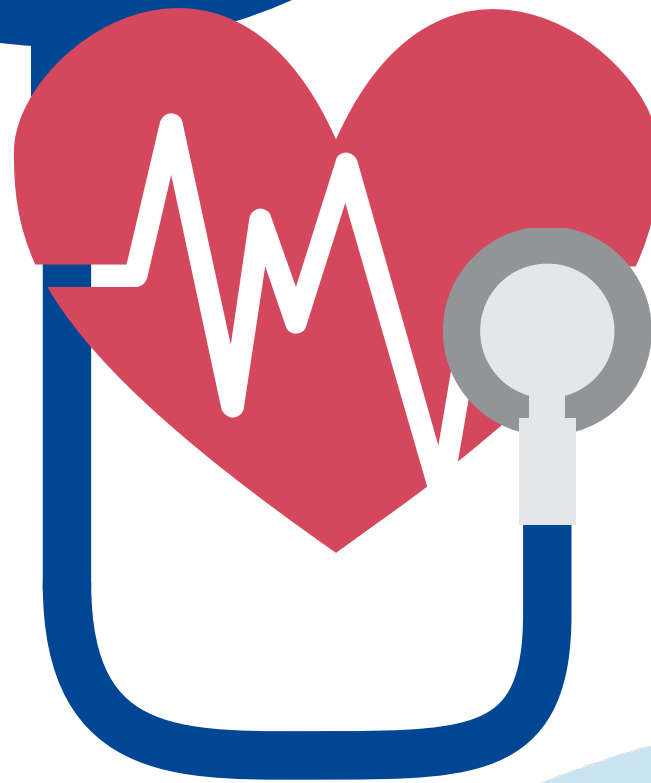
Could a Contact Centre for Skype for Business be the right prescription?

Microsoft

Landmark INFORMATION

Enghouse Interactive



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Agenda

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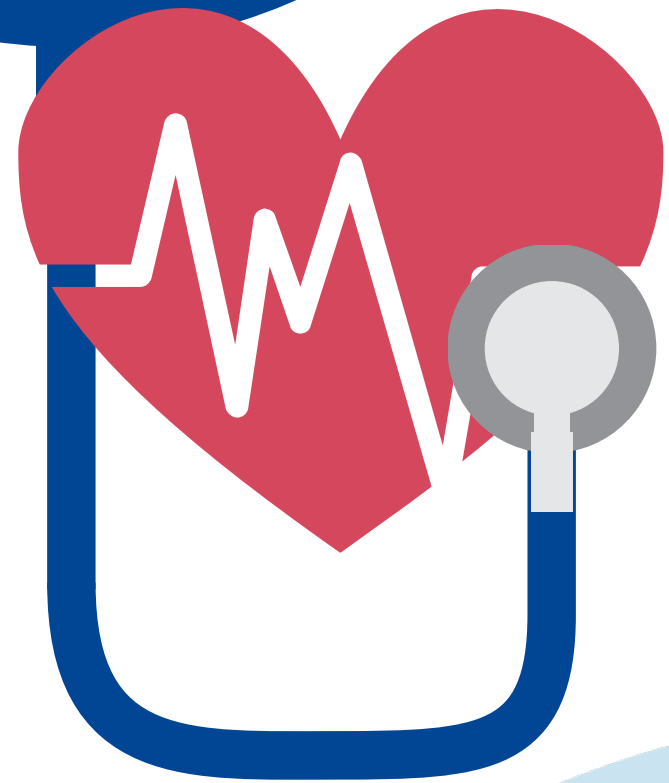
The Customer Landscape – The Right Prescription for your contact centre

Microsoft

How to successfully deploy Skype for Business with your contact centre?

Landmark INFORMATION

High and lows of deployment of Skype for Business in your contact centre from Landmark



The Customer landscape

The right prescription for your contact centre

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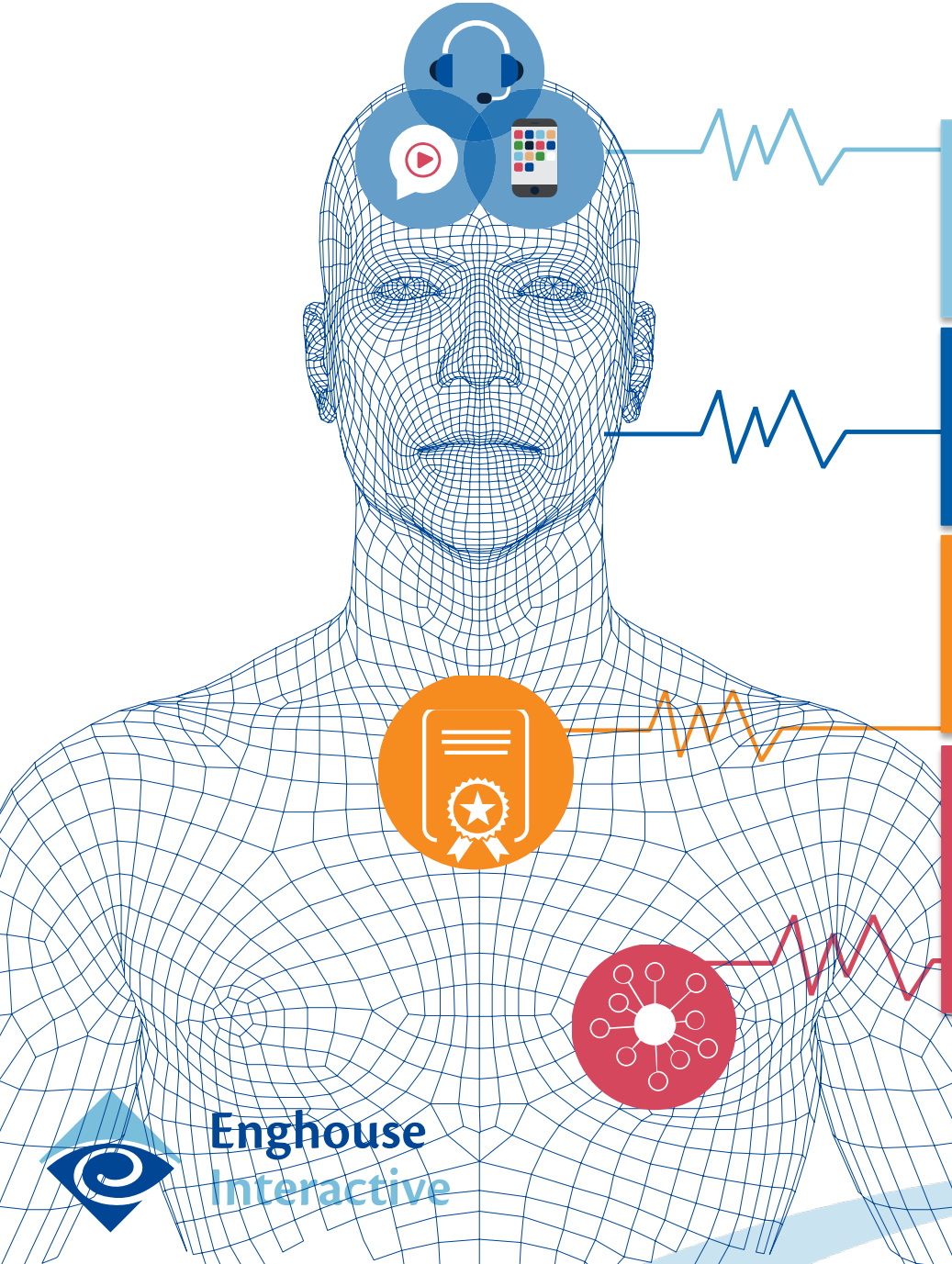

“Times are Changing”

Physical vs Virtual

Available on iTunes

NETFLIX

Spotify

“The Robots are coming”

Digital Transformation – Digital DNA

85% of their relationship with the enterprise without interacting with a human.

“Top 4 Technology challenges”

Integrating multiple systems / legacy systems inhibit flexibility / pressure on resources / cost and budget burdens

“Customers want effortless service”

86% of consumers quit doing business with a company because of a bad customer experience.

96% of dissatisfied customers won’t even contact the business to discuss their experience

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Two Parallel Sets Of Drivers Are Pushing Your Contact Centre *to be* Cardio-fit?

Customer-focused Drivers

- 360 degree view in real time & context
- Personalised intelligent omni channel
- Self-service 365 24/7
- Right resource – Right Time – Right insight and authority
- Effortless – low effort – Intuitive

Business-focused drivers

- Agility & ability to flex, adapt & scale
- Support new products and services
- Controlled migration and sweat to EOL
- Cost reduction - Automation & AI
- Revenue growth through upsell and predictive analytics

Enghouse Interactive

Heart-fit Organisations work together

The IT Team

- They “Connect the Enterprise” through system integration to create real time – real context visibility
- They enable federated collaboration through Voice/chat/video connections using SfB
- They create flexibility, business continuity & scale through virtualisation and the cloud
- They keep everything secure through encryption
- They provide big data fuelled insights

The Contact Centre Team

- Plan & schedule the right resource by channel throughout the day
- Monitor & measure quality & performance
- Create knowledge bases, faq’s to support self service and up skill agents in real time
- Leverage social service
- Use the Connected Enterprise to align the right expert

POLL

What’s the primary driver for change within your Customer facing operations?

1) Reduce cost?
2) Improve service?
3) Keeping up with your competition?
4) Increase revenue?

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How to successfully deploy Skype for Business?

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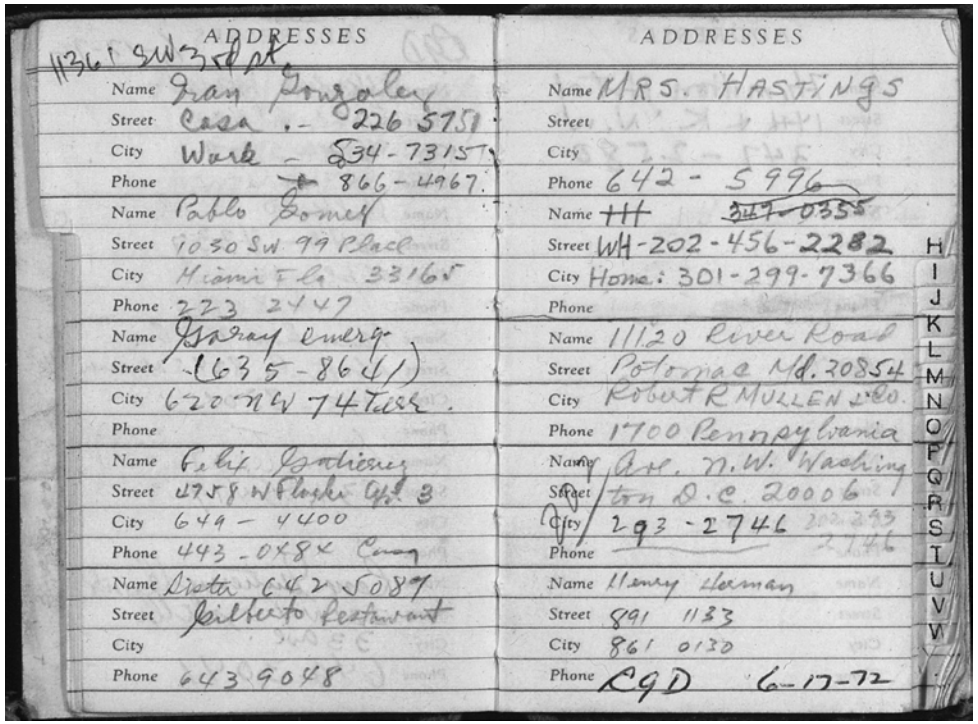
Communication in the past



ADDRESSES		ADDRESSES	
11361 SW 35 st.			
Name	Ivan Gonzalez	Name	MRS. HASTINGS
Street	Casa .- 226 5751	Street	
City	Work - 534-7315	City	
Phone	866-4967	Phone	642 - 5996
Name	Pablo Gomez	Name	~~347-0355~~
Street	1030 SW 99 Place	Street	WH-202-456-2282
City	Miami Fla 33165	City	Home: 301-299-7366
Phone	223 2447	Phone	
Name	Garay Emerg.	Name	11120 River Road
Street	(635-8641)	Street	Potomac Md. 20854
City	620 NW 74 Terr.	City	Robert R MULLEN & Co.
Phone		Phone	1700 Pennsylvania
Name	Felix Gutierrez	Name	Ave. N.W. Washing
Street	4758 W Flagler Apt. 3	Street	ton D.C. 20006
City	649 - 4400	City	293 - 2746
Phone	443-0484 Casa	Phone	
Name	Sister 642 5087	Name	Henry Herman
Street	Gilberto Restaurant	Street	891 1133
City		City	861 0130
Phone	643 9048	Phone	CGD 6-17-72

H I J K L M N O P Q R S T U V W

Complete your communications platform

Set up in minutes within Office 365

Reach all corners of the globe

Speak privately and securely

Office 365 Skype for Business

1B

Skype meetings held per year

3B

Minutes of calls, every day

38%

Of global calling volume (minutes)

#1

Meeting provider, globally

Numbers speak for themselves

1.25

Reported hours saved per week per worker using Skype for Business[1]

79%

Companies that report improved communication using Skype conferencing[1]

300K

Average annual savings in web conferencing costs (USD) [1]

[1]Forrester Total Economic Impact Spotlight Study. December 2016

Journey to become a raving fan

Adoption is…

We see adoption as the **daily**, **habitual use** and **deep utilization** of Skype for Business

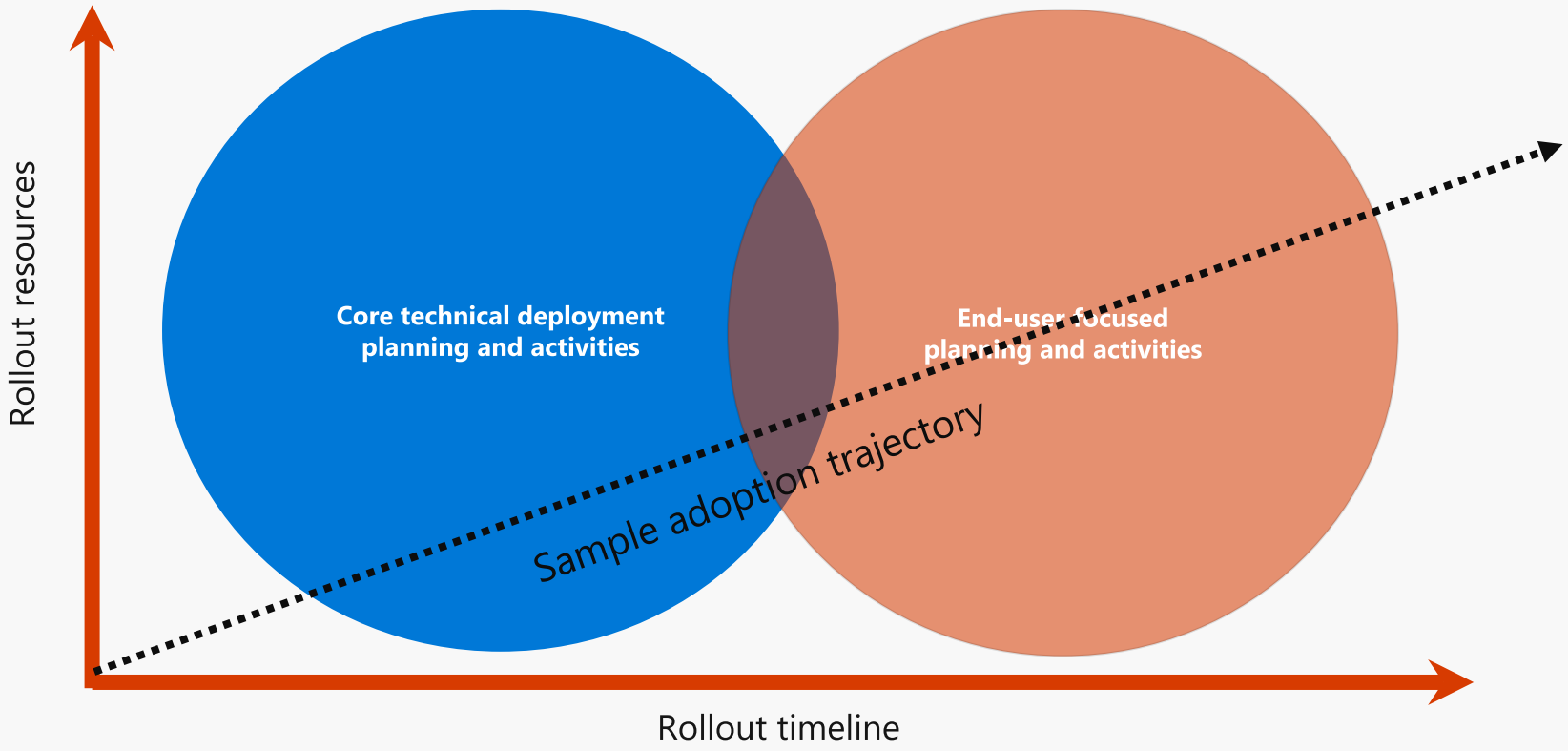
70%

change initiative **FAILURE** rate

Adoption is.**not** an afterthought….

Ideal approach for your Skype for Business rollout

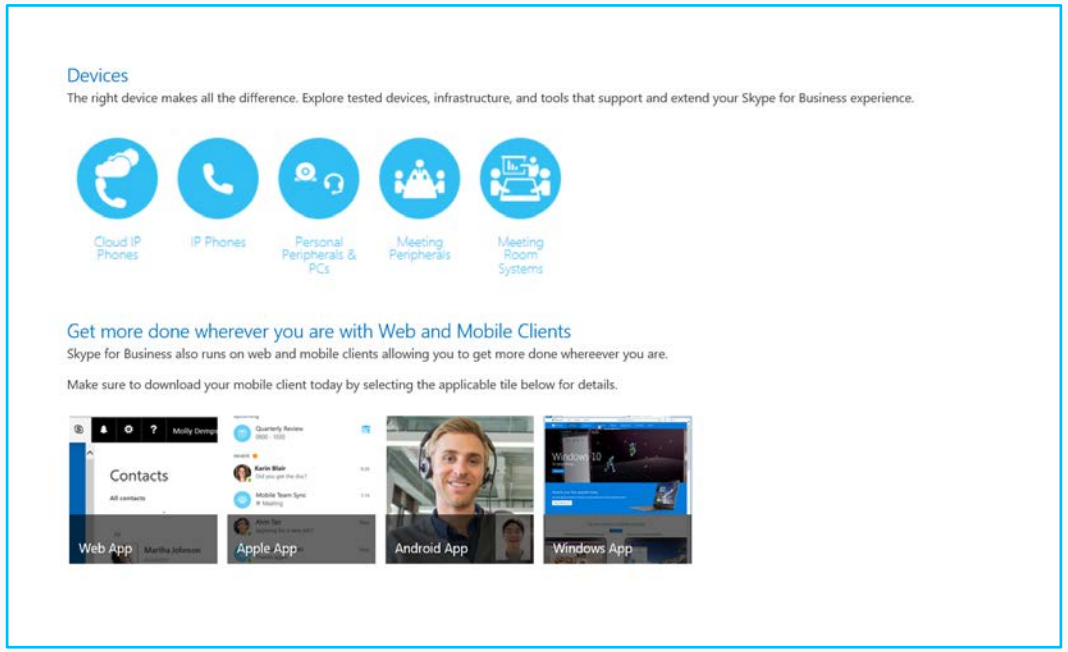
Start: technical readiness + In parallel: end-user readiness

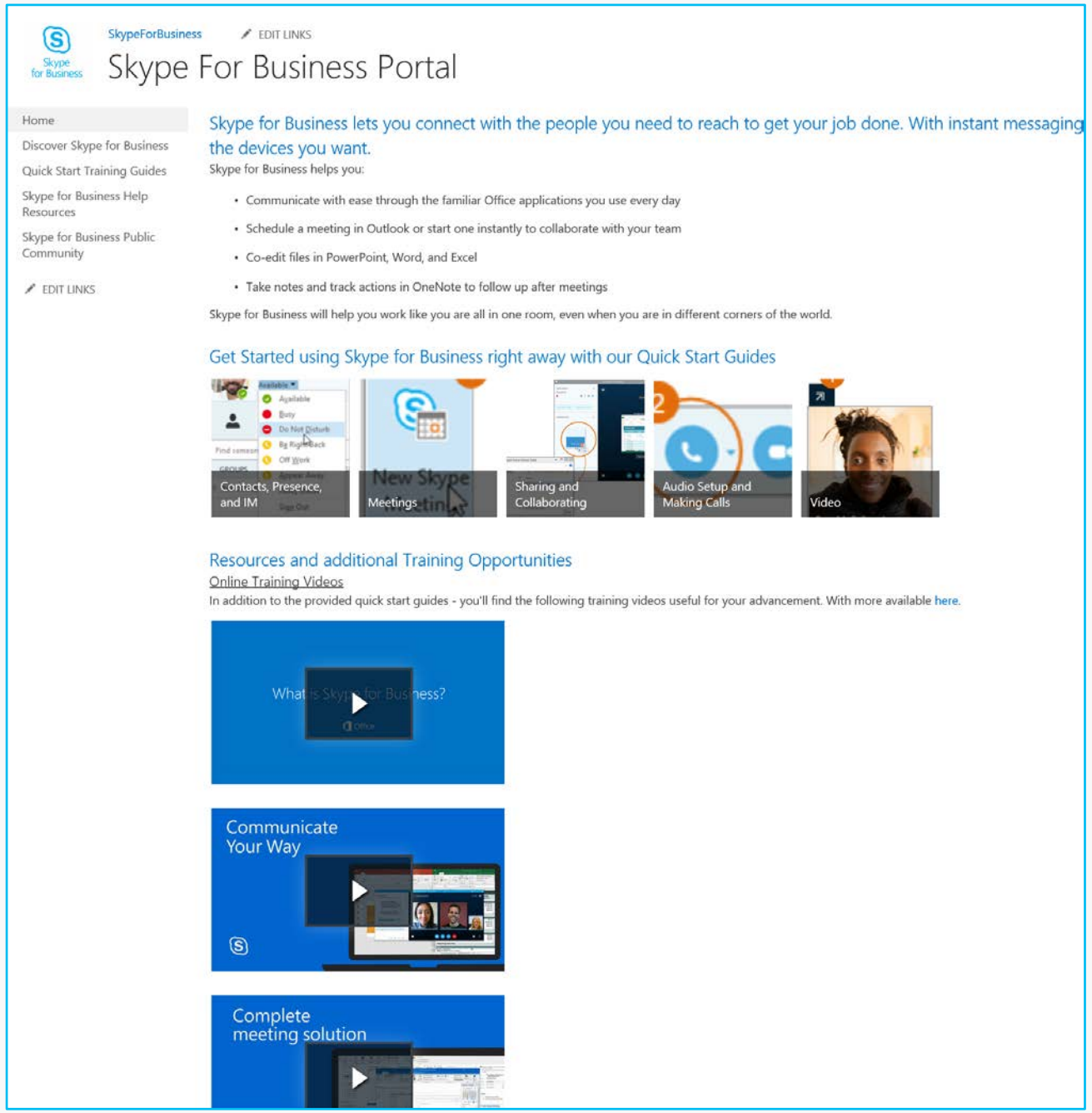


First impressions count!

Skype for Business Adoption Portal

- Resources for your users!
- Easy as 1-2-3
- Use our template!

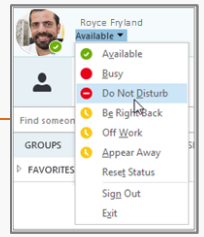




Quick start guides—IM

Want to shut your virtual office door?

Presence is automatically set based on your Outlook calendar but you can change it temporarily if you want to. Presence status is a quick way for other people see whether or not you're free to chat. Here are the presence settings you can change:



If your presence is:	It means you are:
Available *	Online and available
Be Right Back **	Away from your computer briefly
Away *, **	Logged on, but have been away from computer for a period of time.
Off Work **	Not working or not available
Busy *, **	Hard at work and shouldn't be interrupted
In a call *	In a Skype for Business call (two-party call)
In a meeting *	In a meeting (using Skype for Business or Outlook)
In a conference call *	In a Skype for Business conference call (Skype meeting with audio)
Do Not Disturb **	Do not want to be disturbed. You will see IMs, but only if you're both in the same Workgroup.
Presenting *	Giving a presentation
Out of the office	Set to OOF in your Outlook calendar
Offline *	Not signed in
Unknown	Presence can't be detected

* Set automatically for you based on your keyboard activity or Outlook calendar.

** You can set your presence to this anytime you want.

Which Skype should I use?

Skype for Business is for connecting with a co-worker or business associate.

Skype is for connecting with your grandma, or chatting with friends while gaming.

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Skype for Business

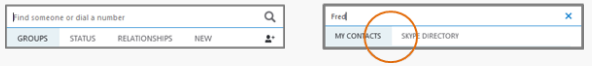
Quick Start Guide

Contacts, presence, and IM

Find someone

Connect with people in your organization, or with friends who have a Skype account.

1. Type a name in the Search box. As soon as you do, the tabs below the Search field change from this: to this:

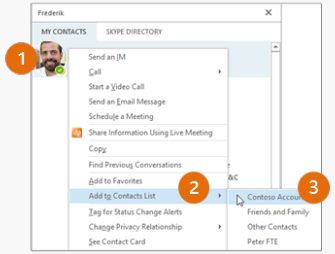


2. If the person is in your organization, stay on the MY CONTACTS tab. If not, click on the SKYPE DIRECTORY tab. It will narrow your search if you know their full name or Skype user name.

Add a contact

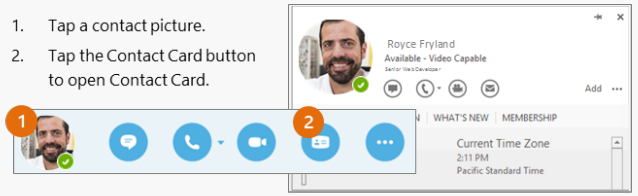
Once you find a person, add them to your Contacts list for quick access.

1. Right-click the name in the search results.
2. Click **Add to Contact List.**
3. Pick a group to add your new contact to.

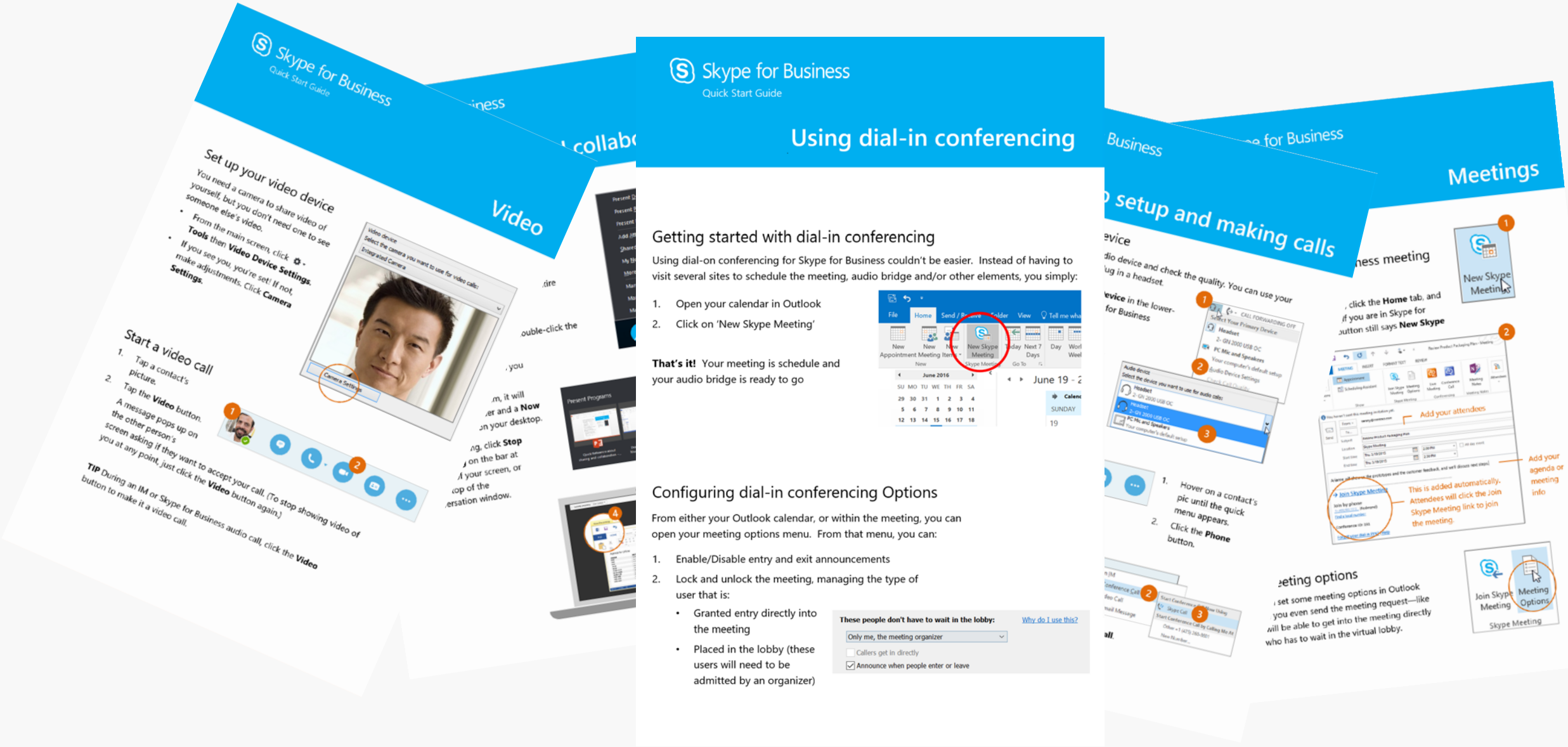


View a contact card

1. Tap a contact picture.
2. Tap the Contact Card button to open Contact Card.

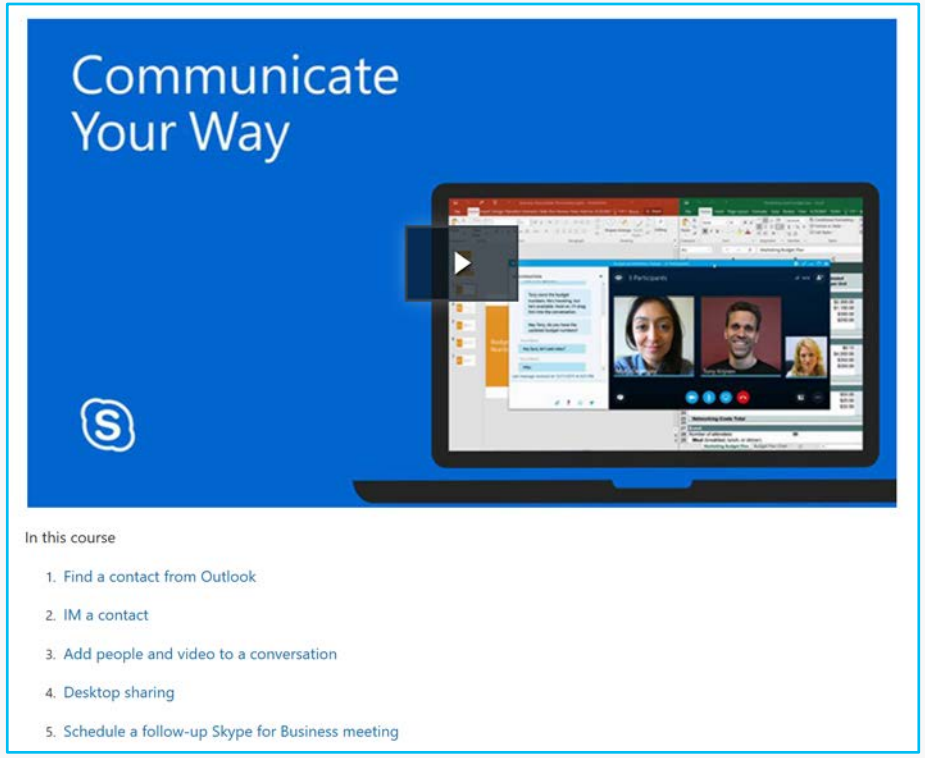


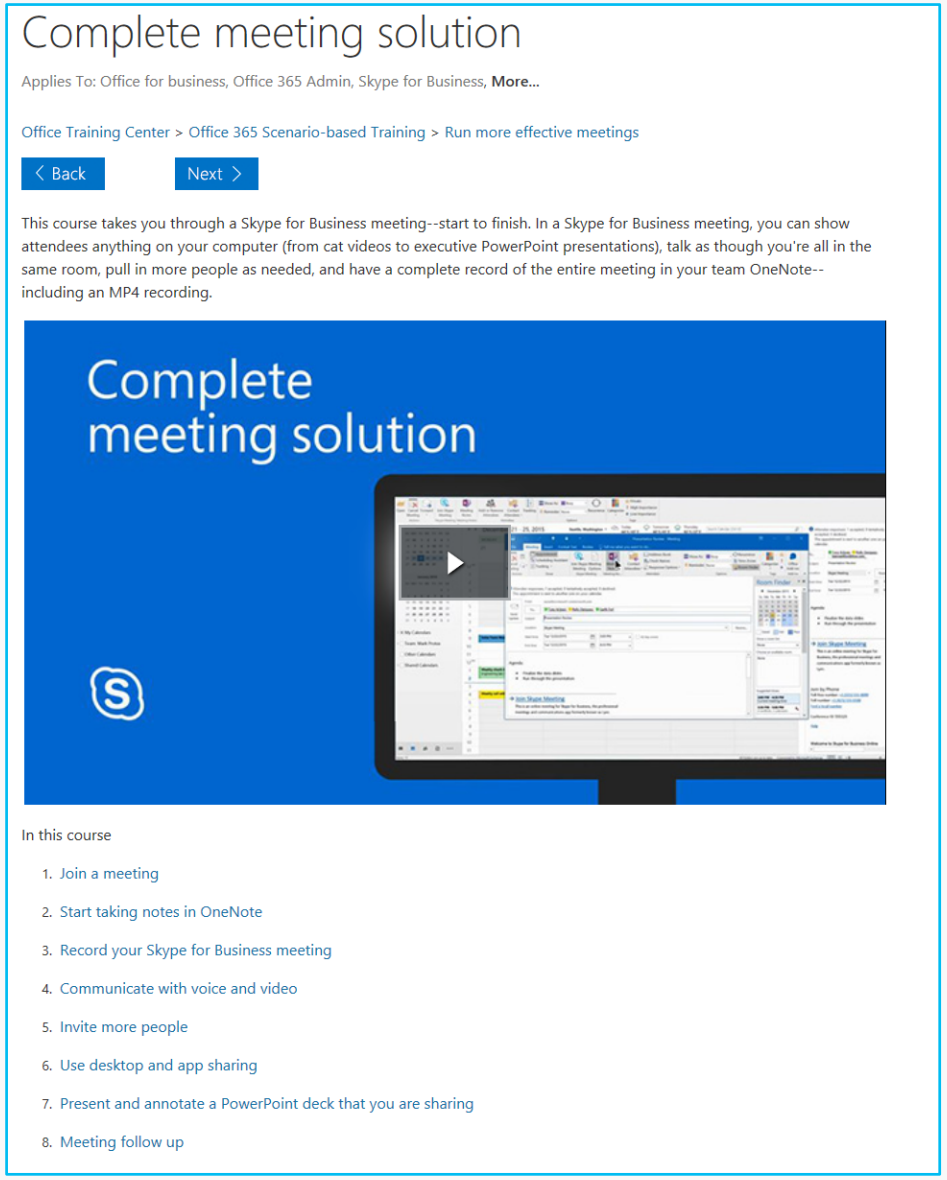
Continue your journey…



Video scenario based training

- Scenario-based
- Snack-able



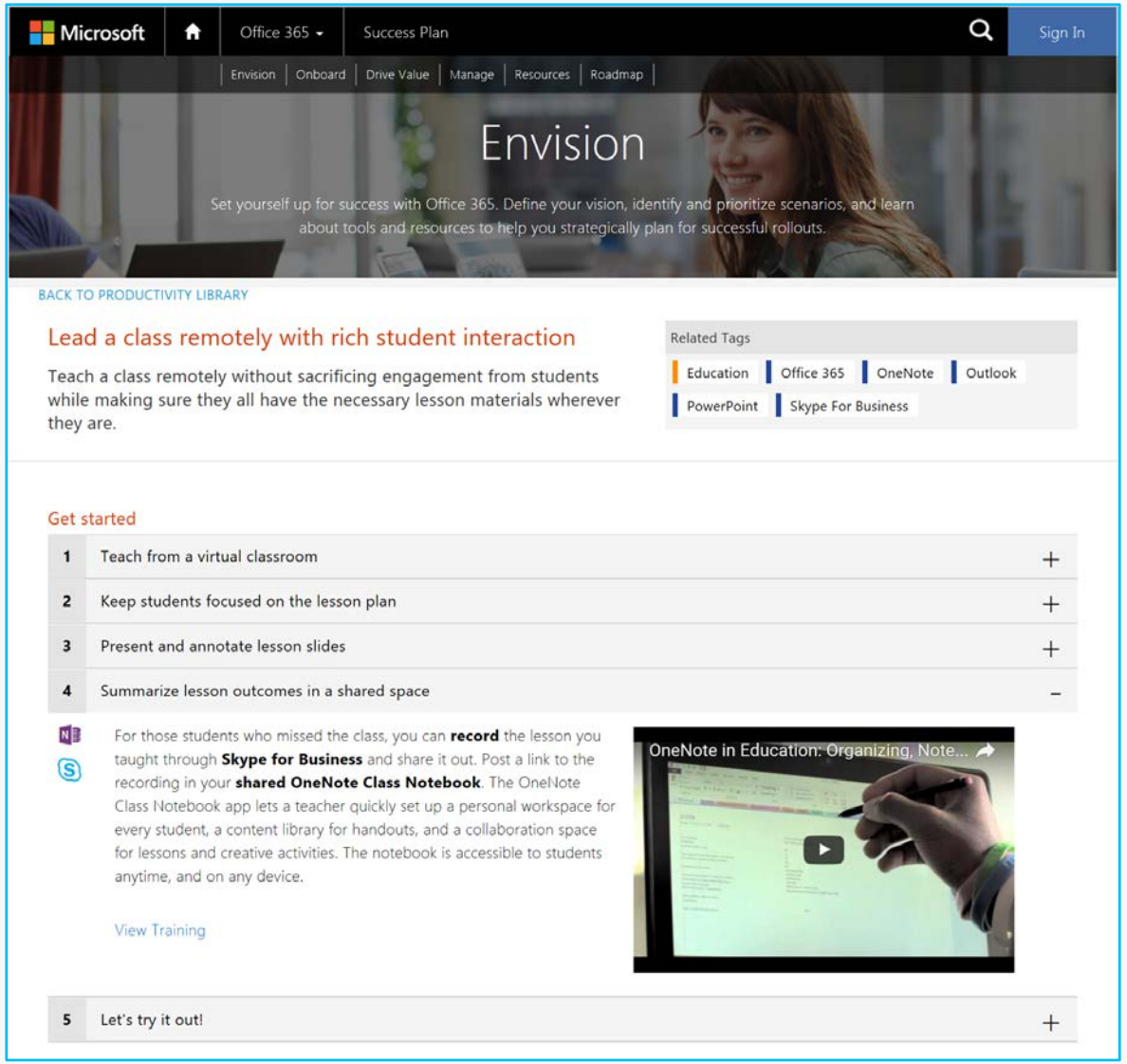


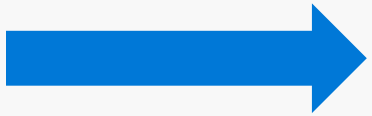
AHHH!!!!

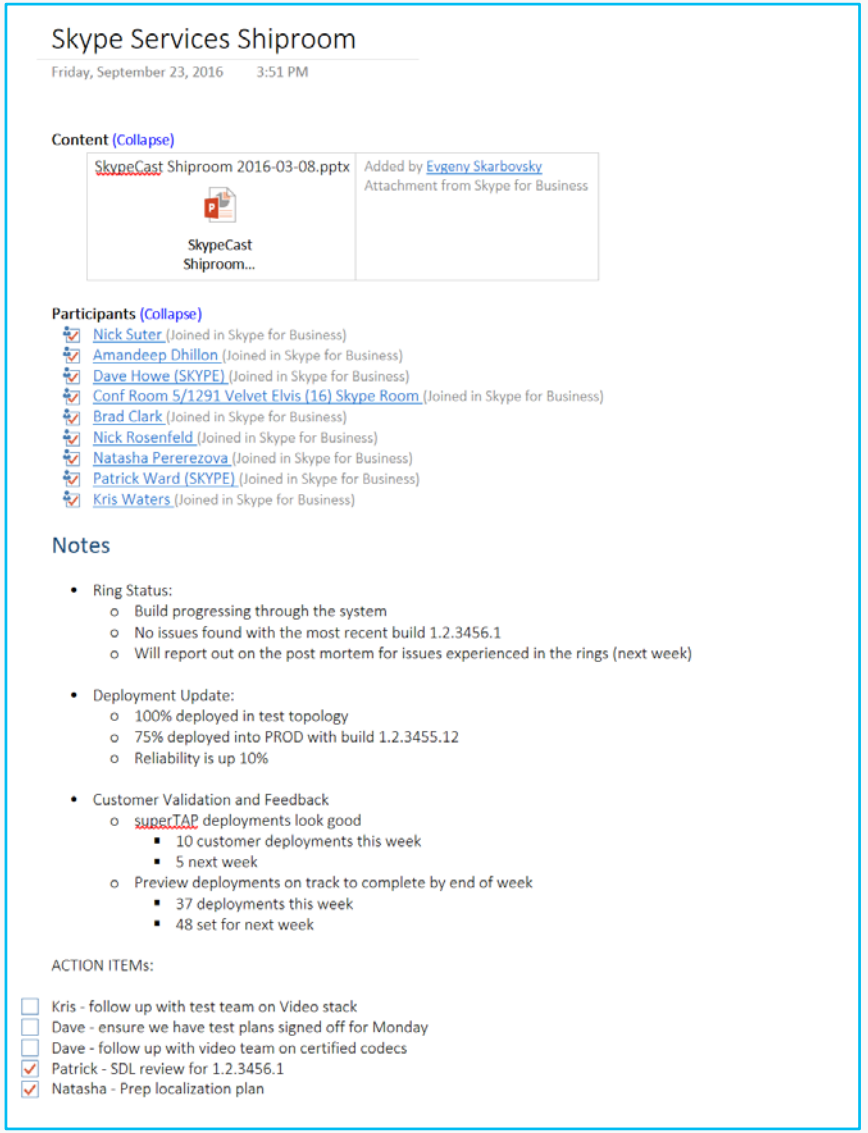
My headset makes my hair flat!!!

	Manufacturer	Model	Style	Best Environments
	Plantronics Inc	Voyager Focus UC B825 Tips for a great Plantronics Voyager Focus experience	Bluetooth Headset (1 or 2 ear)	Open/Private office Home office
	Sennheiser	MB Pro 2	Bluetooth Headset (1 or 2 ear)	Open/Private office Home office
	Plantronics	Blackwire C520-M	Wired headset	Open/Private office Home office
	Sennheiser	SC660	Wired USB	Open/Private office Home office
	Jabra	BIZ 2400 II Duo	Wired USB	Open/Private office Home office

Office 365 Productivity Library







Skype for Business
Community

What's in it for me?

- Make decisions faster
- Confidence
- Increased skill/knowledge
- More productive
- More valuable
- Thought leader

THANK YOU!

High and lows of deploying your contact centre on Skype for Business

Enghouse Interactive

Landmark® INFORMATION

Highs and lows of Skype for Business and EICC

LANDMARK INFORMATION GROUP

Landmark INFORMATION

on-geo

Ochresoft

Decision Insight
Information Group

ETSOS
the complete property solution

SEARCH FLOW

rochford brady group

Millar & Bryce

Over 830 staff, many in leading positions in European markets

Landmark INFORMATION

DMGT

FOUNDATIONS

- A trusted partner(s) – don’t go it alone!
- Design matters - gap analysis. This is now a desktop application
- QoE Quality of Everything – end to end thinking.
- Marketing – sell the benefits in advance and anticipate the naysayers.
- Profile the costs – hidden benefits and expenses.
- Collaboration - Are you ready?
- Training - This is now a desktop application
- Implementation, implementation, implementation – this is not just a technology change.
- Resilience – alignment and flexibility.

© 2017 DMGT

LANDMARK VOICE 2020

- Voice Services Strategy – Digital Customer Experience - to align with the corporate communications and collaboration strategy
- Voice service Roadmap - constructing product roadmaps, including EOL, EOM and contract end dates
- Consolidate onto SfB – EICC across all M&A – office 365 and IM first.
- Cloud PBX Skype – Start to move non contact centre staff to cloud PBX

Landmark® INFORMATION

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DMGT

FEEDBACK

Skype for Business offers much more functionality for the team than a standard, physical telephony system does.

- Access anywhere
- Live availability status linked to Outlook Calendar
- Instant messaging for quick peer to peer communication
- Easy online dialling methods (one click, copy and paste, active link)
- Video calling: Screen share: Online meeting setup

© 2017 DMGT

FEEDBACK – COMMUNICATIONS CENTRE (CC)

CC provides a solution to set up and maintain the required customer experience and journey through contact.

EASE OF USE & ADAPTABLE

Users can make configuration changes to suit each business departments needs

Remote access (with right setup)

Quick agent adjustment settings

Quick mode change of call queues eg. Day – Team Meeting and back again

Helpdesk from anywhere – launch VPN and equivalent function to being in the office in terms of Service Desk telephony.

CLEAR VISBILITY OF CC OPERATIONS

EICC provides great ACD features such as monitoring, recording, take-over, whisper, etc. and the ability to quickly create live call metrics over snapshot is great

Detailed and historic queue and agent performance reporting

Real time monitoring of calls, queues and agent performance

Improved DR options.

Landmark INFORMATION

DMGT

Questions for Microsoft & Enghouse

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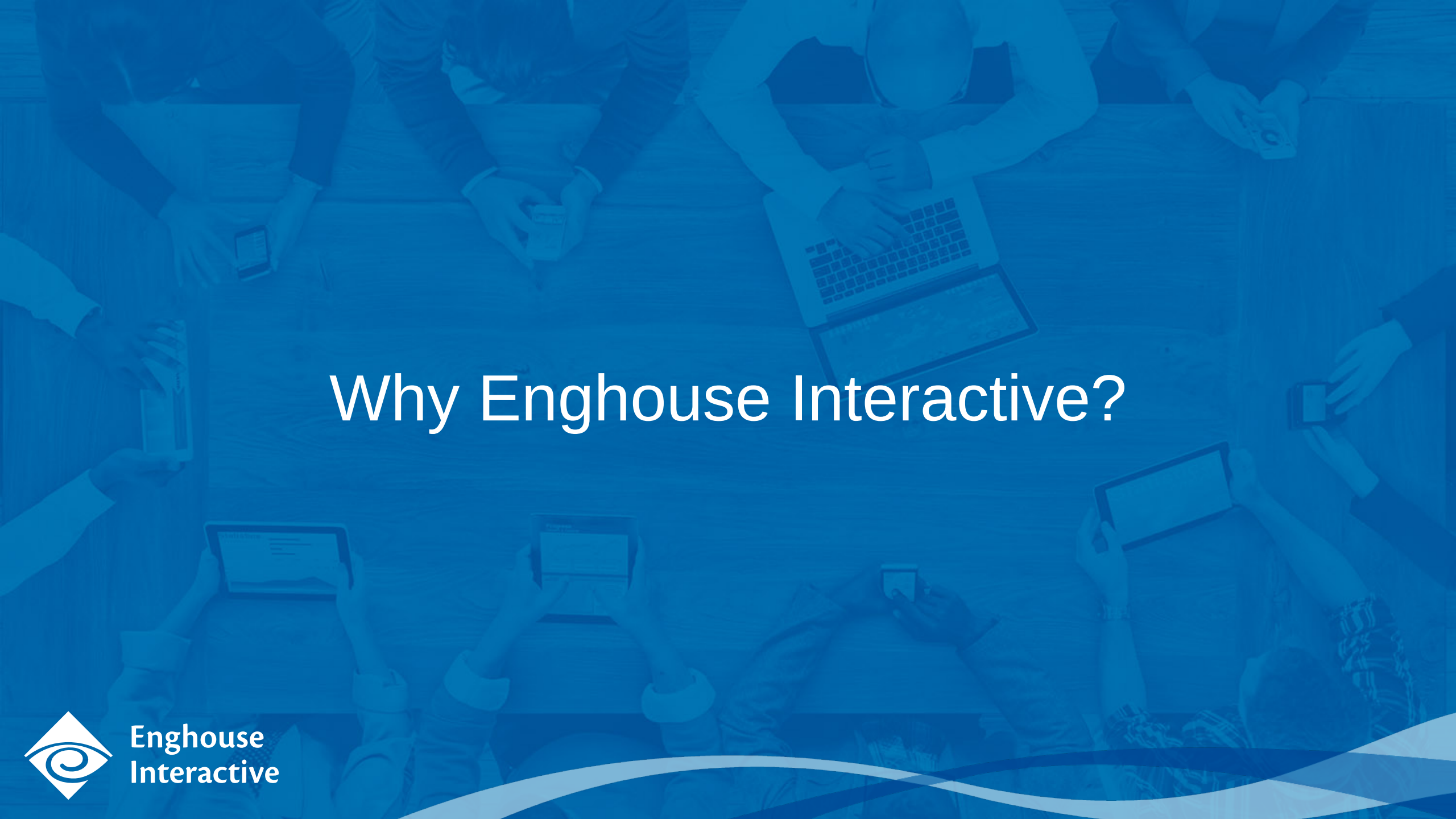


Why Enghouse Interactive?

Enghouse
Interactive

20%

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

250

Number of Enghouse employees dedicated to native SfB contact centre solutions

167

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

5

Enghouse globally has 5 times more SfB Contact Centre customers that any other supplier

Enghouse Interactive

Enghouse Solutions for Skype for Business.

- True “native integration” with Skype for Business
- Connect your customer communications to the rest of your enterprise
- For greater efficiencies, enterprise-wide collaboration and flexibility
- No added costs of other communication technology, integration or gateways.

Contact Centre Skype for Business.	Attendant Console Skype for Business.	Quality Management Skype for Business.
Seamless Multichannel capabilities IVR Routing Interactive Recording Real-time and Historical Reports Outbound	One of the first Attendant Console for Skype for Business online Ease to configure and install in minutes Connected to your presence/ directory	Interactive Recording Monitoring Agent Evaluation Workforce Optimisation Survey Real-Time Speech Analytics
10-10,000 seats	1 – 10,000 +	10-10,000

Enghouse Interactive

Enghouse Interactive has one of the biggest truly native deployments of SfB with Contact Centres globally

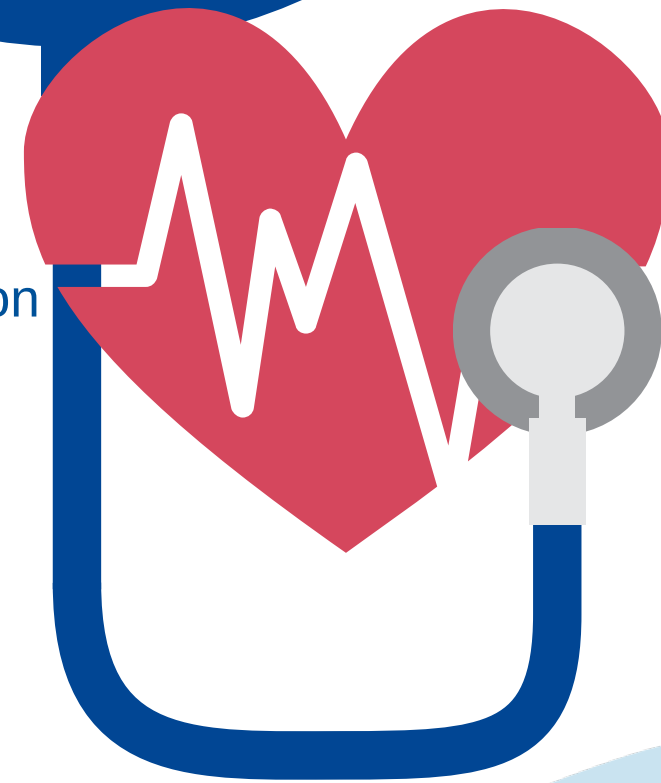
- Microsoft Gold Partner
- Our solutions are all certified for Skype for Business
- Mutual R&D development for Microsoft SfB
- Gartner recognised leader for communication software for SfB
- Over 25 years' experience in developing & deploying software

Enghouse Interactive

Microsoft GOLD CERTIFIED Partner

Top tips for the right prescription

- Map, test & optimise your end to end customer journeys
- Connect your Enterprise and use presence to collaborate
  - Showcase your success to make everyone a stakeholder
- Create a culture where all functions work together with a plan for adoption
- Get the infrastructure right for today and beyond
  - flexible – resilient – secure and scalable
- Pilot, Prove, then control your Migration



Enghouse Interactive

How can I take advantage?

Touchpoint Attendant Console
for Skype for Business

Download your free trial

Free Operational Walkthroughs
for your Customer Communications

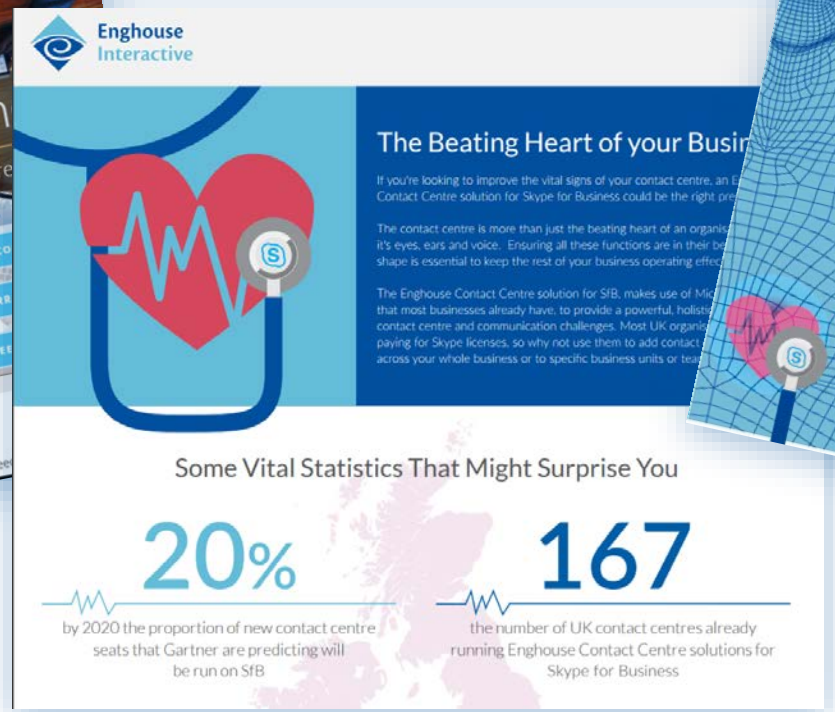
Available to 5 SfB customers

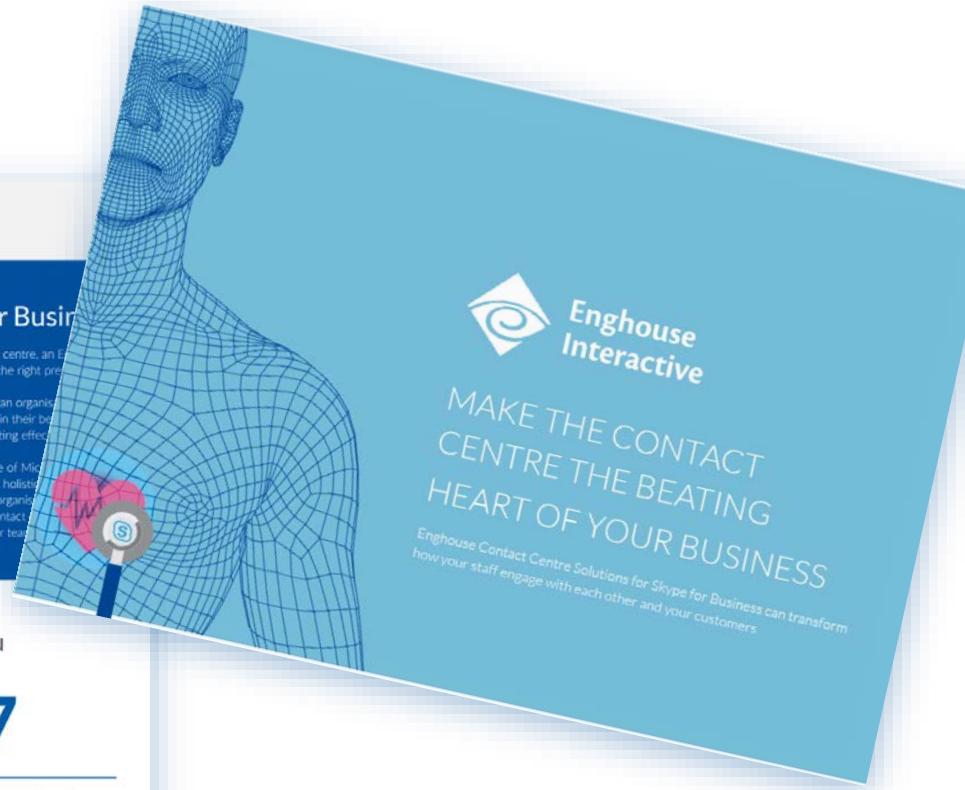
Enghouse Interactive

Webpage

Infographic

EBook





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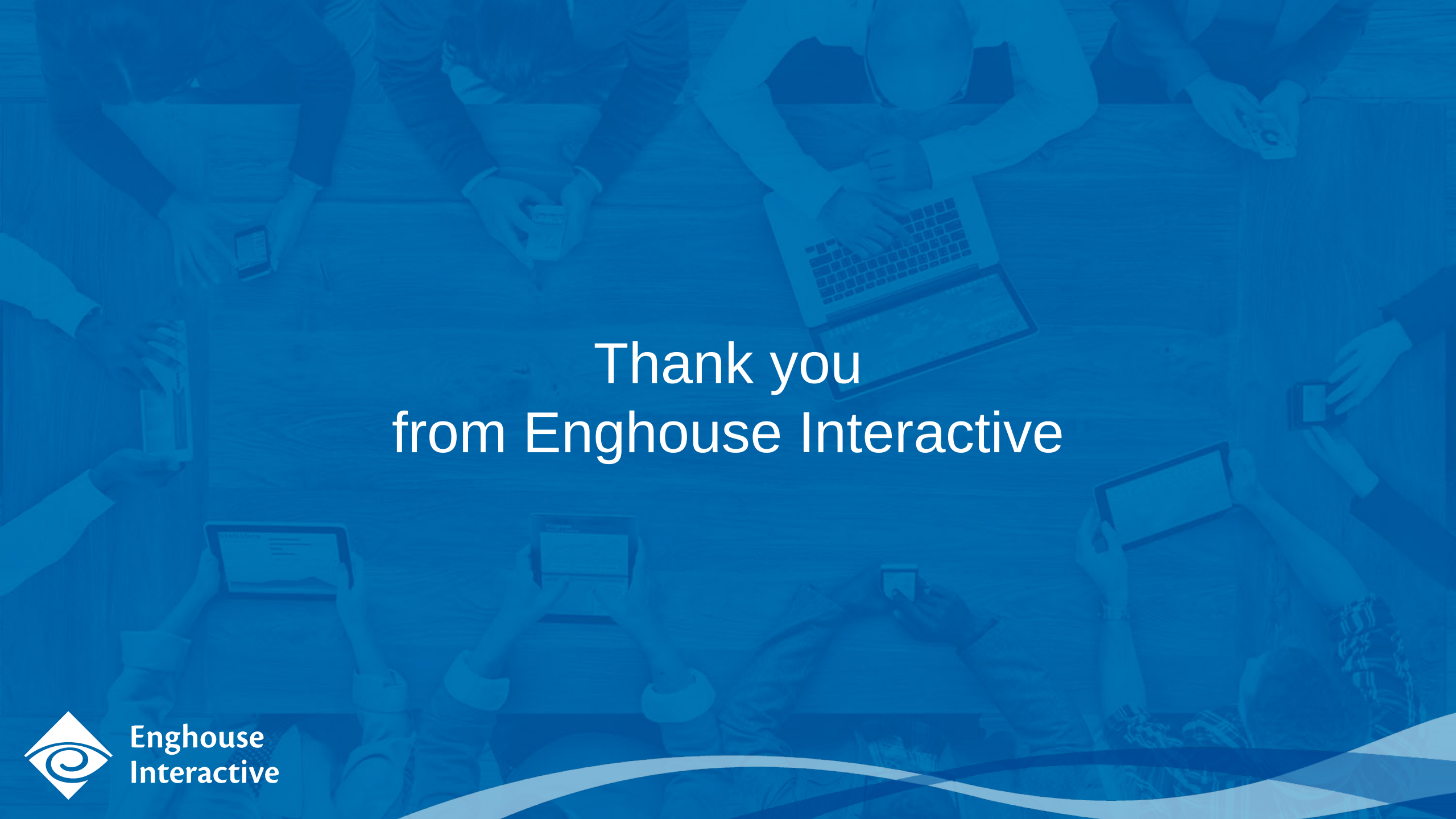

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