# Operator Console for Microsoft Teams

Professional
Call Handling
*...your way!*

**Enghouse**
**Interactive**

**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 Teams delivers exceptional customer experience and productivity benefits by putting up-to-date information right 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 Teams combines an intuitive call handling interface with Teams' 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.

## Teams Call Handling

Fully integrated with Microsoft Teams, Operator Console for Teams provides a professional call handling solution with superb voice quality and no need for additional hardware. The rich integration with Teams provides unique collaboration options, as well as improved failover.

## 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 either mouse or hotkeys 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.

*The tight integration between Microsoft technology and Enghouse solutions plays an important role in facilitating and simplifying the migration experience for customers—and their resulting collaboration,*

*communications and productivity gains.*

**Mircrosoft**

# Why choose Operator Console for Microsoft Teams?

- ◆ 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
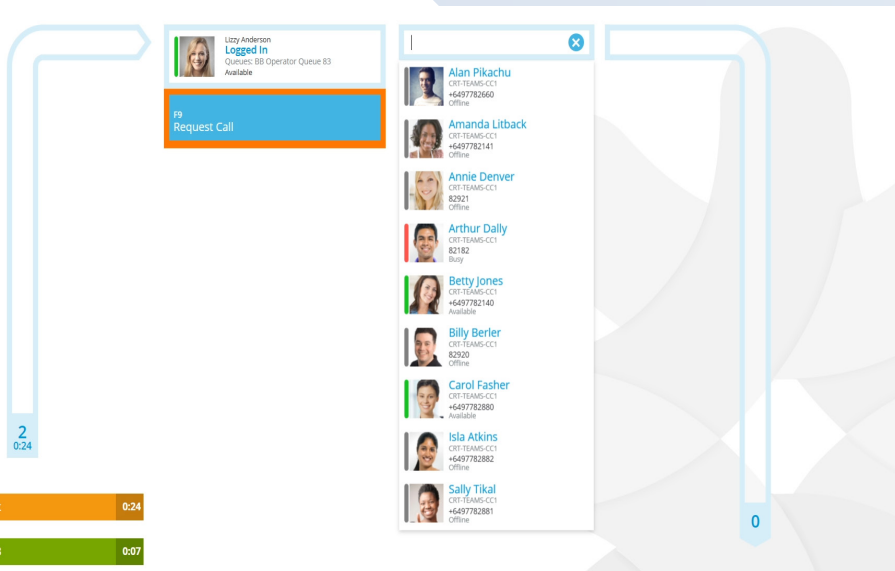
## Presence Enabled Directory

Users can access internal directories and important external contacts with Azure Active Directory integration, enabling them to quickly find the right person. Teams' users' presence is displayed against contacts in the directory and on quick-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

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times of the day or to 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.
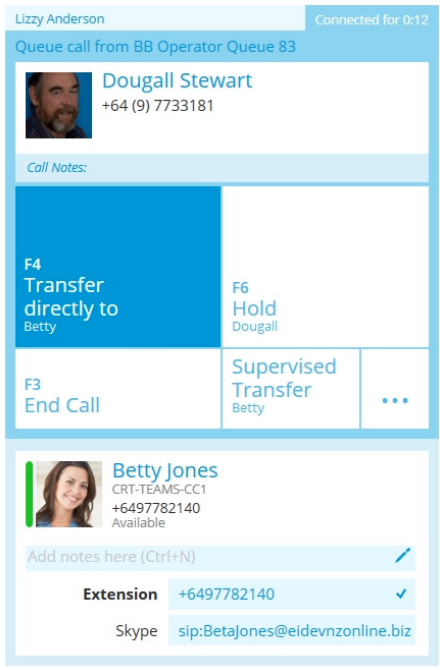
## Never Miss a Call

If needed, operators can quickly adjust the delivery and destination of call queues, 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.

## 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 highlight 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 Teams

Operator Console for Teams is part of a suite of applications that seamlessly integrate with Microsoft Teams to provide organisations with a complete end-to-end unified communications solution:

Lizzy Anderson | Connected for 0:12

Queue call from BB Operator Queue 83

**Dougall Stewart**
+64 (9) 7733181

*Call Notes:*

**F4**
**Transfer directly to**
Betty

**F6**
**Hold**
Dougall

**F3**
**End Call**

**Supervised Transfer**
Betty

...

**Betty Jones**
CRT-TEAMS-CC1
+6497782140
Available

Add notes here (Ctrl+N)

**Extension** +6497782140 ✓

Skype sip:BetaJones@eidevnzonline.biz

## Enghouse Interactive

## Recording and Quality Management

Whether for security or quality purposes, Operator Console for Teams integrated to 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 all Teams inbound and outbound calls for compliance, evaluation and training, or complaints protection.

## Self-Service Options

Operator Console for Teams 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 Enghouse Interactive Communications Center, a feature-rich omni-channel contact centre solution that supports Teams, as well as hybrid PBX environments. Communications Center 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

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, Dynamics CRM, Office 365, SharePoint, SQL Server, Windows Server and Teams.

## Simple Integration

With tight integration to Avaya, Cisco, NEC, and Microsoft Teams voice platforms, Enghouse takes advantage of best-of- breed voice communications technology to deliver exceptional contact centre functionality.

## About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles, video collaboration 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 hybrid requirements.

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