



Enghouse
Interactive

TouchPoint Agent: Microsoft Office 365

Creating Better Journeys,
Everyday...



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Not every business requires a full-blown omni-channel contact centre solution nor can they absorb the cost of traditional telephony infrastructure and its support requirements.

Enghouse Interactive's TouchPoint Agent is a client application integrated with Microsoft's Office 365 cloud call queues giving you the core management tools to enhance your customer journey and improve contact centre performance.

Enhancing Office 365 Call Queues

Integrated with Microsoft's Office 365, TouchPoint Agent provides a professional desktop call handling solution with no need for additional hardware or IT infrastructure. The client application can be deployed in minutes having your call centre up and running in no time.

With richer presence information, call wrap-ups, reporting and skills based queue-prioritising, take your team beyond just answering the phones by giving them tools to measurably improve your business's performance and provide outstanding customer service.

TouchPoint Agent also offers queues for recording calls, allowing agents the ability to search, play and reference calls so that all the customer interactions are easily accessible in one place, providing a historical record for agents to reference.

Creating Added Value

TouchPoint Agent enhances Office 365 queues by providing managers with richer presence information for a better understanding of agent and queue status, all of which can be reported on to help drive contact centre performance.

The skills based queue-prioritisation improves first contact resolution and allows you to provide streamlined service to VIP customers (for example). Call Wrap-ups identify the types of calls your contact centre is handling, creating a deeper understanding of its function and helping to identify opportunities and areas for improvement.

The tabulated windows of the TouchPoint user interface engage agents via the Dashboard with daily statistics displayed for goal setting and provide easy visibility of agent/queue status for superior call handling.

Extend Your Investment in Microsoft

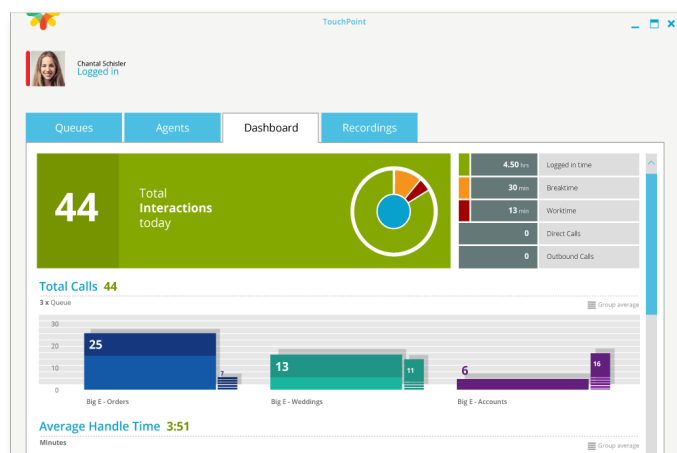
TouchPoint Agent is part of a broad suite of applications that seamlessly integrate with Microsoft Office 365 and Skype for Business Server providing organisations with an end-to-end communications solution to match all business requirements and scale.

Trusted Microsoft Partner

Enghouse Interactive empowers organisations to connect with their customers with an extensive range of solutions for Microsoft Office 365 and Skype for Business Server such as; Communications Center, Quality Management Suite, TouchPoint Attendant and now TouchPoint Agent.

Why TouchPoint Agent?

- › Download and deploy in minutes
- › No IT infrastructure needed
- › Greater understanding of your call traffic and reason for calls with Call Wrap-ups
- › Personalised customer experience with Salesforce CRM data pop
- › Richer presence and status information for accurate reporting and decision making
- › Streamline call handling with an intuitive and simplified interface
- › Subscription base licensing
- › Call Recording option providing a historical record that is easily searchable for agent reference



Dashboard



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About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi/omni-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 premises-based to private, public or community cloud and hybrid requirements.