

# Operator Console for Microsoft Skype for Business

PROFESSIONAL CALL HANDLING SOLUTION

Your reception or operator centre is often the first point of contact within your organisation, so it's vital you create a positive impression by dealing with callers' enquiries efficiently. Enghouse Interactive's Operator Console for Microsoft Skype for Business delivers exceptional customer experience and productivity benefits by putting up-to-date information at your operator's fingertips.

## 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.

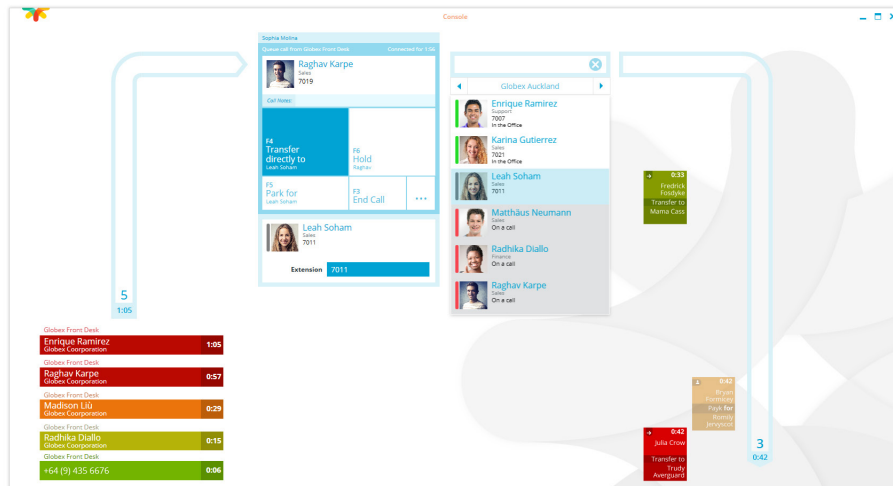
Enghouse Interactive Operator Console for Skype for Business combines an intuitive call handling interface with SfB's powerful unified communications capabilities to deliver improved productivity and a better caller experience. Intelligent queue-based routing, innovative features and real-time status 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 Microsoft SfB, 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 SfB provides unique collaboration options, as well as improved fail over.

## Benefits

- Significantly improve services: Shorten call handling times while processing a higher volume of calls
- Improve connection rates by getting an accurate picture of staff availability
- Caller information: automatically pop caller information to provide personalised service
- Empower operators to provide consistent, proficient service
- Intuitive interface: reduce operator training time
- Reduce calls to busy operators with self-service options
- Optimise staff resources through comprehensive reporting and automation
- Set up back-up operators anywhere in the organisation at any PC
- Use built-in reports to assess call patterns and staffing requirements
- Review call history and respond to missed calls if needed
- Support multi-company sites



## Intuitive Interface

The intuitive interface means calls are managed and presented to the operator in a user-friendly format with simple graphical call management functions allowing for excellent call control by experienced or even temporary operators.

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. Full 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 and any relevant notes, as the call arrives. Using this information, they can make decisions on how to answer calls and in what order; for example they can prioritise high value customers or add notes to a call being transferred.

## Presence Enabled Directory

Users can access internal directories and important external contacts with Active Directory integration, enabling them to quickly find the right person. Skype for Business's 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. The Notes field in the directory enables operators or administrators to add directions and alternative contact information against any incoming or destination contact to help ensure that future calls are always transferred to the most appropriate person.

## Intelligent Call Queuing

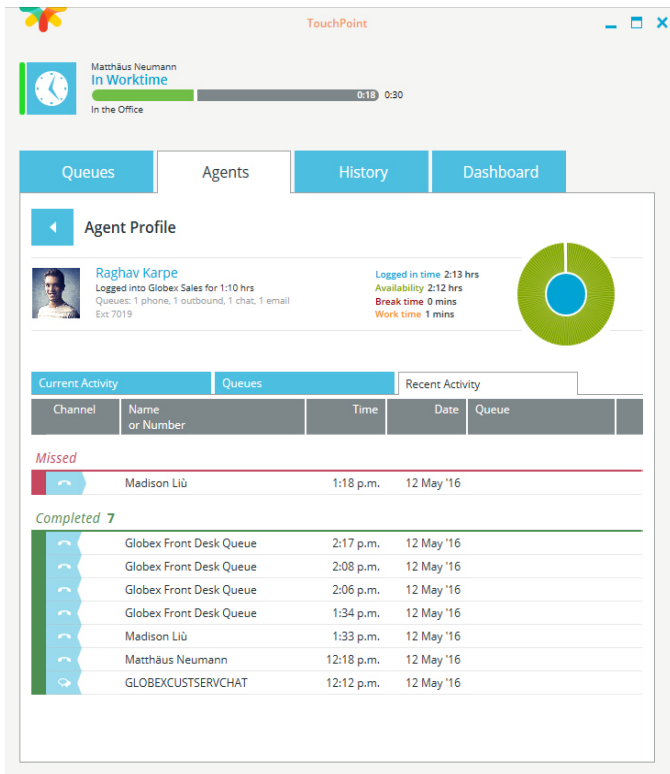
The Console utilises intelligent routing to ensure all calls are routed to the most appropriate queue and resource. For example, calls received at certain times of the day or to/from a particular number can be played different progress greetings, routed to a particular office or given priority over less urgent calls. Should call volumes exceed set thresholds, calls can overflow to alternative queues or operators to ensure they are answered quickly, improving the customer journey.

## Personalised Service

Match caller ID and screen-pop directory 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 click, operators can quickly adjust the delivery and destination of calls as required, ensuring the incoming call flow remains even and uninterrupted. Access from PCs around the office means that additional users can be set up quickly if someone needs to assist with incoming calls, and 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.



The screenshot shows the TouchPoint Operator Console interface. At the top, it displays the user's name, 'Matthäus Neumann', and their status 'In Worktime' with a progress bar. Below this are navigation tabs for 'Queues', 'Agents', 'History', and 'Dashboard'. The main section is titled 'Agent Profile' and features a profile card for 'Raghav Karpe' with a circular progress indicator. The profile card includes statistics: 'Logged into Globex Sales for 1:10 hrs', 'Queues: 1 phone, 1 outbound, 1 chat, 1 email', 'Ext: 7019', 'Logged in time: 2:13 hrs', 'Availability: 2:12 hrs', 'Break time: 0 mins', and 'Work time: 1 mins'. Below the profile card are two tables: 'Current Activity' and 'Recent Activity'. The 'Recent Activity' table has columns for 'Channel', 'Name or Number', 'Time', 'Date', and 'Queue'. It lists one 'Missed' call and seven 'Completed' calls.

Channel	Name or Number	Time	Date	Queue
<b>Missed</b>				
	Madison Liu	1:18 p.m.	12 May '16	
<b>Completed 7</b>				
	Globex Front Desk Queue	2:17 p.m.	12 May '16	
	Globex Front Desk Queue	2:08 p.m.	12 May '16	
	Globex Front Desk Queue	2:06 p.m.	12 May '16	
	Globex Front Desk Queue	1:34 p.m.	12 May '16	
	Madison Liu	1:33 p.m.	12 May '16	
	Matthäus Neumann	12:18 p.m.	12 May '16	
	GLOBEXCUSTSERVCHAT	12:12 p.m.	12 May '16	

## Monitor Performance

Real-time call and performance information enables operators and supervisors to react quickly to changes in call volumes before service is affected. Thresholds can be set to provide early warning of potential service level issues. Operator Console also has a comprehensive range of reports that track the customer experience and operator performance, letting managers forecast demand, and resource appropriately.

## Extend your Investment in Skype for Business

Operator Console for 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:

### Recording and Quality Management

Whether for security or quality purposes, Operator Console for Skype for Business's integrated Quality Management Suite (QMS) makes it easy to create a high quality, regulatory compliant call handling environment and motivate staff to strive for excellence.

Use QMS call and screen recording to capture Skype calls and instant messaging conversations, along with any other device managed through the Skype for Business Server. Even interactions with off-site contacts who work remotely on network-

controlled mobile devices can be recorded. Supervisors can monitor calls in real-time or use historical recordings to evaluate performance and highlight areas for improvement and training.

### Self-Service Options

Operator Console for Skype for Business offers digit entry or voice recognition-led Interactive Voice Response (IVR) to enable callers to access the services and information they need. In situations where call volumes are high, out-of-hours or in emergencies, IVR can provide huge benefits in customer service without increasing staff numbers, work hours or operating costs.

### Omni-Channel Contact Centre

The powerful technology behind this Console is delivered by Enhouse Interactive Communications Centre, a feature-rich omni-channel contact centre solution that supports Skype for Business, as well as hybrid PBX environments. Communications Centre intelligently streamlines and centralises voice, email, text, social media and web chat in a single, fully integrated solution. Omni-channel queuing and skills-based routing ensures all types of interaction are identified, prioritised, routed and transacted professionally, first time, every time.

## Trusted Microsoft Partner

Enhouse 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, Dynamics CRM, Office 365, SharePoint, SQL Server, Windows Server and Skype for Business. Routine, repetitive calls can easily be automated using IVR, providing self-service options to the caller and significant cost savings to the contact centre.

## Simple Integration

With tight integration to Avaya, Cisco, NEC and Microsoft Skype for Business (SfB) voice platforms, we take advantage of best-of-breed voice communications technology to deliver exceptional contact centre functionality.

## About Enhouse Interactive

Enhouse Interactive's integrated suite of solutions includes 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 premise-based to private, public or community cloud and even hybrid requirements.