Enghouse Interactive

Optimise your Contact Centre for Remote Working

Introduction

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FACILITATOR

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PRESENTER

Introduction

What Is This Webinar For?

- The COVID-19 response is forcing businesses to move to remote operations
- Operating a Remote Contact Centre successfully can be a new challenge
- Enghouse want to help you to manage this effectively

If you have not yet transitioned to remote operation and need assistance, we can help: please let us know

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Overview

1. It's Time to Make Adjustments
    1. Customer Experience Adjustments
    2. Agent Adjustments
    3. Supervisor Adjustments
    4. Administrator Adjustments

2. What Reports should you be looking at and Why?
    1. Queue
    2. Agent
    3. Administration

3. Other Tools Available to You
    1. Snapshot
    2. Media Voice
    3. Vidyo
    4. Enghouse Training
    5. Softphone Matrix Reference
    6. We Are Here to Help

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It’s Time to Make Adjustments

Types of Adjustments

What Types of Adjustments to Consider?

Customer Experience Adjustments

Agent Adjustments

Supervisor Adjustments

Administrator Adjustments

Customer Experience & Expectation Adjustments

Maintain a Positive Customer Experience

Service Level

What can be done to help maintain service levels?

1. Using Announcements to Set Expectations
2. Answer Common Questions in your Announcements
3. Reconsider Wrap Up’s and After Call Worktime
4. How Are You Measuring Service Level
5. Call Blocking as a Mode
6. Offer Callback

Customer Experience & Expectation Adjustments

Maintain a Positive Customer Experience

Consistent Messaging

Deliver a consistent message for the life of the interaction

1. Multimedia Queue Messages
2. Multimedia Templates
3. Send out Internal Memos
4. Quality Checking Customer Interactions

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Agent Adjustments

Helping Your Agents Adjust

Agents

Adapting to Their New Workspace

1. Create a Call Escalation Process
2. Tools for Team and Supervisor Engagement
3. Adapting to the New Workspace
4. Utilizing Break and Worktime Properly
5. Keep a Routine

Supervisor Adjustments

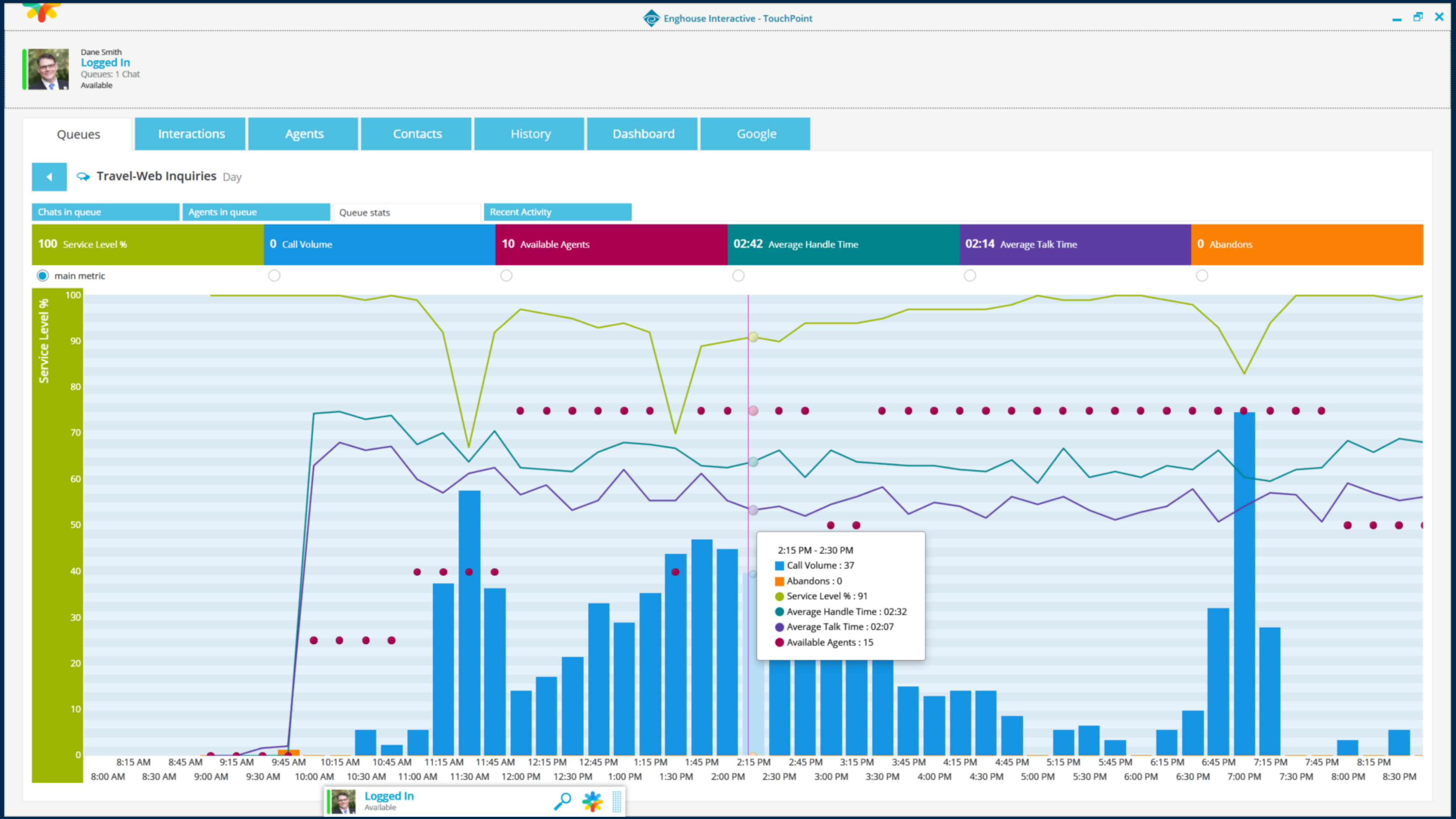
TouchPoint Settings and More

Supervisor

Making Yourself Available to Your Agents

1. Managing your Agents
2. Keeping an Eye on the Queues
3. Team Visibility While Working Remotely
4. Taking Care of Yourself and Your Team

Queue Stats


Enghouse Interactive - TouchPoint
Queues
Interactions
Agents
Contacts
History
Dashboard
Google
Chats in queue
Agents in queue
Queue stats
Recent Activity
main metric
Service Level %
100
90
80
70
60
50
40
30
20
10
0
8:15 AM
8:45 AM
9:15 AM
9:45 AM
10:15 AM
10:45 AM
11:15 AM
11:45 AM
12:15 PM
12:45 PM
1:15 PM
1:45 PM
2:15 PM
2:45 PM
3:15 PM
3:45 PM
4:15 PM
4:45 PM
5:15 PM
5:45 PM
6:15 PM
6:45 PM
7:15 PM
7:45 PM
8:15 PM
8:00 AM
8:30 AM
9:00 AM
9:30 AM
10:00 AM
10:30 AM
11:00 AM
11:30 AM
12:00 PM
12:30 PM
1:00 PM
1:30 PM
2:00 PM
2:30 PM
3:00 PM
3:30 PM
4:00 PM
4:30 PM
5:00 PM
5:30 PM
6:00 PM
6:30 PM
7:00 PM
7:30 PM
8:00 PM
8:30 PM
Logged In
Available

Dane Smith
Logged In
Queues: 1 Chat
Available

Travel-Web Inquiries Day

100 Service Level %	0 Call Volume	10 Available Agents	02:42 Average Handle Time	02:14 Average Talk Time	0 Abandons

2:15 PM - 2:30 PM
- Call Volume : 37
- Abandons : 0
- Service Level % : 91
- Average Handle Time : 02:32
- Average Talk Time : 02:07
- Available Agents : 15

Supervisor Adjustments

TouchPoint Settings and More

Supervisor

Making Yourself Available to Your Agents

1. Managing your Agents
2. Keeping an Eye on the Queues
3. Team Visibility While Working Remotely
4. Taking Care of Yourself and Your Team

Administration Adjustments

Considerations for Better Remote Communications Centre Admin

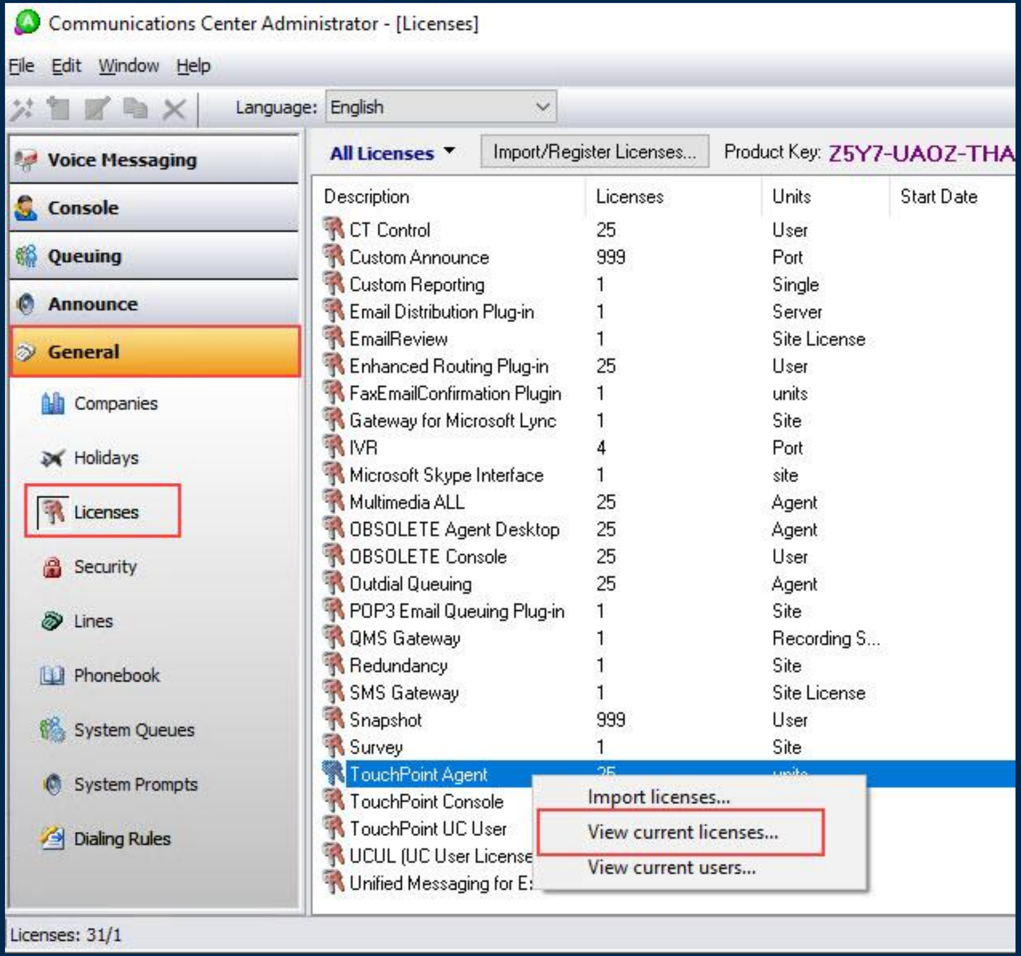
Administration

Changes and Settings to Consider

1. Licenses, Do you Have Enough?
2. Confirm Agent Login Classes are Set to Auto Break
3. Changing in Call Messaging/Progress Announcements
4. Multimedia Templates
5. Security Considerations

Administration Adjustments

Licenses, do you have Enough?


Communications Center Administrator - [Licenses]
File Edit Window Help
Voice Messaging
Console
Queuing
Announce
General
Companies
Holidays
Licenses
Security
Lines
Phonebook
System Queues
System Prompts
Dialing Rules
All Licenses
Import/Register Licenses...
Import licenses...
View current licenses...
View current users...

Language: English

Product Key: Z5Y7-UAOZ-THA

Description	Licenses	Units	Start Date
CT Control	25	User	
Custom Announce	999	Port	
Custom Reporting	1	Single	
Email Distribution Plug-in	1	Server	
EmailReview	1	Site License	
Enhanced Routing Plug-in	25	User	
FaxEmailConfirmation Plugin	1	units	
Gateway for Microsoft Lync	1	Site	
IVR	4	Port	
Microsoft Skype Interface	1	site	
Multimedia ALL	25	Agent	
OBSOLETE Agent Desktop	25	Agent	
OBSOLETE Console	25	User	
Outdial Queuing	25	Agent	
POP3 Email Queuing Plug-in	1	Site	
QMS Gateway	1	Recording S...	
Redundancy	1	Site	
SMS Gateway	1	Site License	
Snapshot	999	User	
Survey	1	Site	
TouchPoint Agent	25	units	
TouchPoint Console			
TouchPoint UC User			
UCUL (UC User License			
Unified Messaging for E:			

Licenses: 31/1

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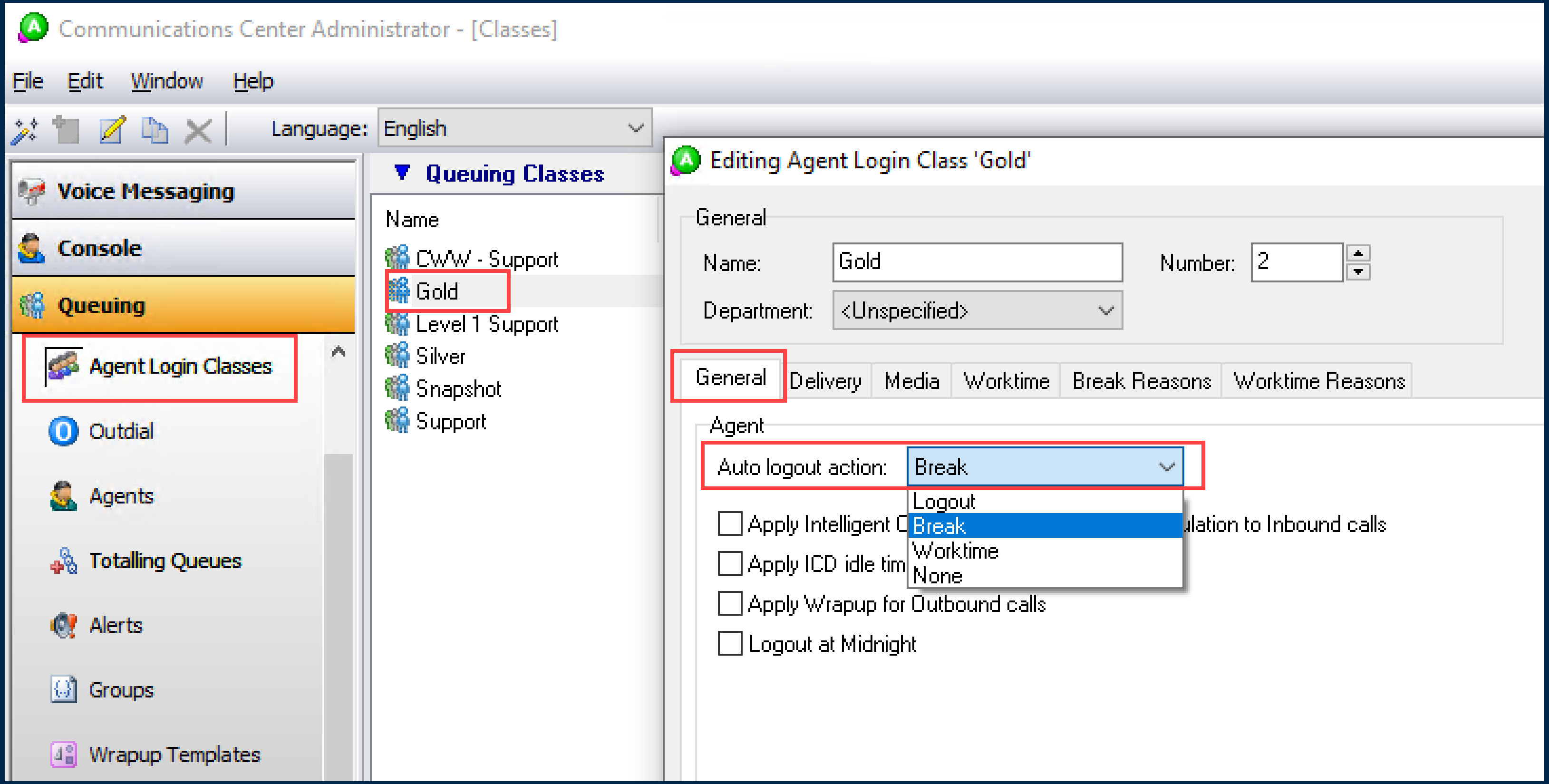
Administration Adjustments

Confirm Agent Login Classes are Set to Auto Break



Communications Center Administrator - [Classes]

Language: English

Editing Agent Login Class 'Gold'

General

Name: Gold

Number: 2

Department: <Unspecified>

Agent

Auto logout action: Break

☐ Apply Intelligent C…ulation to Inbound calls

☐ Apply ICD idle tim…

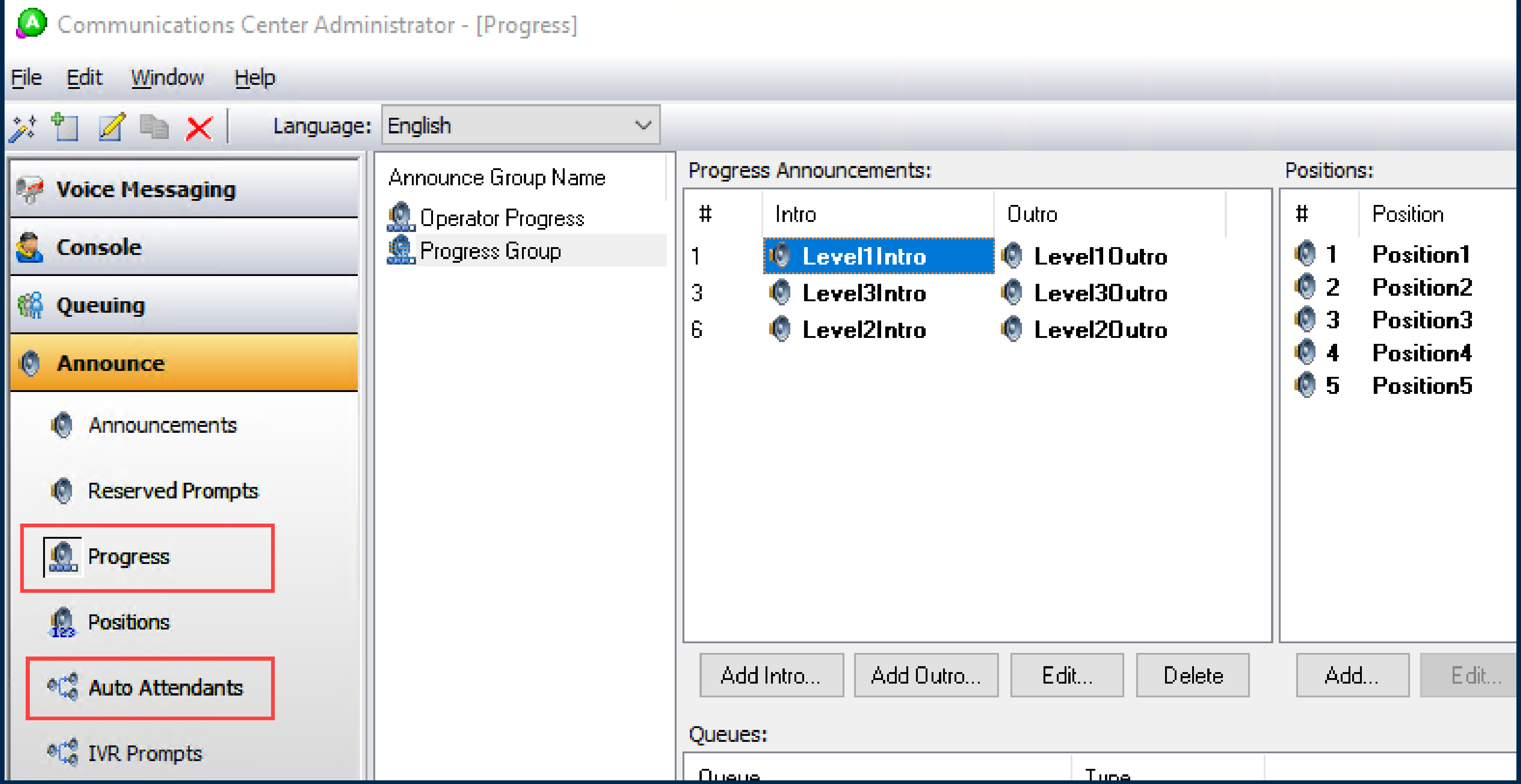
☐ Apply Wrapup for Outbound calls

☐ Logout at Midnight

File
Edit
Window
Help
Voice Messaging
Console
Queuing
Agent Login Classes
Outdial
Agents
Totalling Queues
Alerts
Groups
Wrapup Templates
Queuing Classes
Name
CWW - Support
Gold
Level 1 Support
Silver
Snapshot
Support
General
Delivery
Media
Worktime
Break Reasons
Worktime Reasons
Logout
Break
Worktime
None

Administration Adjustments

Changing in Call Messaging/Progress Announcements



Communications Center Administrator - [Progress]

File
Edit
Window
Help

Language: English

Voice Messaging
Console
Queuing
Announce
Announcements
Reserved Prompts
Progress
Positions
Auto Attendants
IVR Prompts

Announce Group Name
Operator Progress
Progress Group

Progress Announcements:

#	Intro	Outro
1	Level1Intro	Level1Outro
3	Level3Intro	Level3Outro
6	Level2Intro	Level2Outro

Add Intro...
Add Outro...
Edit...
Delete

Positions:

#	Position
1	Position1
2	Position2
3	Position3
4	Position4
5	Position5

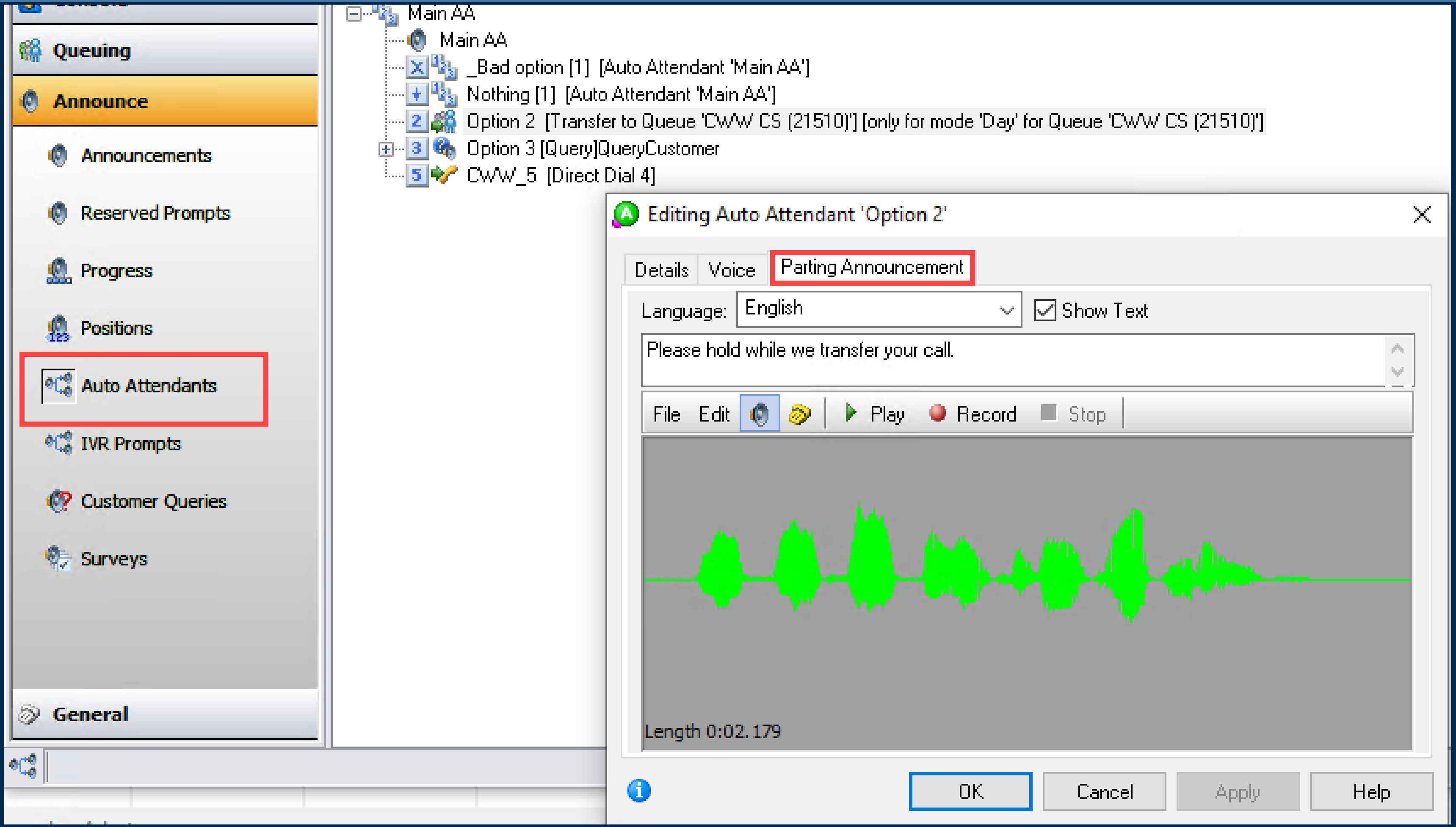
Add...
Edit...

Queues:

Queue	Type

Administration Adjustments

Changing in Call Messaging/Progress Announcements


Queuing
Announce
Announcements
Reserved Prompts
Progress
Positions
Auto Attendants
IVR Prompts
Customer Queries
Surveys
General

Main AA
Main AA
_Bad option [1] [Auto Attendant 'Main AA']
Nothing [1] [Auto Attendant 'Main AA']
2 Option 2 [Transfer to Queue 'CWW CS (21510)'] [only for mode 'Day' for Queue 'CWW CS (21510)']
3 Option 3 [Query]QueryCustomer
5 CWW_5 [Direct Dial 4]

Editing Auto Attendant 'Option 2'

Details
Voice
Parting Announcement

Language: English

☑ Show Text

Please hold while we transfer your call.

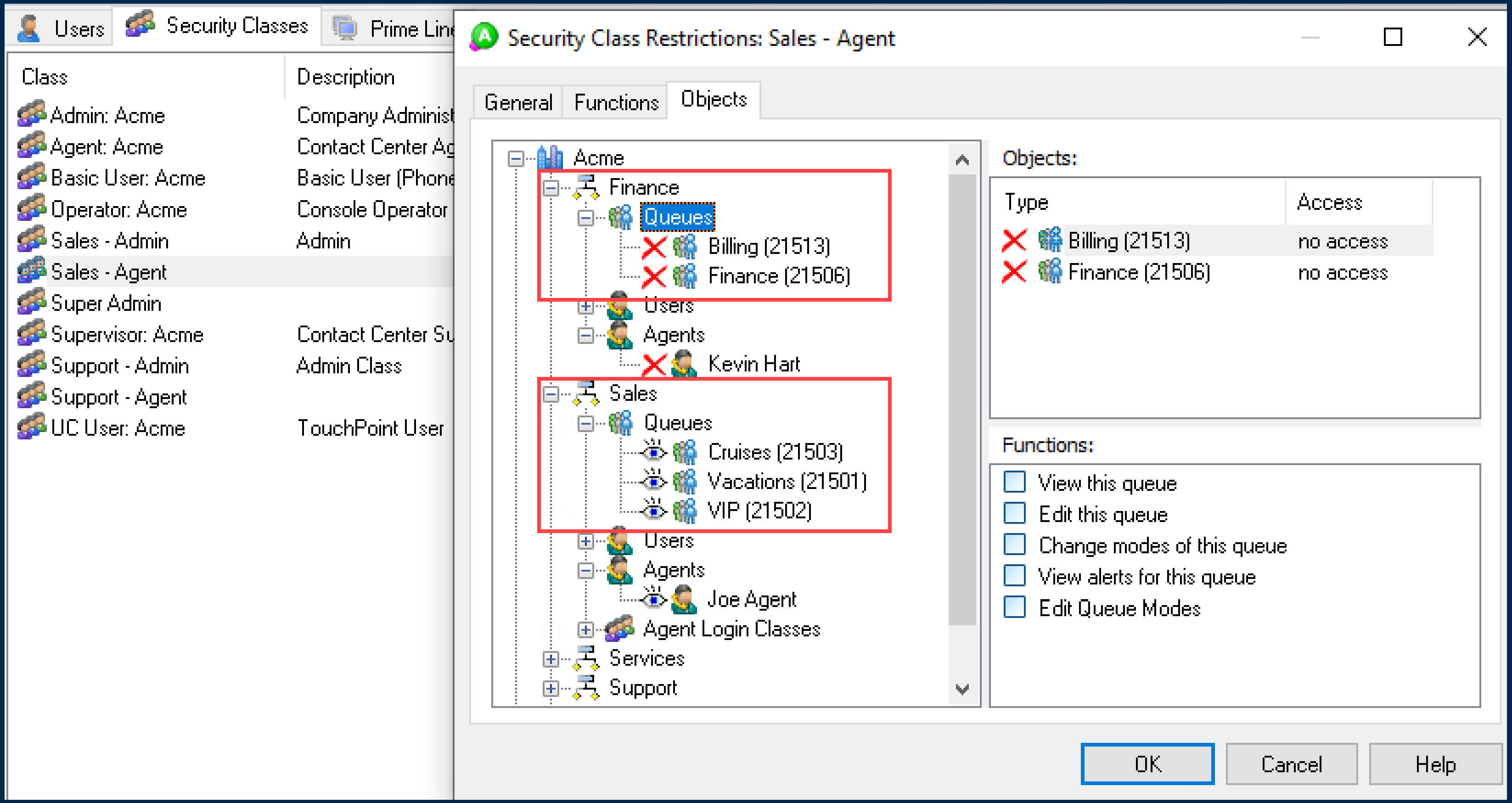
File
Edit
Play
Record
Stop

Length 0:02.179

OK
Cancel
Apply
Help

Administration Adjustments

Security Considerations



Class	Description
Admin: Acme	Company Administ
Agent: Acme	Contact Center Ag
Basic User: Acme	Basic User (Phone
Operator: Acme	Console Operator
Sales - Admin	Admin
Sales - Agent	
Super Admin	
Supervisor: Acme	Contact Center Su
Support - Admin	Admin Class
Support - Agent	
UC User: Acme	TouchPoint User

Security Class Restrictions: Sales - Agent

- Acme
  - Finance
    - Queues
      - ✗ Billing (21513)
      - ✗ Finance (21506)
    - Users
    - Agents
      - ✗ Kevin Hart
  - Sales
    - Queues
      - Cruises (21503)
      - Vacations (21501)
      - VIP (21502)
    - Users
    - Agents
      - Joe Agent
    - Agent Login Classes
  - Services
  - Support

Objects:

Type	Access
✗ Billing (21513)	no access
✗ Finance (21506)	no access

Functions:

☐ View this queue
☐ Edit this queue
☐ Change modes of this queue
☐ View alerts for this queue
☐ Edit Queue Modes

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What Reports Should You Be Looking At and Why?

Is your contact Centre experiencing longer than normal wait times? What can this mean?

Wait Times

What Can Cause Long Wait Times?

- Lack of Agent Availability due to High Call Volume
- Are your Agents on Break, Worktime?
- Workforce Management Issues

Effects of Long Wait Times

- Abandons
- Low Service Levels
- Grumpy Callers > Agents Apologizing

Best Reports for Wait Times

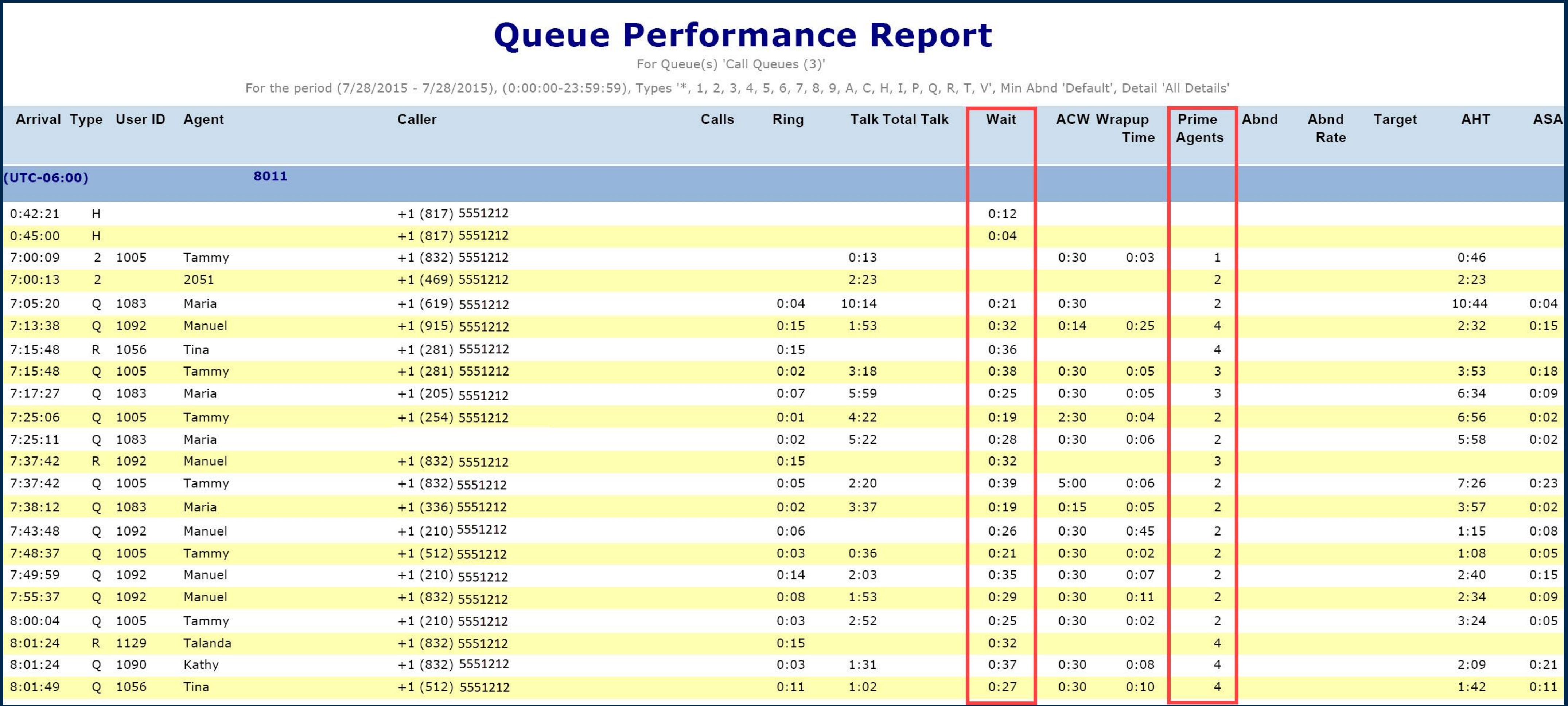
Queue Performance

- Shows how many agents were available when each interaction was answered, abandoned or recovered

Queue Traffic Analysis

- View incremental breakdown of call volumes and wait times throughout the day to identify
- Great report for determining quiet and busy times for workforce management
  - Over/under staffing to meet your service level
  - Scheduling? Do you need to reconsider what hours and how many your staffing.

Queue Performance



Queue Performance Report

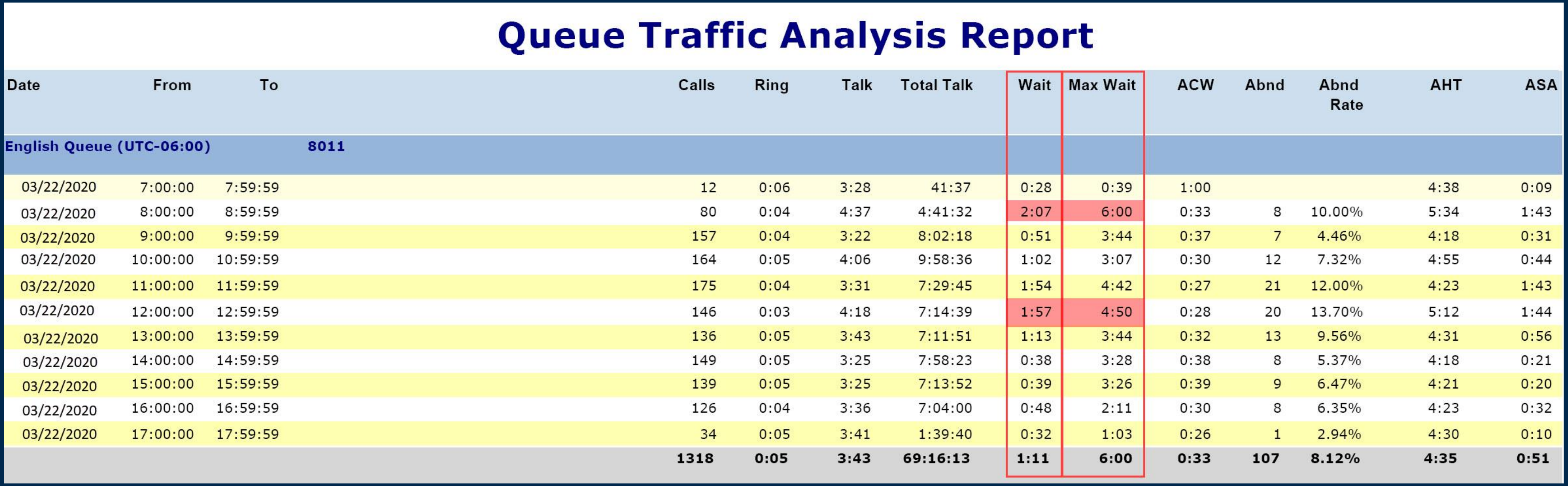
For Queue(s) 'Call Queues (3)'

For the period (7/28/2015 - 7/28/2015), (0:00:00-23:59:59), Types '*, 1, 2, 3, 4, 5, 6, 7, 8, 9, A, C, H, I, P, Q, R, T, V', Min Abnd 'Default', Detail 'All Details'

Arrival	Type	User ID	Agent	Caller	Calls	Ring	Talk	Total Talk	Wait	ACW	Wrapup Time	Prime Agents	Abnd	Abnd Rate	Target	AHT	ASA
(UTC-06:00)			**8011**														
0:42:21	H			+1 (817) 5551212					0:12								
0:45:00	H			+1 (817) 5551212					0:04								
7:00:09	2	1005	Tammy	+1 (832) 5551212			0:13			0:30	0:03	1				0:46	
7:00:13	2		2051	+1 (469) 5551212			2:23					2				2:23	
7:05:20	Q	1083	Maria	+1 (619) 5551212		0:04	10:14		0:21	0:30		2				10:44	0:04
7:13:38	Q	1092	Manuel	+1 (915) 5551212		0:15	1:53		0:32	0:14	0:25	4				2:32	0:15
7:15:48	R	1056	Tina	+1 (281) 5551212		0:15			0:36			4					
7:15:48	Q	1005	Tammy	+1 (281) 5551212		0:02	3:18		0:38	0:30	0:05	3				3:53	0:18
7:17:27	Q	1083	Maria	+1 (205) 5551212		0:07	5:59		0:25	0:30	0:05	3				6:34	0:09
7:25:06	Q	1005	Tammy	+1 (254) 5551212		0:01	4:22		0:19	2:30	0:04	2				6:56	0:02
7:25:11	Q	1083	Maria			0:02	5:22		0:28	0:30	0:06	2				5:58	0:02
7:37:42	R	1092	Manuel	+1 (832) 5551212		0:15			0:32			3					
7:37:42	Q	1005	Tammy	+1 (832) 5551212		0:05	2:20		0:39	5:00	0:06	2				7:26	0:23
7:38:12	Q	1083	Maria	+1 (336) 5551212		0:02	3:37		0:19	0:15	0:05	2				3:57	0:02
7:43:48	Q	1092	Manuel	+1 (210) 5551212		0:06			0:26	0:30	0:45	2				1:15	0:08
7:48:37	Q	1005	Tammy	+1 (512) 5551212		0:03	0:36		0:21	0:30	0:02	2				1:08	0:05
7:49:59	Q	1092	Manuel	+1 (210) 5551212		0:14	2:03		0:35	0:30	0:07	2				2:40	0:15
7:55:37	Q	1092	Manuel	+1 (832) 5551212		0:08	1:53		0:29	0:30	0:11	2				2:34	0:09
8:00:04	Q	1005	Tammy	+1 (210) 5551212		0:03	2:52		0:25	0:30	0:02	2				3:24	0:05
8:01:24	R	1129	Talanda	+1 (832) 5551212		0:15			0:32			4					
8:01:24	Q	1090	Kathy	+1 (832) 5551212		0:03	1:31		0:37	0:30	0:08	4				2:09	0:21
8:01:49	Q	1056	Tina	+1 (512) 5551212		0:11	1:02		0:27	0:30	0:10	4				1:42	0:11

Queue Performance: How many agents were available at that time?

Queue Traffic Analysis



Queue Traffic Analysis Report

Date	From	To	Calls	Ring	Talk	Total Talk	Wait	Max Wait	ACW	Abnd	Abnd Rate	AHT	ASA
English Queue (UTC-06:00)		**8011**											
03/22/2020	7:00:00	7:59:59	12	0:06	3:28	41:37	0:28	0:39	1:00			4:38	0:09
03/22/2020	8:00:00	8:59:59	80	0:04	4:37	4:41:32	2:07	6:00	0:33	8	10.00%	5:34	1:43
03/22/2020	9:00:00	9:59:59	157	0:04	3:22	8:02:18	0:51	3:44	0:37	7	4.46%	4:18	0:31
03/22/2020	10:00:00	10:59:59	164	0:05	4:06	9:58:36	1:02	3:07	0:30	12	7.32%	4:55	0:44
03/22/2020	11:00:00	11:59:59	175	0:04	3:31	7:29:45	1:54	4:42	0:27	21	12.00%	4:23	1:43
03/22/2020	12:00:00	12:59:59	146	0:03	4:18	7:14:39	1:57	4:50	0:28	20	13.70%	5:12	1:44
03/22/2020	13:00:00	13:59:59	136	0:05	3:43	7:11:51	1:13	3:44	0:32	13	9.56%	4:31	0:56
03/22/2020	14:00:00	14:59:59	149	0:05	3:25	7:58:23	0:38	3:28	0:38	8	5.37%	4:18	0:21
03/22/2020	15:00:00	15:59:59	139	0:05	3:25	7:13:52	0:39	3:26	0:39	9	6.47%	4:21	0:20
03/22/2020	16:00:00	16:59:59	126	0:04	3:36	7:04:00	0:48	2:11	0:30	8	6.35%	4:23	0:32
03/22/2020	17:00:00	17:59:59	34	0:05	3:41	1:39:40	0:32	1:03	0:26	1	2.94%	4:30	0:10
			1318	**0:05**	**3:43**	**69:16:13**	**1:11**	**6:00**	**0:33**	**107**	**8.12%**	**4:35**	**0:51**

Queue Traffic Analysis: When are your longest wait times happening?

Abandons: the most hated metric in the contact Centre!

Abandons

What Can Cause Abandons?

- Long Wait Times
- Impatient Callers (They may be on their break)
- Recovered Calls
- Not Setting Proper Caller Expectations

Are there GOOD Abandons? YES!

- Providing information in your Announcements
  - American Airlines

Best Reports for Abandons

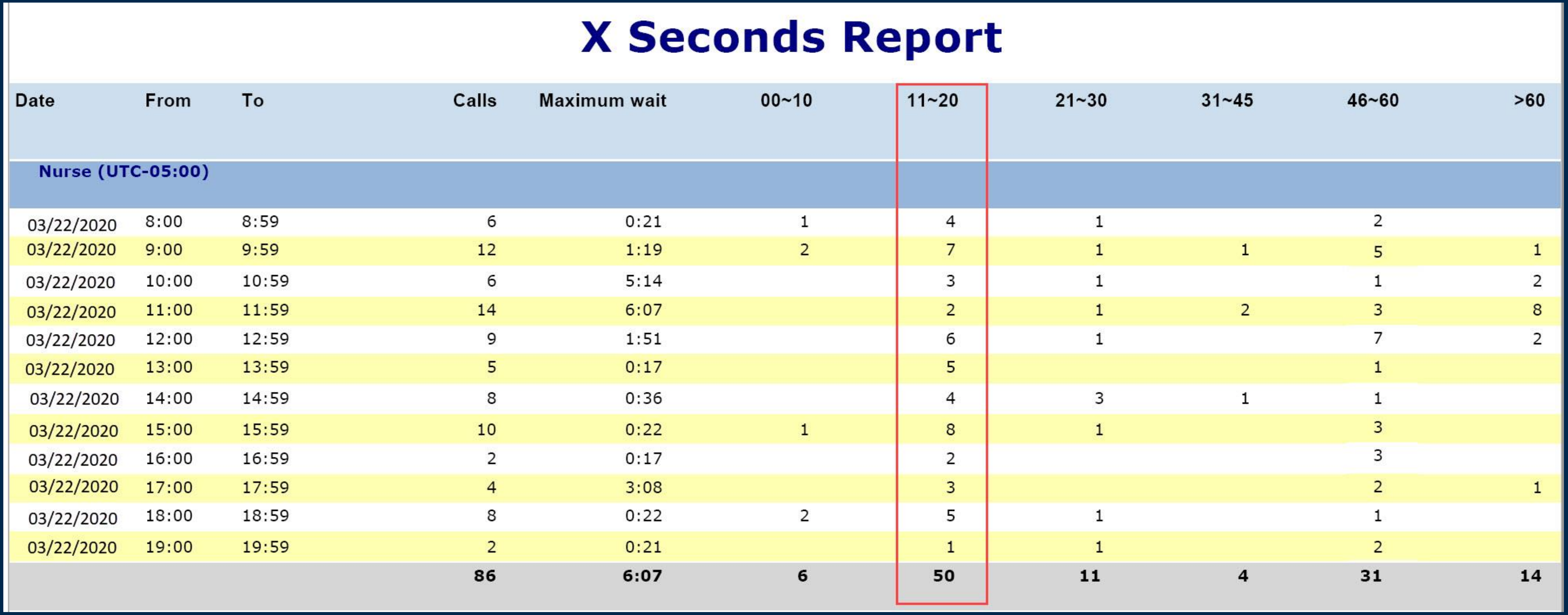
Queue Traffic Analysis

- What hours of the day are most of your abandons happening?
- Use this report to compare the call volume against the Wait Time and Abandonment Rate across the intervals.

X-Second Report

- Assess queue performance based on an unacceptable wait time
- Run this report on abandoned calls to work out when callers are most likely to abandon - you can then use the information to adjust your service level or set your queue alerts.

X- Seconds



X Seconds Report

Date	From	To	Calls	Maximum wait	00~10	11~20	21~30	31~45	46~60	>60
Nurse (UTC-05:00)										
03/22/2020	8:00	8:59	6	0:21	1	4	1		2	
03/22/2020	9:00	9:59	12	1:19	2	7	1	1	5	1
03/22/2020	10:00	10:59	6	5:14		3	1		1	2
03/22/2020	11:00	11:59	14	6:07		2	1	2	3	8
03/22/2020	12:00	12:59	9	1:51		6	1		7	2
03/22/2020	13:00	13:59	5	0:17		5			1	
03/22/2020	14:00	14:59	8	0:36		4	3	1	1	
03/22/2020	15:00	15:59	10	0:22	1	8	1		3	
03/22/2020	16:00	16:59	2	0:17		2			3	
03/22/2020	17:00	17:59	4	3:08		3			2	1
03/22/2020	18:00	18:59	8	0:22	2	5	1		1	
03/22/2020	19:00	19:59	2	0:21		1	1		2	
			86	**6:07**	**6**	**50**	**11**	**4**	**31**	**14**

X Seconds: When are call types trending?

Abandons

What Can You Address to Reduce Abandonment Rates?

Callback (Licensed feature)

- Offer Callback during Progress Announcements
- Force Callback
  - After callers have been waiting in the queue a certain period of time
  - Call Blocking Mode – If X number of calls are in the queue already, Call Blocking mode set to force callbacks

Playing the callers position in queue

- You are currently 5th in the queue

Changing when Progress Announcements are played

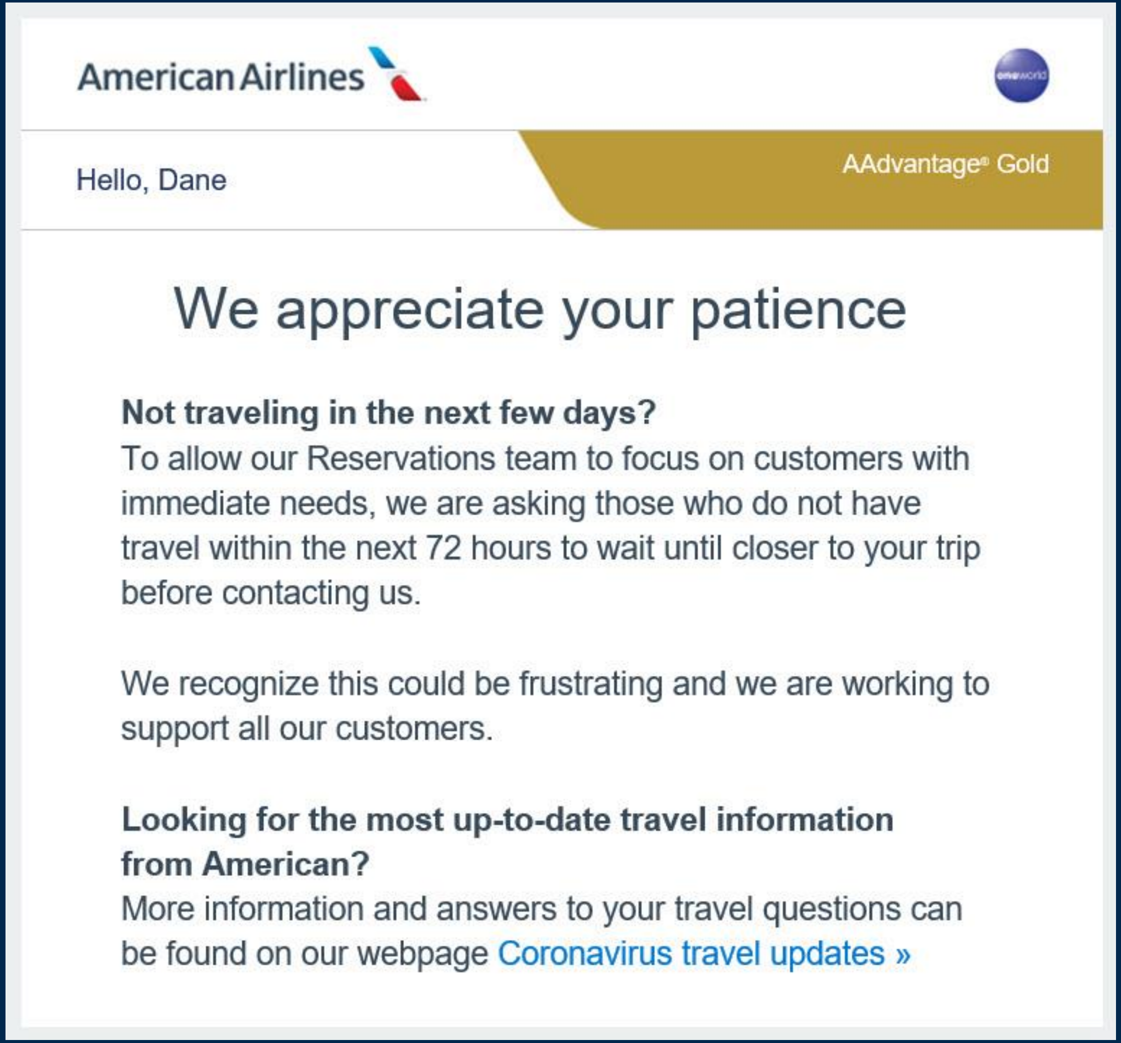
- Use X-Seconds Report to see when callers are abandoning then adjust progress announcements to keep them on the line

Adding backup agents to your queues for more coverage

Proactively sending out emails

- American Airlines email

Reporting



American Airlines

Hello, Dane

AAdvantage® Gold

We appreciate your patience

Not traveling in the next few days?
To allow our Reservations team to focus on customers with immediate needs, we are asking those who do not have travel within the next 72 hours to wait until closer to your trip before contacting us.

We recognize this could be frustrating and we are working to support all our customers.

Looking for the most up-to-date travel information from American?
More information and answers to your travel questions can be found on our webpage Coronavirus travel updates »

Proactively send emails and upload announcements to your website to reset customer expectations

Reporting

Agent Reports

Addressing Agent Availability, Utilization and Occupancy

AGENT SUMMARY REPORT

- Agent Availability and Occupancy
- Great place to look at all of your agents in one report

What to watch for:

- Break/Worktime
- Total login time
- Requested Worktime
- Calls taken
- Recovered calls

AGENT PERFORMANCE REPORT

- Displays every interaction, including numbers or email addresses, that the agent dealt with in a day

What to watch for:

- Outbound calls with no number
- Direct calls from the same number
- Longer than normal calls
- Transferred calls
- Long ring times

AGENT ACTIVITY REPORT

- Timeline to identify what the agent was doing and for what amount of time

What to watch for:

- Times the agent logged in and out
- Breaks and Worktime, including recovered calls that caused auto logout “break” status

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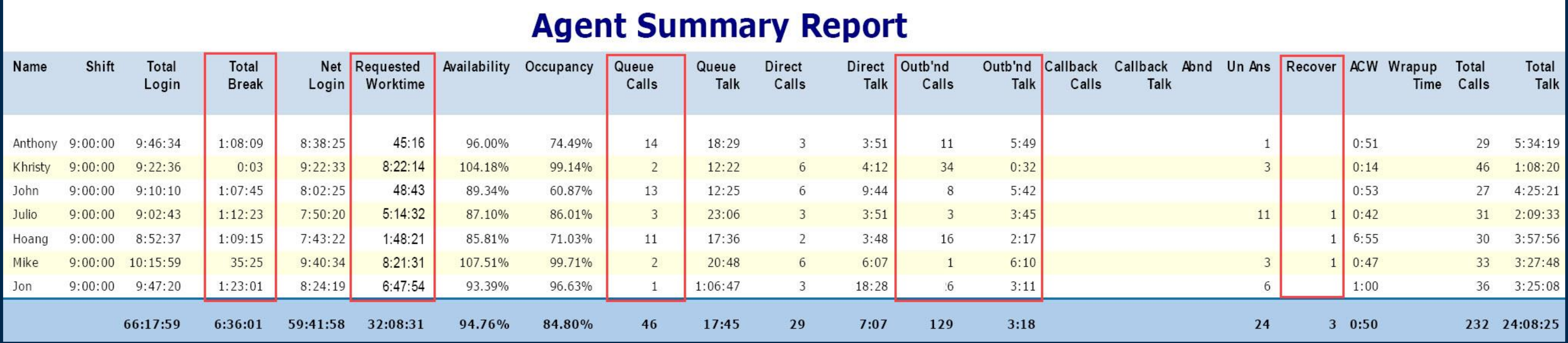
Agent Summary

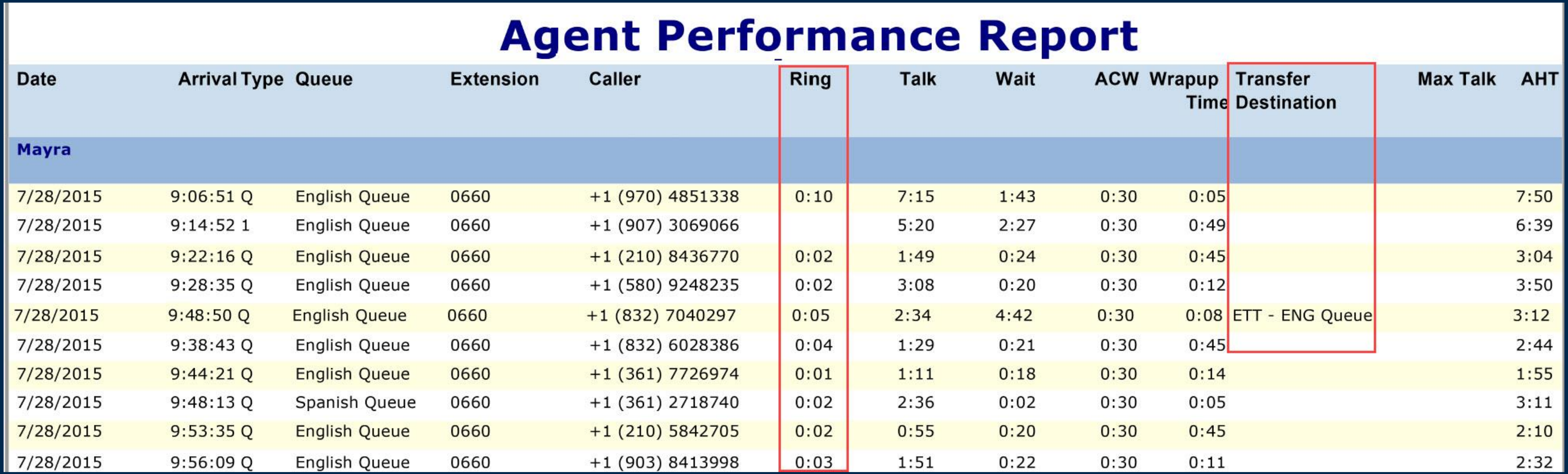


Agent Summary Report

Name	Shift	Total Login	Total Break	Net Login	Requested Worktime	Availability	Occupancy	Queue Calls	Queue Talk	Direct Calls	Direct Talk	Outb'nd Calls	Outb'nd Talk	Callback Calls	Callback Talk	Abnd	Un Ans	Recover	ACW	Wrapup Time	Total Calls	Total Talk
Anthony	9:00:00	9:46:34	1:08:09	8:38:25	45:16	96.00%	74.49%	14	18:29	3	3:51	11	5:49				1		0:51		29	5:34:19
Khristy	9:00:00	9:22:36	0:03	9:22:33	8:22:14	104.18%	99.14%	2	12:22	6	4:12	34	0:32				3		0:14		46	1:08:20
John	9:00:00	9:10:10	1:07:45	8:02:25	48:43	89.34%	60.87%	13	12:25	6	9:44	8	5:42						0:53		27	4:25:21
Julio	9:00:00	9:02:43	1:12:23	7:50:20	5:14:32	87.10%	86.01%	3	23:06	3	3:51	3	3:45				11	1	0:42		31	2:09:33
Hoang	9:00:00	8:52:37	1:09:15	7:43:22	1:48:21	85.81%	71.03%	11	17:36	2	3:48	16	2:17					1	6:55		30	3:57:56
Mike	9:00:00	10:15:59	35:25	9:40:34	8:21:31	107.51%	99.71%	2	20:48	6	6:07	1	6:10				3	1	0:47		33	3:27:48
Jon	9:00:00	9:47:20	1:23:01	8:24:19	6:47:54	93.39%	96.63%	1	1:06:47	3	18:28	6	3:11				6		1:00		36	3:25:08
		66:17:59	**6:36:01**	**59:41:58**	**32:08:31**	**94.76%**	**84.80%**	**46**	**17:45**	**29**	**7:07**	**129**	**3:18**				**24**	**3**	**0:50**		**232**	**24:08:25**

Agent Summary Report: A glance at all of your agents in one easy to read report

Agent Performance



Agent Performance Report

Date	Arrival	Type	Queue	Extension	Caller	Ring	Talk	Wait	ACW	Wrapup Time	Transfer Destination	Max Talk	AHT
Mayra													
7/28/2015	9:06:51	Q	English Queue	0660	+1 (970) 4851338	0:10	7:15	1:43	0:30	0:05			7:50
7/28/2015	9:14:52	1	English Queue	0660	+1 (907) 3069066		5:20	2:27	0:30	0:49			6:39
7/28/2015	9:22:16	Q	English Queue	0660	+1 (210) 8436770	0:02	1:49	0:24	0:30	0:45			3:04
7/28/2015	9:28:35	Q	English Queue	0660	+1 (580) 9248235	0:02	3:08	0:20	0:30	0:12			3:50
7/28/2015	9:48:50	Q	English Queue	0660	+1 (832) 7040297	0:05	2:34	4:42	0:30	0:08	ETT - ENG Queue		3:12
7/28/2015	9:38:43	Q	English Queue	0660	+1 (832) 6028386	0:04	1:29	0:21	0:30	0:45			2:44
7/28/2015	9:44:21	Q	English Queue	0660	+1 (361) 7726974	0:01	1:11	0:18	0:30	0:14			1:55
7/28/2015	9:48:13	Q	Spanish Queue	0660	+1 (361) 2718740	0:02	2:36	0:02	0:30	0:05			3:11
7/28/2015	9:53:35	Q	English Queue	0660	+1 (210) 5842705	0:02	0:55	0:20	0:30	0:45			2:10
7/28/2015	9:56:09	Q	English Queue	0660	+1 (903) 8413998	0:03	1:51	0:22	0:30	0:11			2:32

Agent Performance Report: Details of every interaction your agent dealt with

Voice Port Reporting

Voice Port Usage and Voice Port Exception Reports

Voice Port Usage:

- Breakdown of how the Announce ports are being used with a detailed record of all announcements that have played and the types of calls and actions that the announcements were related to.

Voice Port Exception:

- Shows all calls that experienced a delay in their announcement.
- Good indicator as to whether you need to increase the voice/announce ports on your PBX
- Skype for Business is the exception

What Uses Voice/Announce Ports?

- Progress announcements
- Auto Attendant
- Mode level announcements
- Callback
- Voicemail

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Interactive

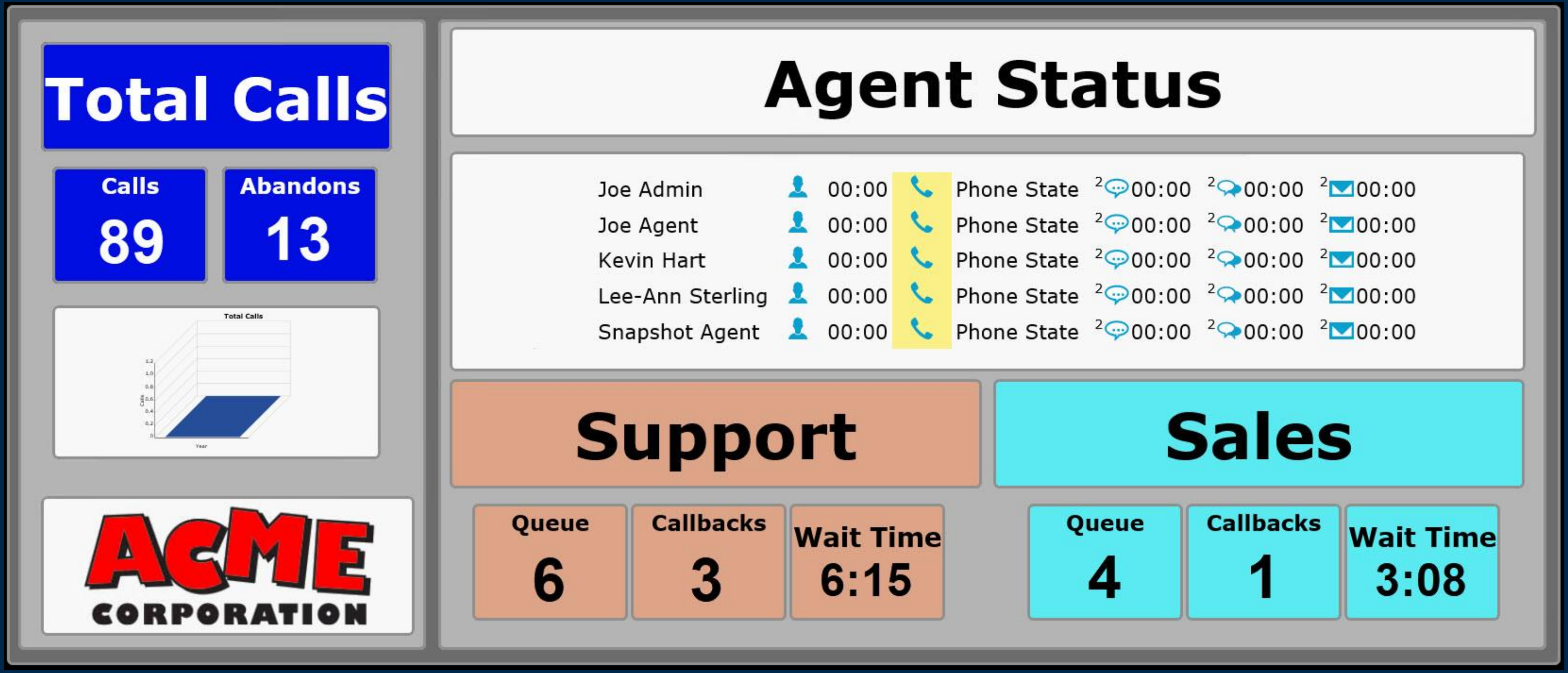
Other Tools Available to You

Enghouse Interactive

Snapshot

What is Snapshot?

- Easy-to-use plug-in to your contact Centre management system
- Provides a real-time graphical overview of the performance status of contact Centre queues and agents



Total Calls

Calls	Abandons
89	13

ACME CORPORATION

Agent Status

Joe Admin	00:00	☎	Phone State	2 00:00	2 00:00	2 ✉ 00:00
Joe Agent	00:00	☎	Phone State	2 00:00	2 00:00	2 ✉ 00:00
Kevin Hart	00:00	☎	Phone State	2 00:00	2 00:00	2 ✉ 00:00
Lee-Ann Sterling	00:00	☎	Phone State	2 00:00	2 00:00	2 ✉ 00:00
Snapshot Agent	00:00	☎	Phone State	2 00:00	2 00:00	2 ✉ 00:00

Support

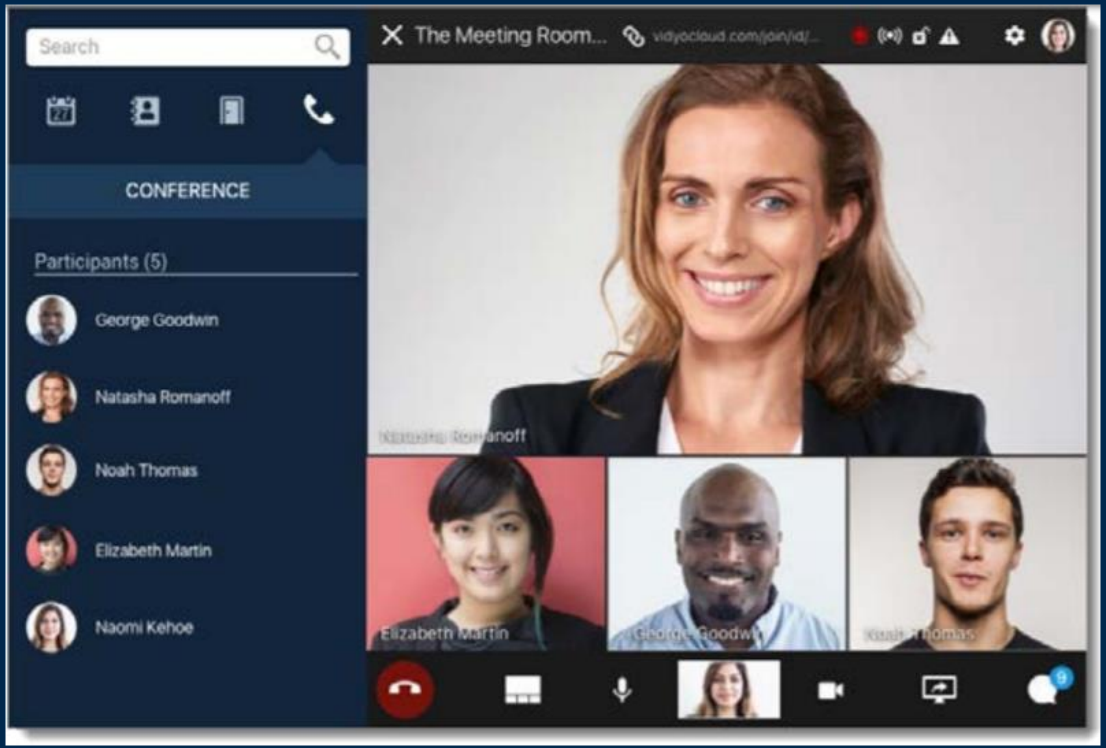
Queue	Callbacks	Wait Time
6	3	6:15

Sales

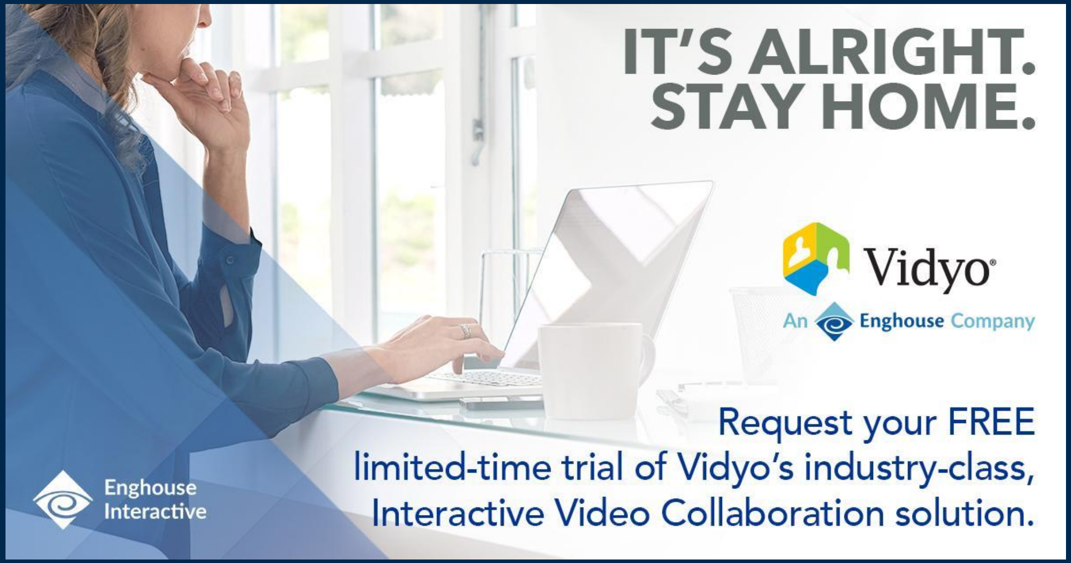
Queue	Callbacks	Wait Time
4	1	3:08

Vidyo

Stay connected and work collaboratively, sharing work during meetings.


Search
The Meeting Room...
vidyocloud.com/join/id/...
CONFERENCE
Participants (5)
George Goodwin
Natasha Romanoff
Noah Thomas
Elizabeth Martin
Naomi Kehoe
Natasha Romanoff
Elizabeth Martin
George Goodwin
Noah Thomas

Connect with customers and clients.



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Enghouse is offering temporary licenses of our secure cloud-based communications platform at no cost to your organisation.

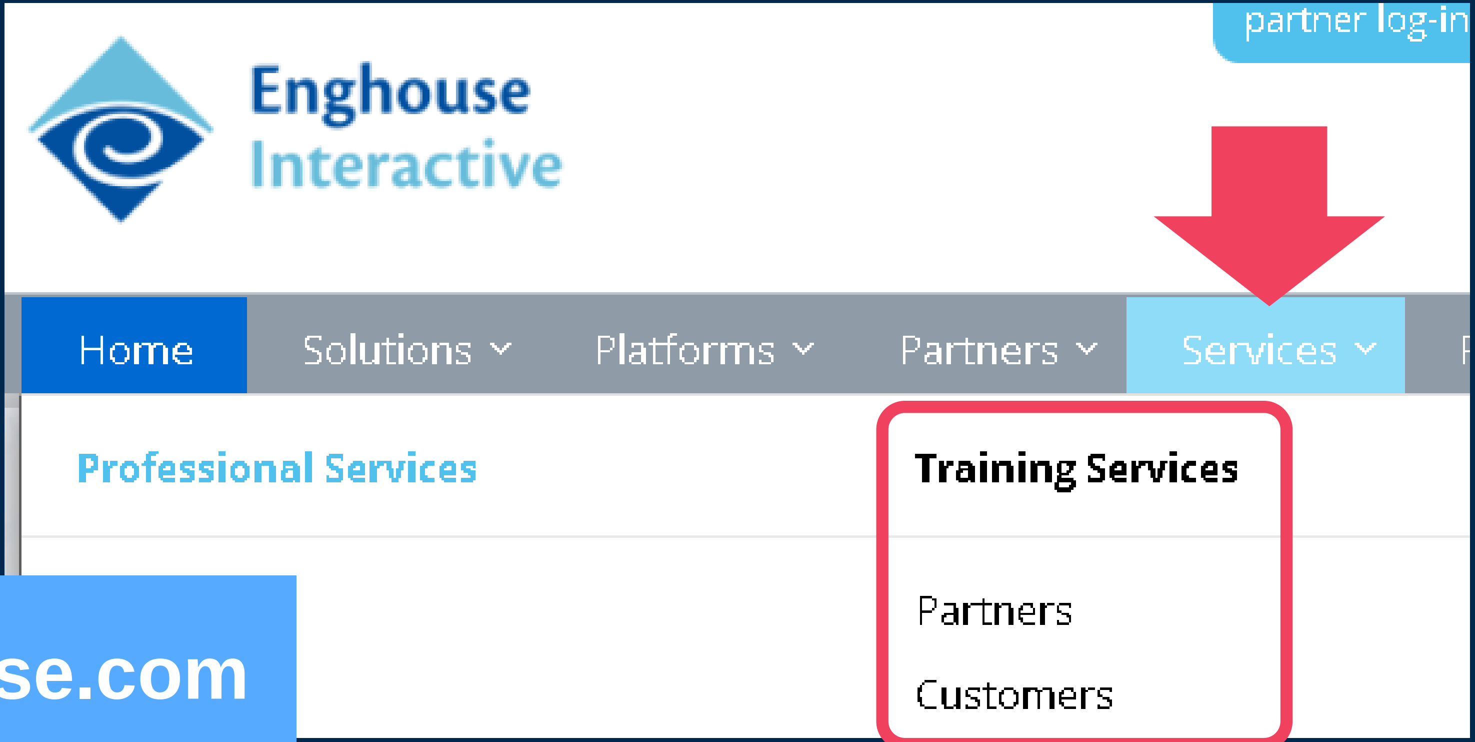
Communications Centre, VPNs and Softphones

Enable agents through a VPN and softphone connected to the PBX.

PBX	Softphone	Requirements
ACM	**Softphone:** Avaya One-X Communicator **Signaling:** H 323, Tested Version 6.2.12.04-SP12	Communications Centre Requirements: Communications Centre 10.0 and above (Not tested on earlier versions)
IPOffice	**Softphone:** Avaya Communicator for Windows 2.0.3.40	PBX Requirements: IP Office 9.1 SP 4 and above Communications Centre Requirements: Communications Centre 9.1 and above
Cisco	**Softphone:** Cisco Communicator / Cisco Jabber	Alternative: Cisco Extend and Connect Communications Centre Requirements: Communications Centre 10.0 and above (probably works on earlier versions too, just not tested)
NEC 3C	**Softphone:** 3C UC Client	Note: No integration with Voicemail capabilities and rejecting calls is not supported.
NEC SV9100	Options still under investigation	
NEC SV9300/SV9500	**Softphone:** SP350	
Skype for Business	**Softphone:** Lync or Skype for Business Client	
Teams	**Softphone:** Teams Client	

Training Services

- enghouseinteractive.com.au/training-services
- Remote webinars
- Bespoke training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Technical Training Consultant