

The Beating Heart of your Business

If you're looking to improve the vital signs of your contact centre, an Enghouse Contact Centre solution for Skype for Business could be the right prescription.

The contact centre is more than just the beating heart of an organisation - it's also its eyes, ears and voice. Ensuring all these functions are in their best possible shape is essential to keep the rest of your business operating effectively.

The Enghouse Contact Centre solution for SfB, makes use of Microsoft licenses that most businesses already have, to provide a powerful, holistic solution to your contact centre and communication challenges. Most UK organisations are already paying for Skype licenses, so why not use them to add contact centre functionality across your whole business or to specific business units or teams.

Some Vital Statistics That Might Surprise You

20%

by 2020 the proportion of new contact centre seats that Gartner are predicting will be run on Sfb

600+

the number of UK contact centres already running Enghouse Contact Centre solutions for Skype for Business

250

the number of Enghouse employees dedicated to native Sfb Contact Centre solutions

5x

Enghouse globally has 5 times more Sfb Contact Centre customers than any other supplier

Two Parallel Sets Of Drivers Are Keeping Your Contact Centre Cardio-fit



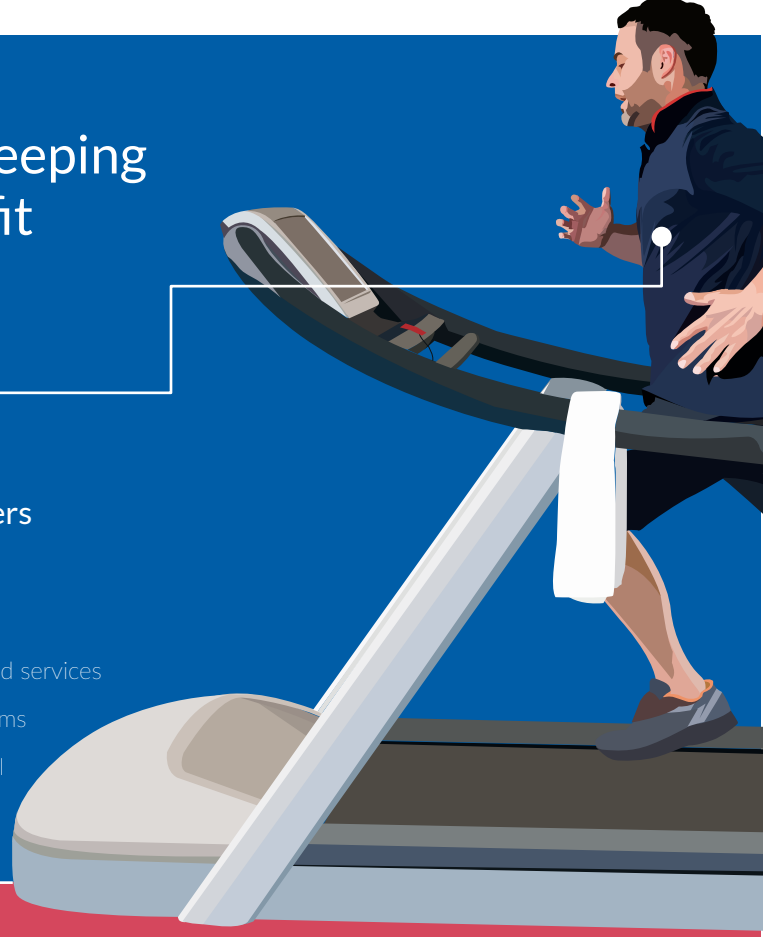
Customer-focused drivers

- Tighter integration at the desktop
- Front/ Back office integration connects the customer to the rest of the business
- Omnichannel customer experiences
- Self-service



Business-focused drivers

- Faster deployment of new seats / locations
- Supporting new products and services
- End-of-life for existing systems
- Analytics, Automation and AI drive efficiency savings



Heart-fit Organisations Are Getting 3 Things Right



A Holistic Approach

- IT and the CC are working in tandem
- They're running the CC on core IT infrastructure
- They've put the customer at the heart of the business

Top Tips from Real Users

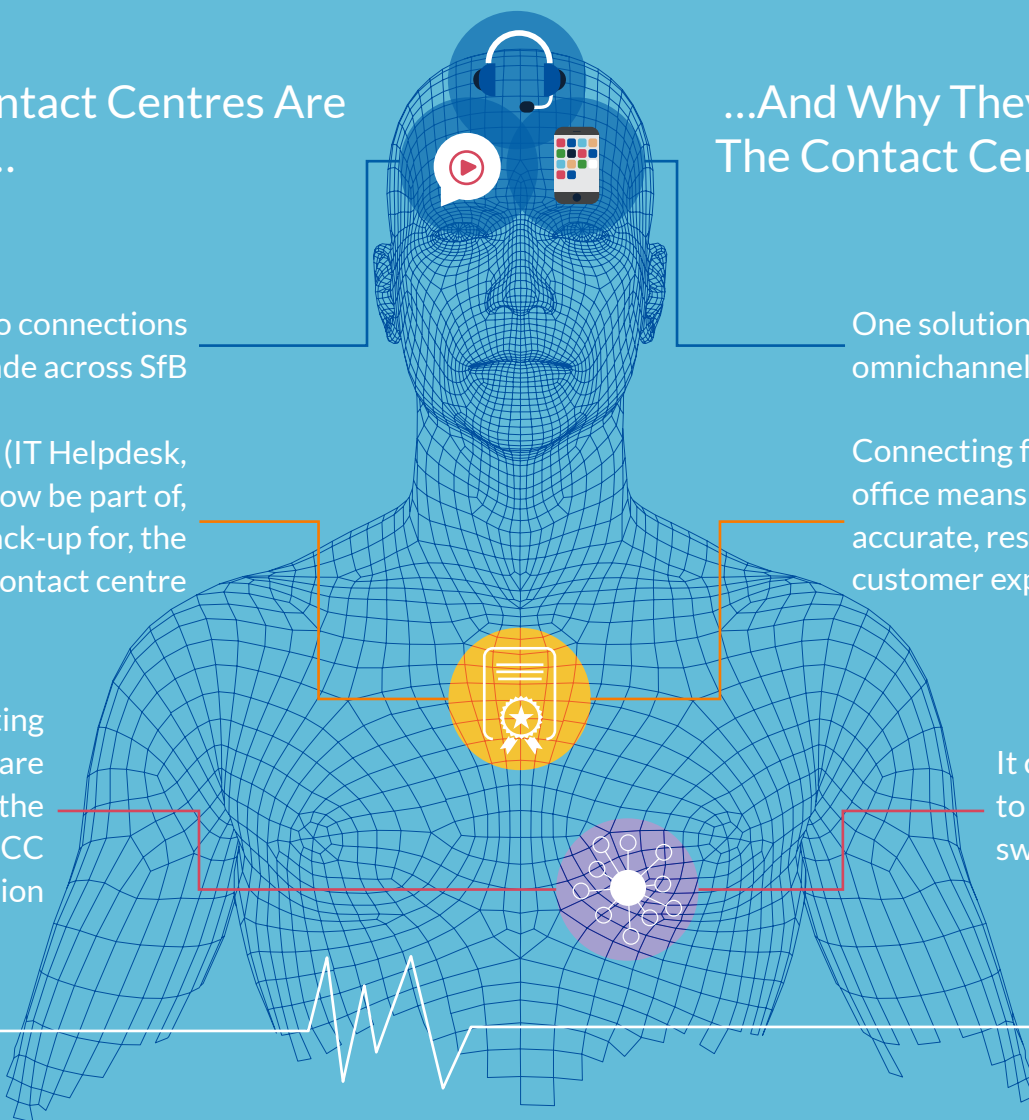
- Get the infrastructure right
- Conduct a pilot before full roll-out
- Showcase your success so everyone gets on board

Why SFB Contact Centres Are Good For IT...

Voice/chat/video connections are made across Sfb

Any department (IT Helpdesk, HR, etc.) could now be part of, or provide back-up for, the contact centre

Queuing and routing decisions are managed by the Enghouse CC solution



...And Why They're Good For The Contact Centre Manager

One solution for your omnichannel requirements

Connecting front and back office means faster, more accurate, responses and better customer experience

It can even extend to include your switchboard

"Gartner (Aug 2016) believes that Enghouse has one of the most significant installed bases of native Sfb deployments among the Sfb contact centre partner ecosystem."



"Enghouse has armed our customer service staff with a much greater understanding of the nature of calls. It's already beginning to streamline the whole call management process."



To find out more about how Enghouse Contact Centre solutions for Sfb can make the contact centre the beating heart of your business...

WATCH OUR WEBINAR ON DEMAND
Could a Contact Centre on Skype for Business be the right prescription?

As a leading Microsoft Gold Partner, our Contact Centre pedigree has made Enghouse one of the world's biggest provider of truly native Sfb Contact Centre solutions, with 5 times more native Sfb CC customers than any other provider.

All over the world, organisations just like yours rely on Enghouse to make the Contact Centre the beating heart of their business.

