

# Solutions for Microsoft Skype for Business

APPLICATIONS THAT EXTEND AND IMPROVE

Skype for Business is already a disrupter to the industry of UC and is bringing businesses into the new world of collaboration with presence, voice, instant messaging (IM) and chat and indicative of a significant shift in focus and strategy of “connect people everywhere.” Although it does not have the capabilities for advance multichannel routing or monitoring and business intelligence capabilities which is where Enghouse can help by integrating customer contact solutions into a Skype for Business environment.

## 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 450+ 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.

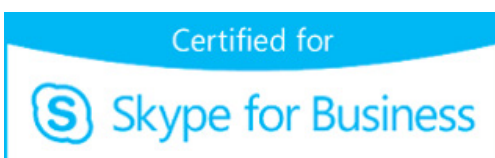
## Can I trust Skype for Business for my critical customer communications?

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.

Microsoft's Skype for Business strategy is compelling for any organisations, for cost effective, connected solution so if you're considering taking the next step 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



## 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 contact media types – phone calls, voice messages, email, SMS, web chat, social media, Skype video and fax – in a single, fully integrated solution which natively integrates into a Skype for Business environment.

Enghouse helps extend your Skype for Business with skills based routing, reporting and gives business intelligence and visibility to the business of the end to end journey of customer interactions.

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

### INTEGRATED AGENT DESKTOP

A single intuitive desktop interface for multimedia contacts 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 different 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 take an average of 15 seconds off every call by displaying customer CRM records.

**“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 Online and Office 365. Enabling operators and receptionists to professionally and efficiently answer and transfer interactions to the most appropriate person. Detailed contact and presence status information ensures call transfer success first time, everytime.

### INTUITIVE, EFFICIENT, PROFESSIONAL

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

Allowing customers to self-serve 24 hours a day, 7 days a week. By provisioning an IVR system your callers will get the best service possible from your contact centre operation.

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

### MONITOR FOR QUALITY OF SERVICE

Captured calls become part of the integrated quality management infrastructure, allowing calls to be monitored, flagged, and searched as needed to improve customer service and agent performance

## Leverage your investment in Skype for Business

Whether, personally you are a Skype user, or you use Microsoft Skype for Business within your business environment. The benefit is the connected solution from anywhere. Now, Take a look at your customer communications, you may feel uncomfortable with the idea of having to manage dual infrastructure - a PBX for your call centre and Skype for Business for the rest of your telephony? With Enghouse Interactive you can have both on a single telephony platform, optimising your investments.

### 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 over twelve years. We provide interoperability with a full range of Microsoft platforms, including Exchange, Outlook, CRM Dynamics, Office 365, SharePoint, SQL Server, Windows Server and Skype for Business. With 250+ employees Enghouse employees dedicated to native SfB Contact Centre solutions you can rest assured you are in safe hands.

Here in the UK, 160+ organisations just like yours, rely on Enghouse contact centre solutions with SfB to improve efficiencies and increase customer satisfaction.

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## About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-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, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.

