Solutions for Microsoft Skype for Business

APPLICATIONS THAT EXTEND AND IMPROVE

Skype for Business has been a major disrupter to the UC industry, not only bringing voice to the Microsoft environment, but expanding that to provide collaboration with presence, voice, instant messaging (IM), chat and video. It was indicative of a significant shift in focus and strategy to "connect people everywhere", including making the wider organisation far more accessible to the customer service team, for advanced support. However, without the capabilities for multi-channel routing, monitoring or business intelligence, Microsoft relies on third-party providers to round-out a fully-functioned customer experience solution set. This is where Enghouse can help.

Microsoft Gold Partner leads the way in Customer Communications

As a leading Microsoft Gold Partner, Enghouse Interactive has embraced the introduction of Skype for Business to connect organisations with their customers through an extensive range of solutions including; Contact Centre, Quality Management Suite and Operator Console. With a strong track record of deploying more than 600 Skype for Business contact centres and one of the only providers with true native integration with Skype for Business (SfB), Enghouse is helping organisations across the world to improve communications, productivity and efficiency.

Can I trust Skype for Business for my critical customer communications?

Yes, the combination of Skype for Business and Enghouse Interactive customer contact solutions creates an easy to use, flexible, cost efficient option, leveraging the security and pedigree of Skype for Business. This step forward, signifies a real focus on web-centric communications.

A Microsoft's Skype for Business strategy is compelling for any organisation, for a cost- effective, connected solution. And if you're considering taking the next step to bring your contact centre into that significantly enhanced environment, then please contact Enghouse Interactive about how we can help you deliver a true unified communications-enabled customer experience.

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

Certified for **Skype for Business**
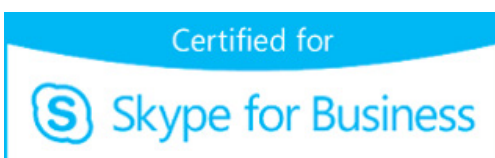
Omni-channel Contact Centre

Make sure your customers are served first time by connecting your front and back office staff for a seamless customer experience. Enghouse Interactive's Contact Centre for Skype for Business intelligently manages all channels – phone calls, voice messages, email, SMS (mobile text), web chat, social media, Skype video and even fax – in a single, fully integrated solution which natively integrates into a Skype for Business environment.

Enghouse helps extends your Skype for Business solution with skills-based routing and reporting, giving organisations both real-time visibility and historical business intelligence of the end-to-end journey of customer interactions.

For customers it means quicker response times, bringing lower operational costs and exceptional gains in efficiency for you.

INTEGRATED AGENT DESKTOP

A single intuitive user interface, that handles multiple channels, 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 difference 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 cut an average of 15 seconds off every call by displaying recognised customer CRM records, based on automatic caller information or customer query/data verification.

"We had a deadline of 4 weeks to move 600 people, including our helpdesk, from a 15 year old PBX to Skype for Business ..... we needed to be 100% certain that the support team would be up and running immediately."

Geoff Dumesny, Infrastructure Manager,SPOTLESS GROUP

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.

Enghouse's SfB consoles were one of the first consoles to market with support for Skype for Business and Office 365 and enable operators and receptionists to professionally and efficiently answer and transfer interactions to the most appropriate person. Integration with Skype for Business' contact and presence status/availablity information ensures call transfer success first time, every time.

INTUITIVE, EFFICIENT, PROFESSIONAL

The console manages and presents all interactions in a single, user-friendly client application. 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.

Self-Service

Enghouse 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 organisations to quickly deploy self-service applications for telephony, video messaging, SMS, and email. These 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

Allow customers to self-serve 24 hours a day, 7 days a week by provisioning an IVR system, giving your callers the best service possible from your contact centre operation at all times.

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 unified communications systems using Microsoft Skype for Business Server, Enghouse accommodates most business and infrastructure environments.

MONITOR FOR QUALITY OF SERVICE AND COMPLIANCE

All communications channels become part of the integrated quality management infrastructure, with the power to monitor, flag and evaluate all interactions. Historical interactions can be searched for as needed, to improve customer service, meet compliance standards, improve agent performance and settle disputes.

Leverage your investment in Skype for Business

The primary benefit of Skype for Business is its connectivity – linking users right across your organisation (wherever they are located) and even beyond, via the channels that best suit them.

Enghouse recommends using the power of Skype for Business to better enable your contact centre team, enhancing the customer service they're able to provide, by connecting them to subject matter experts and other support functions within the wider business.

With Enghouse Interactive's ability to connect to most legacy PBXs, you can get your team familiar with the new contact centre solution on your old infrastructure first, before migrating your entire business to Skype for Business – reducing the need for training at time of migration.

JUST PILOTING SKYPE FOR BUSINESS?

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.

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.

Trusted Microsoft Partner

Enghouse Interactive has been a trusted Microsoft Gold partner for nearly twenty years. We provide interoperability with a full range of Microsoft platforms, including Exchange, CRM Dynamics, Office 365, SQL Server, Windows Server and Skype for Business. With Enghouse development teams continually working closely with Microsoft on enhanced integration you can rest assured you are in safe hands.

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes omni-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in a 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 premises-based to private, public or community cloud and even hybrid requirements.