Enghouse Interactive

Skype for Business

Solutions for Microsoft Skype for Business
APPLICATIONS THAT EXTEND AND IMPROVE

PRODUCT SHEET

Microsoft has newly announced, its rebrand and integration of MS Lync to Skype for Business , 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 is already set to become the next disrupter to the industry for voice, instant messaging (IM) and chat and indicative of a significant shift in focus and strategy of "connect people everywhere."

Microsoft Gold Partner leads the way in Customer Communications

As a leading Microsoft Gold Partner, Enghouse Interactive has embraced the change from Microsoft and continues to connect businesses to their customers. Enghouse Interactive's extensive range of solutions for Microsoft Skype for Business – Contact Centre, Quality Management and Operator console are helping organisations across the world to improve communications, productivity, efficiency and connecting their customers to your entire business.

Should I trust Skype for Business for my mission-critical customer communications?

Already MS Lync has proved it can be extended to connect into customer communications, such as call centres, helpdesks or to receptionists. Voice over IP has been around for over a decade and the Cloud revolution has made this even easier with Skype, proven to be the consumers favourite.

The combination of Lync, Skype and the 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 organisations, for cost effective, connected solution so if you're considering taking the next step then **please contact Enghouse Interactive about how we can help you deliver a true unified communications enabled customer experience.**

Customers are already benefiting With Microsoft Skype for Business

Microsoft Skype for Business, provides some impressive benefits for collaborative working, including conferencing, instant messaging and presence information this then can feed into your customer communications

Enghouse Interactive has over 230 deployments on Skype for Business and growing.

Multimedia Contact Centre

In a Skype for Business contact centre or call centre, 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 be combined to exchange information efficiently and maximise the customer experience.

So the world of former Lync contact centre communications is available to all those hundreds of millions of Skype users, plus everyone else on endpoints with web access, federated networks, mobile devices, and so on.

Enghouse Interactive's Contact Centre 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 centre and organisation

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 organisation 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 or busy and how best to contact them.

"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 Dumesny, Infrastructure Programme Manager,
SPOTLESS GROUP

Self-Service

Enghouse Interactive has a wide range of speech recognition, touch-tone and 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 organisations to quickly deploy self-service applications for telephony, video messaging, SMS, and email. They can be used as standalone solutions or implemented as part of the overall contact centre 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 centre.

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 centre 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. help organisations to provide consistent, quality of service while remaining profitable and efficient,

MULTIPLE SKYPE FOR BUSINESS INTEGRATION OPTIONS

By 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.

Benefits

- Improved first call resolution

- Significant cost savings and improvements in performance

- Improved customer experience

- Significant reduction in lost and abandoned calls

- Prioritise the handling of high value customers

- Minimise operating costs

- Manage all customer contact points in one solution

- Intuitive interface reduces training

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

- Fast, proven return on investment

- Quick to deploy and easy to maintain

Leverage Investment in Lync

Whether, personally you are a Skype user, or you use Microsoft Skype for Business within your business environment. The benefit is the connected solution from anywhere. Now, Take a look at your customer communications, you may feel uncomfortable with the idea of having to manage dual infrastructure - a PBX for your call centre and Skype for Business for the rest of your telephony? With Enghouse Interactive you can have both on a single telephony platform, optimising your investments.

JUST PILOTING LYNC?

Concerned about the risks of running your contact centre 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 to Skype for Business? 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 CERTIFIED
Partner

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 organisations 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, multi-media contact centres with users in excess of 10,000.

We have more than 1 million agent seats 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 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 centre, self-service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

Enghouse Interactive

Learn more at www.enghouseinteractive.co.uk