TouchPoint Agent: Microsoft Office 365

CREATING BETTER JOURNEYS, EVERYDAY...

TouchPoint Agent

Is your service desk being all it can be? Add value to your business organisation and create a contact center with capability!

Enghouse Interactive enhances your Microsoft Office 365 environment with the power of TouchPoint to create superior user and customer experiences, everyday.

MEETING YOUR NEEDS

Not every business requires a full-blown omni-channel contact centre solution nor can they absorb the cost of traditional telephony infrastructure and its support requirements.

Enghouse Interactive's *TouchPoint Agent* is a client application integrated with Microsoft's Office 365 cloud call queues, giving you the core management tools to enhance your customer journey and improve contact centre performance.

ENHANCING OFFICE 365 CALL QUEUES

Integrated with Microsoft's Office 365, TouchPoint Agent provides a professional desktop call handling solution with no need for additional hardware or IT infrastructure.

The client application can be easily deployed and configured to get your contact centre up and running with minimal effort.

TouchPoint Agent's richer activity information, call wrap-ups, reporting and skills-based queue prioritisation take your team beyond just answering the phones by giving them tools to measurably improve your business' performance and provide outstanding customer service.

TouchPoint Agent

Office 365

CREATING ADDED VALUE

TouchPoint Agent enhances Office 365 queues by enabling managers with richer activity information for a better understanding of agent and queue status, all of which that can be reported on to help drive contact centre performance.
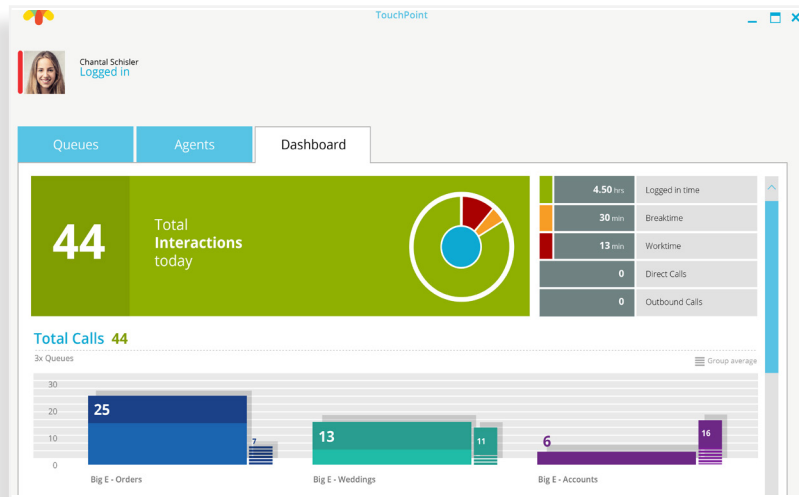
The skills-based queue prioritisation improves first contact resolution and allows you to provide streamlined service to VIP customers (for example).

Call Wrap-ups identify the types of calls your contact centre is handling, creating a deeper understanding of its function and helping to identify opportunities and areas for improvement.

The tabulated windows of the TouchPoint user interface engage agents via the Dashboard with daily statistics displayed for goal setting and provide easy visibility of agent/queue status for superior call handling.

EXTEND YOUR INVESTMENT IN MICROSOFT

TouchPoint Agent is part of a broad suite of applications that seamlessly integrate with Microsoft Office 365 and Skype for Business Server, providing organisations with an end-to-end communications solution to match all business requirements and scale.

TRUSTED MICROSOFT PARTNER

Enghouse Interactive empowers organisations to connect with their customers with an extensive range of solutions for Microsoft Office 365 and Skype for Business Server such as; Communications Centre, Quality Management Suite, TouchPoint Attendant and now *TouchPoint Agent*.

ABOUT ENGHOUSE INTERACTIVE

As a trusted Microsoft Gold partner for over twelve years, Enghouse Interactive is the power behind 500+ Skype for Business Server contact centres globally. We have interoperability with a full range of Microsoft platforms, including Exchange, Outlook, Dynamics CRM, Office 365, SharePoint, SQL Server, Windows Server and Skype for Business Server via an integrated suite of solutions including omni-channel contact centre, self-service, attendant operator consoles and workforce optimisation.

This wide portfolio places us in the unique position to offer customers and partners a complete solution from a single vendor to meet all business needs and deployment methods from on-premises to private, public or community cloud and hybrid requirements.

WHY TOUCHPOINT AGENT?

- Easy to get your contact centre up and running via the downloadable client application

- Greater understanding of your contact centre traffic and nature of calls with Call Wrap-ups

- Personalise the customer experience by popping CRM data as each call is delivered

- Richer presence and status information for accurate reporting and decision making

- Streamline call handling with an intuitive and simplified interface

- Subscription base licensing (Op-Ex model) removing costly IT infrastructure dependencies