Enghouse Interactive

Solutions for Microsoft Lync

APPLICATIONS THAT EXTEND AND IMPROVE

Microsoft® Lync™

Microsoft Lync has become one of the leading and most cost-effective collaboration tools on the market. Enghouse Interactive's extensive range of solutions for Microsoft Lync are helping organisations across the world to improve communications, productivity and efficiency.

Innovate With Microsoft Lync

Over the last two or three years that Lync has made a tremendous impact in the enterprise space. With so many organisations already utilising Microsoft products such as Office and Lync on their desktops, it is clear to see how extending to voice is an easy, and comparatively inexpensive, choice for customers.

Microsoft Lync, when it's been established as the voice platform across the enterprise, provides some impressive benefits for collaborative working, including conferencing, instant messaging and presence information.

Enghouse Interactive enables organisations to benefit from their investment in Lync by extending the platform with a range of solutions that meet an expanding variety of business and communications requirements.

Our cost effective, modular suite for Lync includes multi-media contact centre functionality, attendant consoles, workforce management, call recording and self-service.

Microsoft's Lync Unified communications strategy is compelling for any organisations, 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

Multimedia Contact Centre

Enghouse Interactive's Contact Centre for Lync intelligently manages all contact media types – phone calls, voice messages, email, SMS, web chat, social media and fax – in a single, fully integrated solution. 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.

- Screenpops allow agents to make informed call handling decisions by providing essential data regarding the caller
- Service level statistics encourage self-monitoring and provide real time reporting for managers
- Calls waiting in queue are clearly displayed, allowing agents to prioritise important interactions

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. Recognised priority callers can also be moved to the front of the queue, providing the superior service they demand.

- Route customer calls and other media to the right agent every time
- Improve customer call experience by reducing call handling and wait times
- Maximise labor efficiency and minimise operating costs

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 and even searching for any tasks related to the call. These reports screen-pop the caller's contact or account information, current cases and previous phone calls, and can be customised to your requirements. Integration also allows phone numbers to be dialed from within Microsoft Dynamics CRM by simply clicking a button next to a phone number on the Contact, Account or Lead screens.

Self-Service

Enghouse Interactive self-service offers touch-tone or voice recognition led Interactive Voice Response (IVR) to enable callers to complete secure transactions, recieve information or route themselves through an organisation. IVR can 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. They can exit IVR at any time and be transferred to a queue for delivery to an agent along with the information collected through the IVR.

- Increase revenues by enabling transactions to be processed around the clock
- Improve customer experience by providing services 24/7
- Speed up caller response times and increase customer retention by eliminating queues
- Fast, proven return on investment

Attendant Operator Console

Enghouse Interactive's attendant operator consoles enable 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. Every caller's impression of your organisation will be an exceptional one.

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.

Call processing is quick and easy, using the mouse or hot keys. Operators can identify and prioritise incoming calls before they answer them, so that your most important callers are never kept waiting.

- Manage incoming calls quickly and professionally
- Handle larger call volumes with less staff, using single-click transfers and hot buttons
- Speed up response times and lower your abandonment rates using back-up operators for overflows

PRESENCE ENABLED DIRECTORY

Customers expect operators to be able to transfer their call quickly to an available expert within the organisation. The tight integration with Microsoft Lync 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.

The console directory can also be integrated with existing databases via Microsoft Active Directory, increasing the search criteria and ensuring that data is consistent and up to-date across the organisation.

Embedding these Microsoft tools into the console removes the need to swap applications, improving user productivity and responsiveness.

"We had a deadline of 4 weeks to move 600 people, including our helpdesk, from a 15 year old PBX to Lync... we needed to be 100% certain that the support team would be up and running immediately."

Geoff Dumesny, Infrastructure Programme Manager,
SPOTLESS GROUP

Workforce Optimisation

To help organisations to provide consistent, quality of service while remaining profitable and efficient, Enghouse Interactive provides a range of workforce and business optimisation tools. Our solutions are highly scalable and modular enabling you to choose the level of complexity that meets your requirements for continuous performance improvement.

RECORD AND IMPROVE

Whether recording conversations for compliance requirements or to measure service levels, our recording solution makes it easy to leverage your investments in Lync to create a high quality and regulatory compliant call centre.

- Record calls through Microsoft Lync clients

- Verify transactions and improve customer experience

- Evaluate performance, improve agent satisfaction

- Assess call patterns and staffing requirements

OPTIMISE RESOURCES

Workforce management provides everything necessary to effectively manage your staff, forecast demand, create schedules automatically, develop accurate and insightful reports and improve your overall customer service operation.

- Improve efficiency and optimise staffing

- Reduce agent attrition

- Reduce costs and administration

EXCEPTIONAL REPORTING

To understand how your contact centre is performing and where it can be improved, you need a combination of historical and real-time information. Our solution has over 200 out-of-the-box reports that give you a clear picture of your contact centre's performance.

Leverage Investment in Lync

Uncomfortable with the idea of having to manage dual infrastructure - a PBX for your call centre and Lync for the rest of your telephony? With Enghouse Interactive you can have both on a single telephony platform, optimising your investments.

JUST PILOTING LYNC?

Concerned about the risks of running your contact centre on a new voice architecture? Take advantage of our unique modular design that allows you to work on legacy telephony platforms, while you trial Lync. Make the switch when you're confident and ready.

PILOT, PROVE AND MIGRATE

Not quite ready to make the switch to Lync? 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 Lync when the time is right for you.

TRUSTED MICROSOFT PARTNER

Enghouse Interactive has been a trusted Microsoft partner for over twelve years. As a Microsoft Gold partner we provide interoperability with Microsoft Exchange, Microsoft Outlook, CRM Dynamics, Sharepoint, Microsoft Office Communications Server and Microsoft Lync.

Why choose Enghouse Interactive?

With over 25 years experience developing solutions that consistently exceed the expectations of our customers and partners, Enghouse has an enviable pedigree.

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market. Through our extensive network of reseller partners, we are helping thousands of organisations of all sizes, industries and complexity across the world to improve their service, productivity and operational efficiency.

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.

Our solutions scale from a single site call reception console to multi-tenanted, multi-media contact centres with users in excess of 10,000. We have more than 1 million agent seats handling over 1 billion interactions through our systems daily – making Enghouse Interactive one of the biggest providers of customer contact solutions in the world.

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

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Learn more at www.enghouseinteractive.com