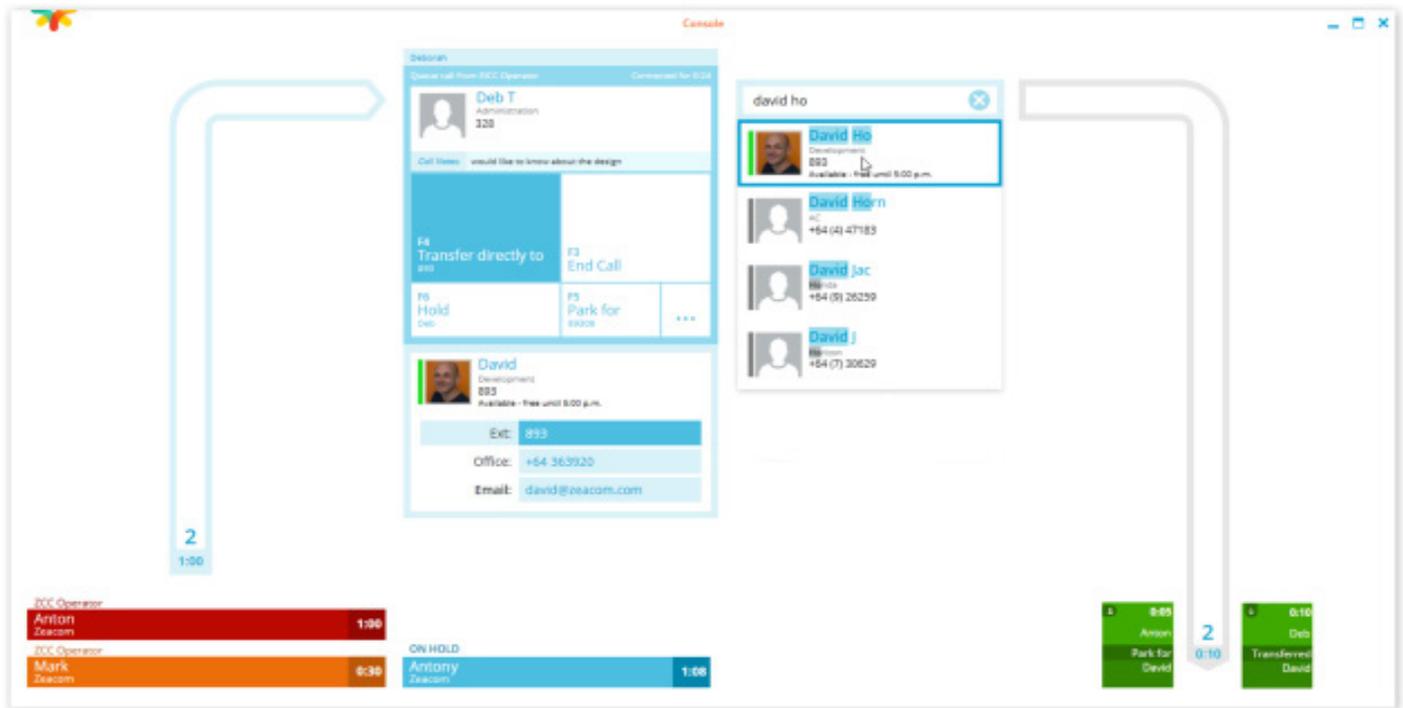
Full incoming call visibility allows operators to see how many calls are waiting at any time, and using Calling Line recognition and a database lookup, operators receive the caller's name and any relevant notes, as the call arrives. Based on this information, they can make decisions on how to answer calls and in what order; for example they can prioritize high value customers. They can also add notes to a call to be passed through on transfer.

## Presence Enabled Directory

Operator Console for Skype for Business provides users with access to an extensive directory of internal staff and important external contacts with Active Directory integration, enabling them to quickly find the right person .

SfB's enterprise presence is displayed against contacts in the directory and on one-touch presence buttons, so operators can see at a glance who is available to take calls, where they can be reached or when they are available. Operators are able to make informed choices about how best to deal with the call to ensure it is connected to the right person, improving first call resolution and customer experience.

A Notes field in the directory enables operators or administrators to add directions and alternative contact information against any incoming or destination contact to help ensure that future calls are always transferred to the most appropriate person.



The intuitive Operator Console interface combines traditional call handling tools with extensive call and contact details and SfB presence information.

Powerful directory search capabilities enable operators to quickly find requested contacts to see their availability and other important information.



## Intelligent Call Queuing

Operator Console for Skype for Business utilizes intelligent routing to ensure all calls are routed to the most appropriate queue and resource. For example, calls received at certain times of the day or to/from a particular number can be played different progress greetings, routed to a particular office or given priority over less urgent calls.

Should call volumes exceed set thresholds, calls can overflow to alternative queues or operators to ensure they are answered quickly, improving customer experience.

## Enterprise Search Features

Operator Console for Skype for Business integrates directly to your Active Directory to search enterprise contacts, even via federated external sites, or other external database source.

## Context Aware Interface

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

**“The combination of SfB and Enghouse Interactive products has created a synergy which allows WelTec’s operators to intuitively find and direct calls to the right location to ensure our students get what they need when they need it - promoting our Student First philosophy”**

## Personalized Service

Operator Console for Skype for Business can match caller ID and screen-pop directory 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 recalling from hold, allowing operators can make informed decisions about prioritizing calls and selecting the best destination, providing an informed, effective service.

## 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 Operator Console 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.

## Monitor Performance

Real-time call and performance information enables operators and supervisors to react quickly to changes in call volumes before service is affected. Thresholds can be set to provide early warning of potential service level issues.

Operator Console also has a comprehensive range of reports that track the customer experience and operator performance, letting managers forecast demand, and resource appropriately.

## Extend Your Investment in SfB

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

### RECORDING AND QUALITY MONITORING

Whether for security or quality purposes, Operator Console for Skype for Business's integrated Quality Management Suite makes it easy to create a high quality, regulatory compliant call handling environment and motivate staff to strive for excellence.

Use QMS call and screen recording to capture Microsoft SfB calls and instant messaging conversations, along with any other device managed through the SfB Server. Even interactions with off-site contacts who work remotely on network-controlled mobile devices can be recorded.

Supervisors can monitor calls in real-time or use historical recordings to evaluate performance and highlight areas for improvement and training.

### SELF SERVICE OPTIONS

Operator Console for Skype for Business offers digit entry or voice recognition-led Interactive Voice Response (IVR) to enable callers to access the services and information they need.

In situations where call volumes are high, out-of-hours or in emergencies, IVR can provide huge benefits in customer service without increasing staff numbers, work hours or operating costs.

### MULTI-CHANNEL CONTACT CENTER

The powerful technology behind Operator Console for Skype for Business is delivered by Enghouse Interactive Communications Center, a feature-rich multi-channel contact center solution that supports SfB, as well as hybrid PBX environments.

Communications Center intelligently streamlines and centralizes voice, email, text, social media and web chat in a single, fully integrated solution. Multi-channel queuing and skills-based routing ensures all types of interaction are identified, prioritized, routed and transacted professionally, first time, every time.

## 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 SfB.

### PILOT, PROVE AND MIGRATE

Not quite ready to make the switch to SfB all at once? Our solutions support most leading telephony platforms systems using their native architecture, which means that you can migrate your operators or contact center from your legacy platform to SfB in stages, letting your IT team pilot, prove and migrate to SfB when the time is right for you.

## About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, voice and computer recording, quality management, IVR self-service, attendant operator consoles, speech analytics, predictive dialing and knowledge management. These solutions enable organizations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

