

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



Agenda



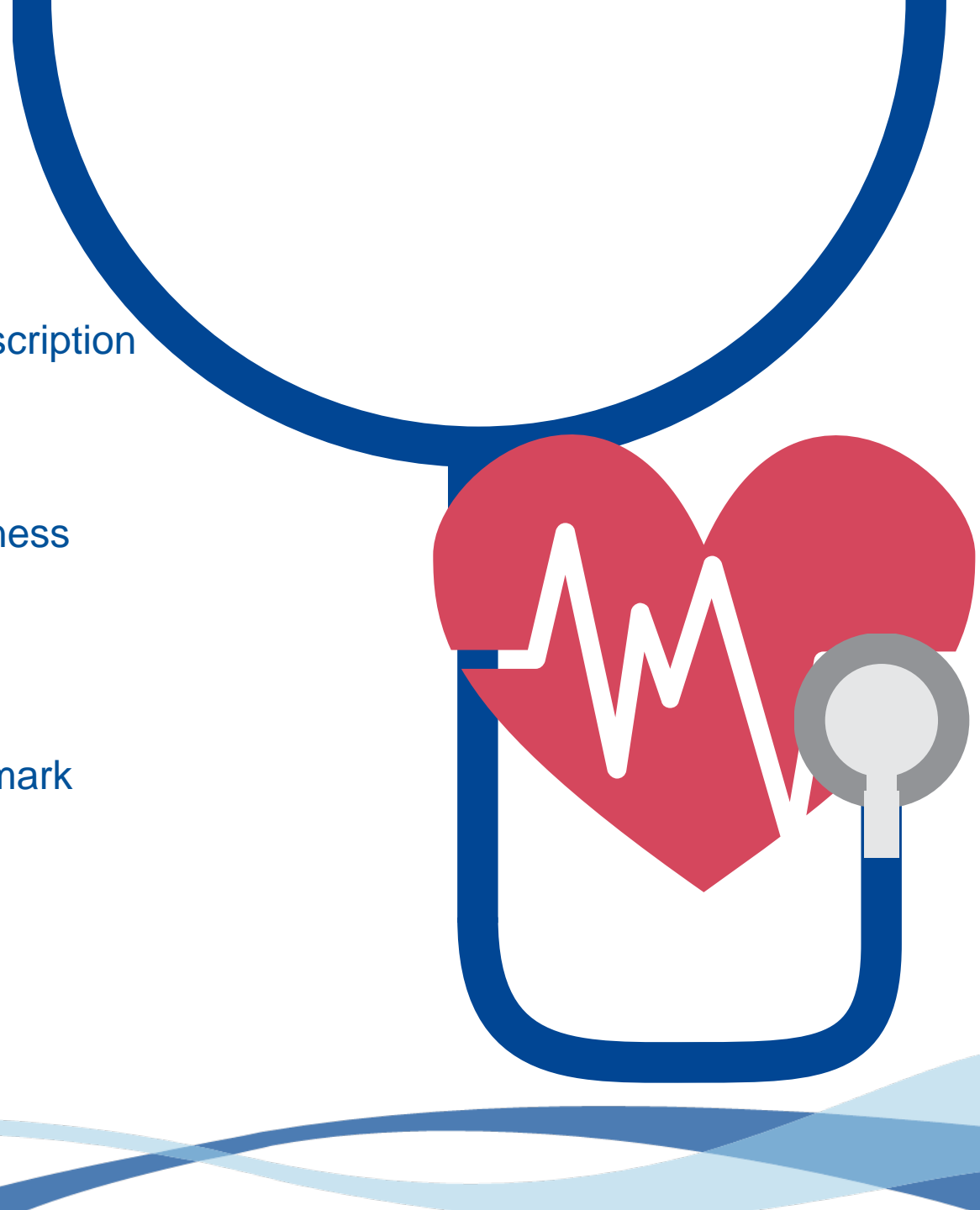
The Customer Landscape – The Right Prescription for your contact centre



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



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

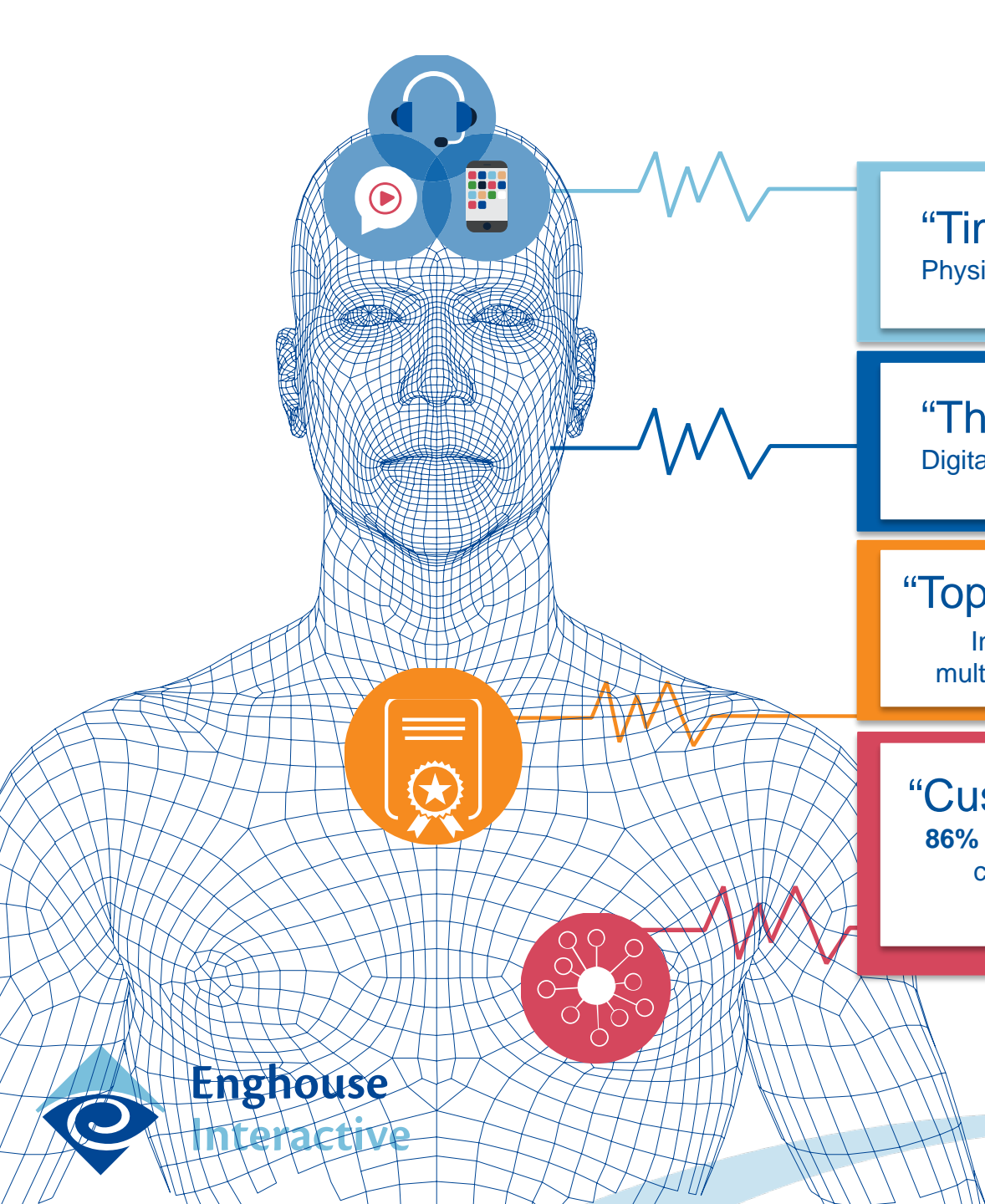


The Customer landscape

The right prescription for your contact centre



Enghouse
Interactive



“Times are Changing”

Physical vs Virtual



“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

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

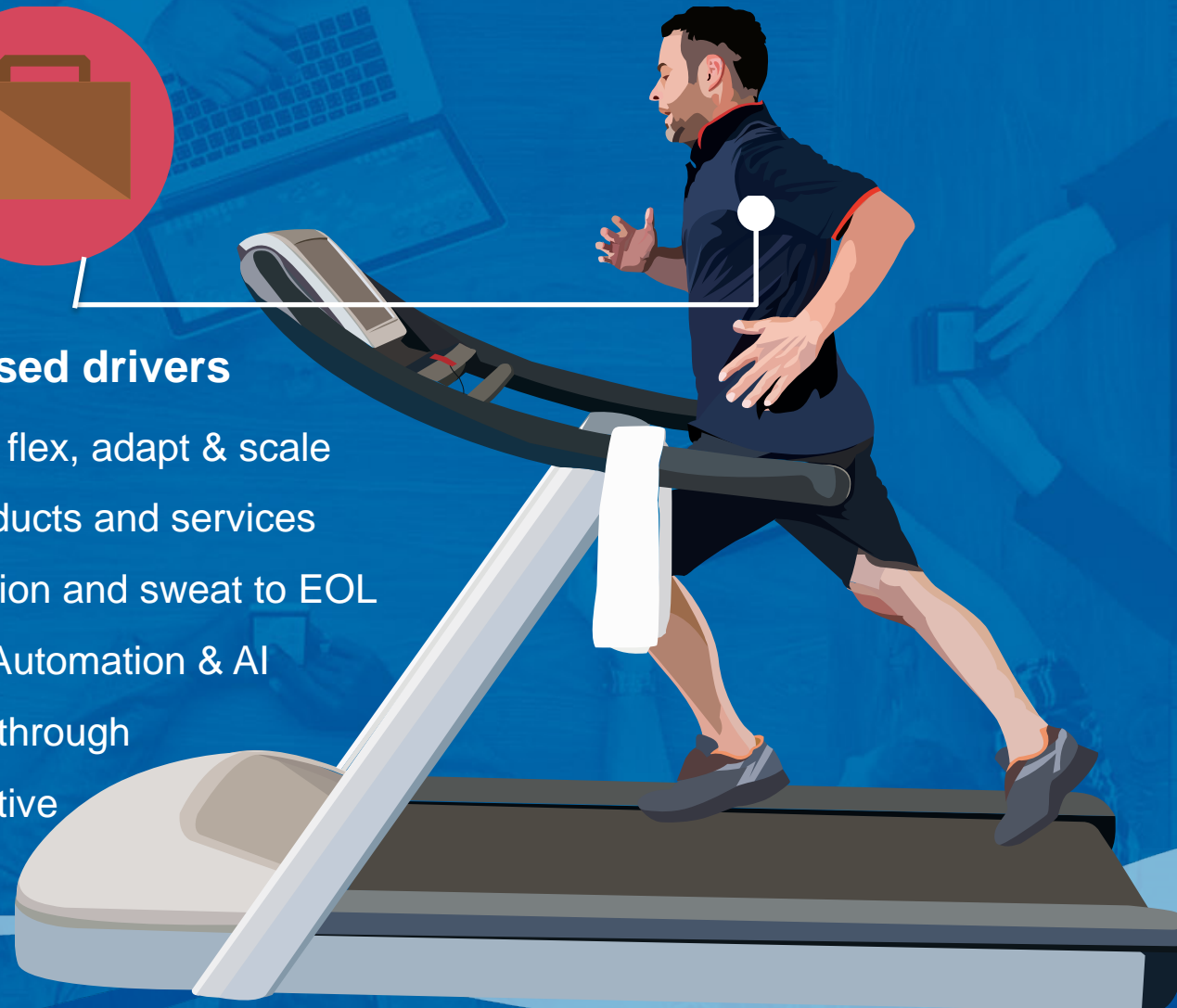


Customer-focused Drivers

- 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



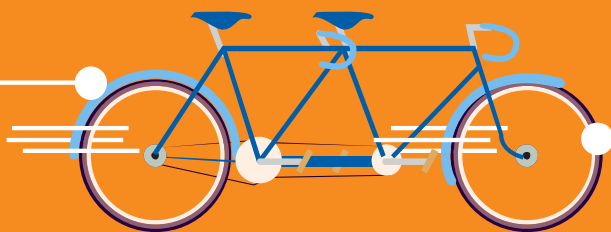
Heart-fit Organisations work together

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?



How to successfully deploy Skype for Business?



Communication in the past



ADDRESSES		ADDRESSES	
Name	Ray Gonzalez	Name	MRS. HASTINGS
Street	Casa - 226 5751	Street	226 5751
City	Wash - 834-7315	City	834-7315
Phone	866-4967	Phone	642-5996
Name	Pablo Gomez	Name	HH 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 Emerq	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 Gochisny	Name	Dist. N.W. Washing
Street	4758 N Flamingo Apt 3	Street	Dist. N.W. Washing
City	649-4400	City	Dist. N.W. Washing
Phone	443-0484 Cong	City	293-2746 202-293
Name	Diana 642-5087	Phone	2746
Street	Bilberto Restaurant	Name	Henry Laman
City	WASH DC	Street	891 1133
Phone	643-9048	City	861 0130
		Phone	CGD 6-17-72

Complete your
communications
platform

**Set up in minutes
within Office 365**

**Reach all corners
of the globe**

**Speak privately
and securely**





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 Business¹**

79%

**Companies that report
improved communication
using Skype
conferencing¹**

300k

**Average annual savings
in web conferencing costs
(USD)¹**



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...

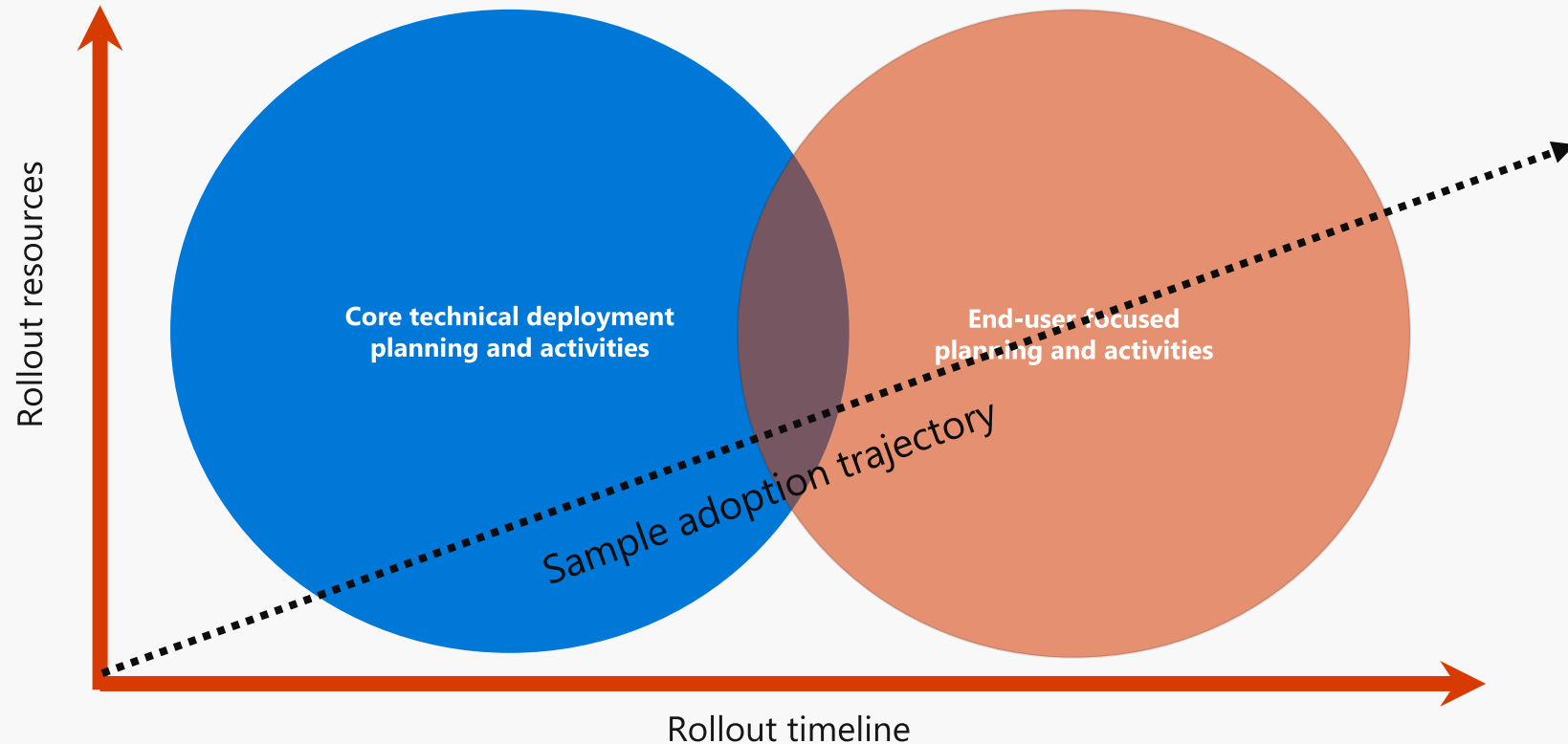


Ideal approach for your Skype for Business rollout

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!

Devices

The right device makes all the difference. Explore tested devices, infrastructure, and tools that support and extend your Skype for Business experience.



Cloud IP Phones IP Phones Personal Peripherals & PCs Meeting Peripherals Meeting Room Systems

Get more done wherever you are with Web and Mobile Clients

Skype for Business also runs on web and mobile clients allowing you to get more done wherever you are.

Make sure to download your mobile client today by selecting the applicable tile below for details.



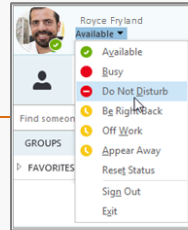
The screenshot shows the Skype For Business Portal with the following content:

- Header:** Skype For Business logo and "EDIT LINKS" button.
- Navigation:** Home, Discover Skype for Business, Quick Start Training Guides, Skype for Business Help Resources, Skype for Business Public Community, and another "EDIT LINKS" button.
- Main Content:**
 - Introductory text: "Skype for Business lets you connect with the people you need to reach to get your job done. With instant messaging the devices you want." and "Skype for Business helps you:"
 - List of benefits:
 - Communicate with ease through the familiar Office applications you use every day
 - Schedule a meeting in Outlook or start one instantly to collaborate with your team
 - Co-edit files in PowerPoint, Word, and Excel
 - Take notes and track actions in OneNote to follow up after meetings
 - Text: "Skype for Business will help you work like you are all in one room, even when you are in different corners of the world."
 - Section: "Get Started using Skype for Business right away with our Quick Start Guides"
 - Grid of guides: "Contacts, Presence, and IM", "New Skype Meetings", "Sharing and Collaborating", "Audio Setup and Making Calls", and "Video".
 - Section: "Resources and additional Training Opportunities"
 - Section: "Online Training Videos"
 - Text: "In addition to the provided quick start guides - you'll find the following training videos useful for your advancement. With more available here."
 - Video thumbnails:
 - "What is Skype for Business?"
 - "Communicate Your Way"
 - "Complete meeting solution"

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.

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:

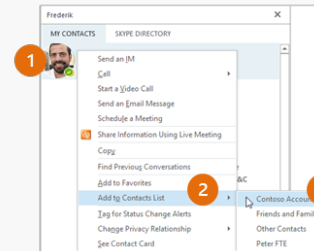


2. If the person is in your organization, stay on the MY CONTACTS tab. If not, click on the SKYPE DIRECTORY tab. It will narrow your search if you know their full name or Skype user name.

Add a contact

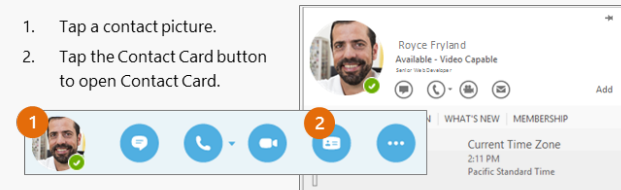
Once you find a person, add them to your Contacts list for quick access.

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...

Skype for Business
Quick Start Guide

Set up your video device

You need a camera to share video of yourself, but you don't need one to see someone else's video.

- From the main screen, click **Tools**.
- Then click **Video Device Settings**.
- If you see you, you're set! If not, make adjustments. Click **Camera Settings**.



Video

Start a video call

1. Tap a contact's picture.
2. Tap the **Video** button.

A message pops up on the other person's screen asking if they want to accept your call. (To stop showing video of you at any point, just click the **Video** button again.)

TIP During an IM or Skype for Business audio call, click the **Video** button to make it a video call.

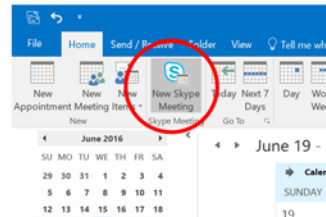
Skype for Business
Quick Start Guide

Using dial-in conferencing

Getting started with dial-in conferencing

Using dial-in conferencing for Skype for Business couldn't be easier. Instead of having to visit several sites to schedule the meeting, audio bridge and/or other elements, you simply:

1. Open your calendar in Outlook
2. Click on 'New Skype Meeting'



That's it! Your meeting is scheduled and your audio bridge is ready to go

Configuring dial-in conferencing Options

From either your Outlook calendar, or within the meeting, you can open your meeting options menu. From that menu, you can:

1. Enable/Disable entry and exit announcements
2. Lock and unlock the meeting, managing the type of user that is:

- Granted entry directly into the meeting
- Placed in the lobby (these users will need to be admitted by an organizer)

These people don't have to wait in the lobby: [Why do I use this?](#)

Only me, the meeting organizer

Callers get in directly

Announce when people enter or leave

Business

Setup and making calls

device

audio device and check the quality. You can use your plug in a headset.

device in the lower-

Business



1. Hover on a contact's picture until the quick menu appears.
2. Click the **Phone** button.

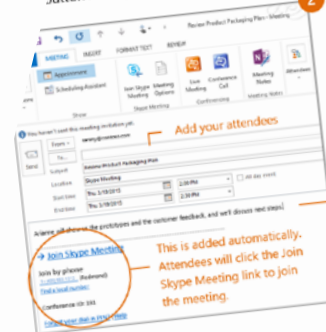


all.

Meetings

Business meeting

click the **Home** tab, and if you are in Skype for Business meeting button still says **New Skype Meeting**



— Add your agenda or meeting info


Meeting options

set some meeting options in Outlook you even send the meeting request—like you will be able to get into the meeting directly who has to wait in the virtual lobby.



Video scenario based training

- Scenario-based
- Snack-able



Communicate Your Way

In this course

1. Find a contact from Outlook
2. IM a contact
3. Add people and video to a conversation
4. Desktop sharing
5. Schedule a follow-up Skype for Business meeting

Complete meeting solution

Applies To: Office for business, Office 365 Admin, Skype for Business, **More...**

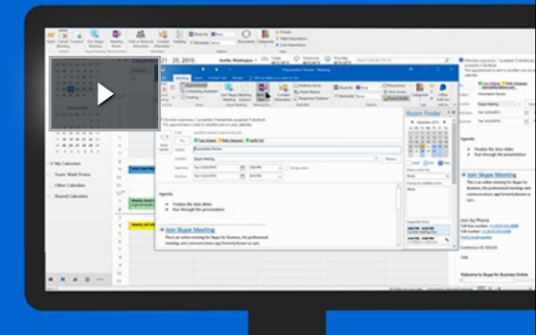
Office Training Center > Office 365 Scenario-based Training > Run more effective meetings

< Back

Next >

This course takes you through a Skype for Business meeting--start to finish. In a Skype for Business meeting, you can show attendees anything on your computer (from cat videos to executive PowerPoint presentations), talk as though you're all in the same room, pull in more people as needed, and have a complete record of the entire meeting in your team OneNote--including an MP4 recording.

Complete meeting solution



In this course

1. Join a meeting
2. Start taking notes in OneNote
3. Record your Skype for Business meeting
4. Communicate with voice and video
5. Invite more people
6. Use desktop and app sharing
7. Present and annotate a PowerPoint deck that you are sharing
8. Meeting follow up

AHHH!!!!

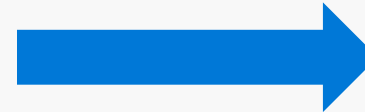
My headset makes
my hair flat!!!



	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

The screenshot shows the 'Envision' page in the Office 365 Productivity Library. The header includes the Microsoft logo, navigation links for 'Office 365' and 'Success Plan', and a search bar. The main content area features a large image of a woman with the text 'Envision' and a sub-headline: 'Set yourself up for success with Office 365. Define your vision, identify and prioritize scenarios, and learn about tools and resources to help you strategically plan for successful rollouts.' Below this is a 'Get started' section with a numbered list of four items: 1. Teach from a virtual classroom, 2. Keep students focused on the lesson plan, 3. Present and annotate lesson slides, and 4. Summarize lesson outcomes in a shared space. A video thumbnail titled 'OneNote in Education: Organizing, Note...' is shown with a play button. A 'View Training' link is also present. At the bottom, a fifth item 'Let's try it out!' is visible.



The screenshot shows the 'Skype Services Shiproom' page. The header includes the title 'Skype Services Shiproom', the date 'Friday, September 23, 2016', and the time '3:51 PM'. The 'Content' section shows a file named 'SkypeCast Shiproom 2016-03-08.pptx' added by 'Evgeny Skarbovsky'. The 'Participants' section lists several users who have joined the Skype for Business session, including Nick Suter, Amandeep Dhillon, Dave Howe, Brad Clark, Nick Rosenfeld, Natasha Perezova, Patrick Ward, and Kris Waters. The 'Notes' section contains a bulleted list of status updates: 'Ring Status' (build progressing, no issues found, will report out), 'Deployment Update' (100% deployed in test topology, 75% deployed into PROD, reliability up 10%), and 'Customer Validation and Feedback' (superTAP deployments look good, 10 customer deployments this week, 5 next week, preview deployments on track, 37 deployments this week, 48 set for next week). The 'ACTION ITEMS' section includes a checklist: Kris - follow up with test team on Video stack, Dave - ensure we have test plans signed off for Monday, Dave - follow up with video team on certified codecs, Patrick - SDL review for 1.2.3456.1, and Natasha - Prep localization plan.



A high-angle, top-down photograph of a diverse group of people standing in a circle on a grassy field. They are all holding hands, with their fingers interlaced, forming a continuous ring. The people are wearing various casual clothing, including t-shirts, blouses, and jackets. Some individuals are wearing accessories like watches, bracelets, and a leather strap. The background is a soft-focus green lawn. The overall mood is one of unity and collaboration.

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



Over 830 staff, many in leading positions in European markets



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.

●● 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

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

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 VISIBILITY 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.

Questions for Microsoft & Enghouse

Why Enghouse Interactive?



Enghouse
Interactive

20%

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

167

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

250

Number of Enhouse employees dedicated to native SfB contact centre solutions

5

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



**Enhouse
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



A blue wireframe illustration of a human figure from the chest up, facing forward. It is positioned on the left side of the slide.

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



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



How can I take advantage?



Touchpoint Attendant Console
for Skype for Business

Download your free trial



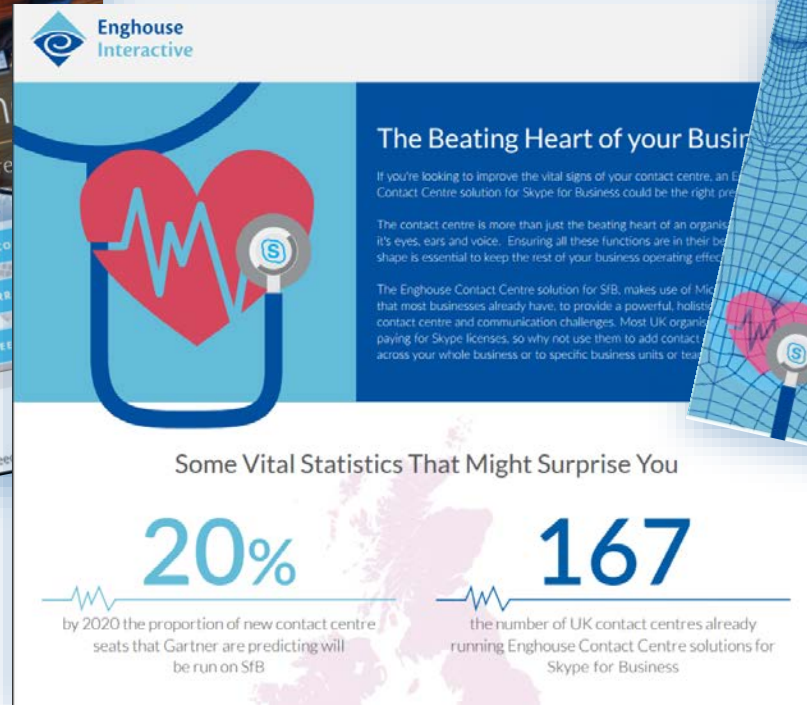
Free Operational Walkthroughs
for your Customer Communications

Available to 5 SfB customers

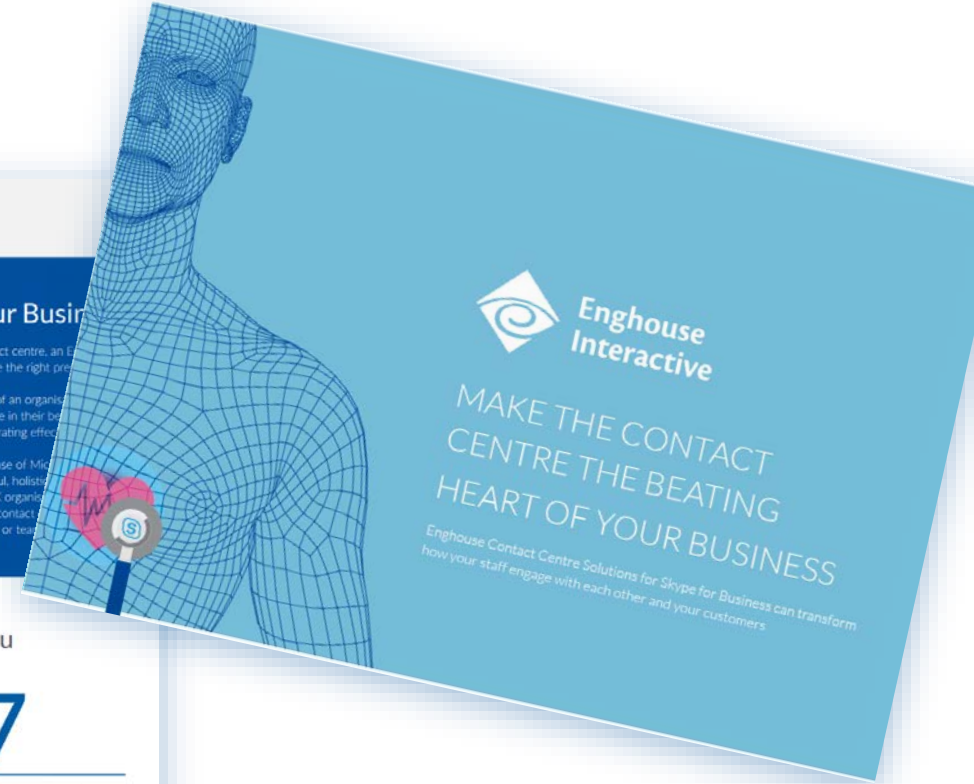
Webpage



Infographic



EBook



Thank you
from Enghouse Interactive



Enghouse
Interactive