![Enghouse Interactive]

TouchPoint Attendant for Microsoft Skype for Business

PROFESSIONAL CALL HANDLING SOLUTION

Your receptionist or operator is often the first point of contact with your organisation, so it's vital you create a positive impression by dealing with callers' inquiries efficiently and professionally. Enghouse Interactive's new TouchPoint Attendant for Microsoft Skype for Business delivers exceptional customer experience and increased productivity.

Next Generation Customer Service

Receptionists and switchboard operators have the challenge of managing high numbers of calls swiftly and accurately. Providing operators with the tools to identify, prioritise and route these calls professionally, first time and every time is key to creating a professional impression of the organisation.
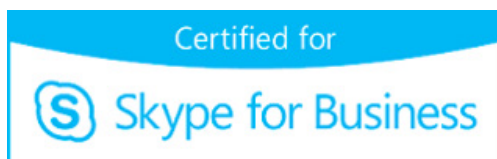
TouchPoint Attendant for Skype for Business combines an intuitive call handling interface with Skype for Business's powerful unified communications capabilities to deliver improved productivity and a better caller experience. Innovative features and real-time status information have been seamlessly blended to address the unique requirements of operators, resulting in faster call handling, reduced call abandonment and lower overall cost of service.
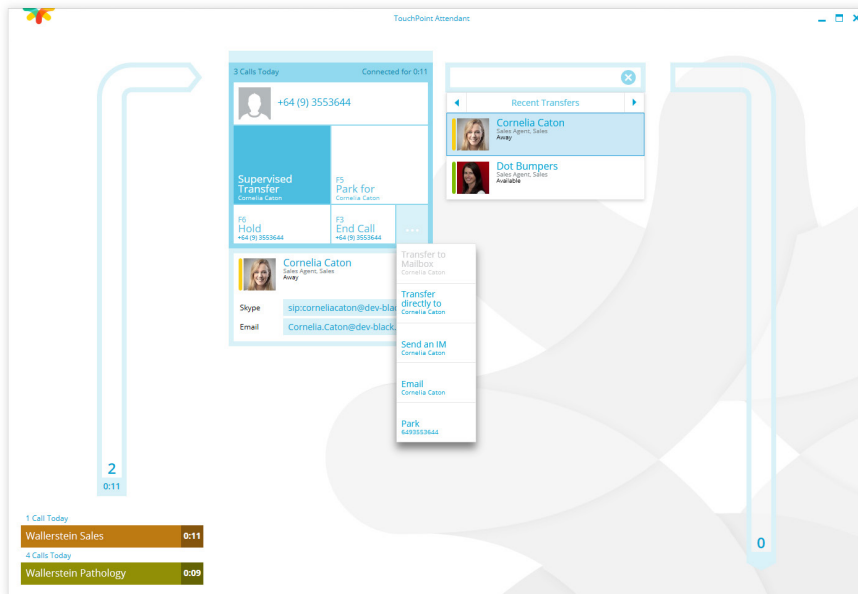
Skype for Business Call Handling

Fully integrated with Skype for Business, TouchPoint Attendant provides a professional client-only based call handling solution with no need for additional hardware or IT infrastructure.

Certified for
Skype for Business

Benefits

- Automatically pop caller information to provide personalised service

- Extremely easy to set up and run

- Improve operator engagement with our highly visual interface and tools such as daily call statistics and customised search groups to break the monotony of call handling

- Future-proof with migration from on-premise to pure cloud environment with no disruptions

- Minimise call handling times with recent transfer destinations and contextual action menus

- Reduce training needs with an intuitive and simplified interface that operators love

- Set up back-up operators anywhere in the organisation at any PC

- Subscription-based licensing model

- Superior connection rates by getting an accurate picture of staff availability

The intuitive TouchPoint Attendant interface combines traditional call handling tools with extensive call and contact details and Skype for Business presence information.

Powerful directory search capabilities enable operators to quickly find requested contacts to see their availability and other important information.

Intuitive Interface

The intuitive interface means calls are managed and presented to the operator in a user-friendly format, and simple graphical call management functions provide simple call control, even for new operators or temporary receptionists.

Operators can manage calls professionally using simple point-and-click functionality to answer, transfer, hold, or make calls. One-touch call handling reduces call processing times and associated labour costs. Incoming call visibility allows operators to see how many calls are waiting at any time, and using Calling Line recognition and a database lookup, operators receive the caller's name as the call arrives. Based on this information, they can make decisions on how to answer calls and in what order; for example, they can prioritise high value customers over other callers.

Presence Enabled Directory

Users can access the Skype for Business directory of internal staff and important external contacts with Active Directory integration, enabling them to quickly find the right person. Skype for Business enterprise presence is displayed against contacts in the directory and on one- touch presence buttons, so operators can see at a glance who is available to take calls, where they can be reached or when they are available.

Operators are able to make informed choices about how best to deal with the call to ensure it is connected to the right person, improving first call resolution and customer experience.

Context Aware Interface

Visual indicators and call transitions keep the operator intuitively aware of call states to optimise the call handling experience. TouchPoint Attendant is also aware of the caller's "Top 10" transfer destinations improving call transfer efficiency.

Personalised Service

TouchPoint Attendant for Skype for Business can match caller ID and screen-pop transfer information, enabling operators to greet the caller by name and quickly establish the likely reasons for the call, improving resolution rates.

The application also clearly displays the history of any incoming call, for example, a call that is redirected from another user, or recalling from hold, allowing operators to make informed decisions about prioritising calls and selecting the best destination, providing an informed, effective service.

Never Miss a Call

With just one mouse click, operators can quickly adjust the delivery and destination of calls as required, ensuring the incoming call flow remains even and uninterrupted. Access to TouchPoint Attendant from PCs around the office means that additional users can be setup quickly if someone needs to assist with incoming calls.

Multi-site call control enables geographically dispersed operators to efficiently handle calls for one or more departments, for the whole organisation or even for multiple tenants.

Extend Your Investment in Skype for Business

Skype for Business is part of a suite of applications that seamlessly integrate with Microsoft Skype for Business to provide organisations with a complete end-to-end unified communications solution.
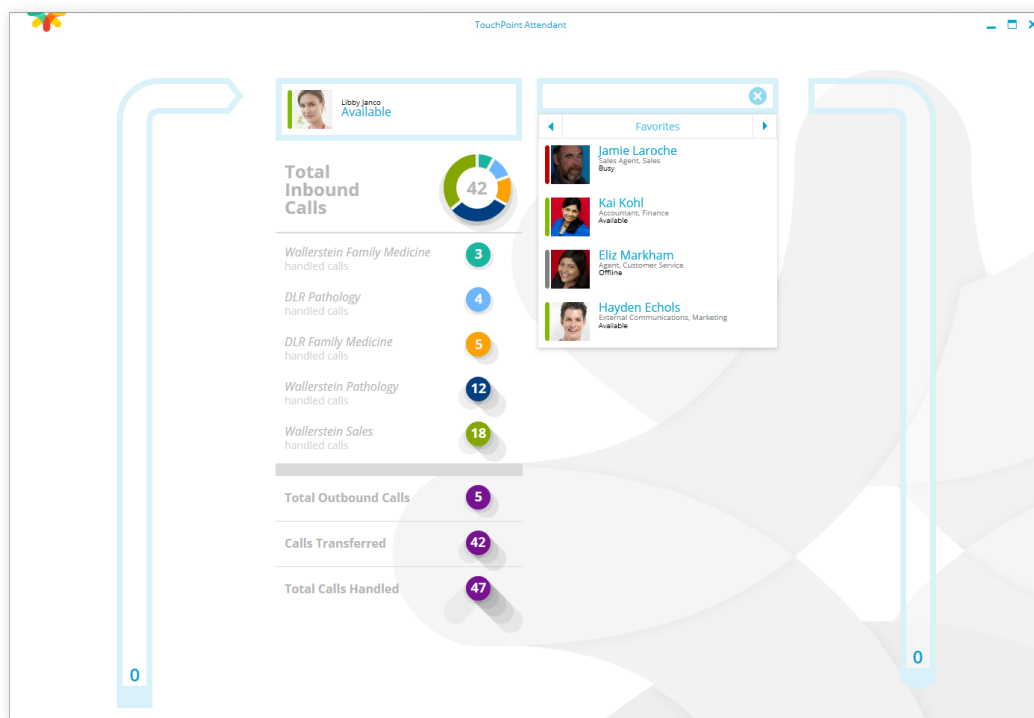
Trusted Microsoft Partner

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.

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.