SENSIPLE

innovative minds, empowered by passion

SENSIPLE UNIFIED CONTACT CENTER

Extend Skype for Business to Customer Support Teams

Digitization of the Global workforce increased the demand for a more integrated and collaborative customer service. Customers' expectation is simple - resolve their queries in the initial interaction (either call or chat), with the right person and required solution.

As per T3igroup survey, 79% of Enterprises (500+ seats) are deploying or planning to deploy Lync enterprise voice, 43% of the large Enterprises believe that Microsoft's solution was better than "most traditional voice system manufacturers" before trials began. If you already have a SIP trunking system enabled for your SFB, Sensiple's Unified Contact Center can provide you a full suite of contact center functionalities within your SFB.

Do you want your customers to have the same experience irrespective of whether they reach you through Phone/ Chat/ Web? Sensiple's Unified Contact Center supports a multi-channel experience for enhancing your customer experience. Sensiple's Unified Contact Center helps Small and Medium Enterprises to attain a robust contact center functionality at a much affordable cost to improve response times and better customer experience and satisfaction, by taking advantage of the Microsoft Lync/SFB functionalities.

Key **features**

- Engage your customers in their preferred channels (Voice or Chat)
- **Integration with backend Helpdesk & CRM:** Facilitate quick understanding of customer on the Call /Chat
- **Webchat-SFB integration:** Connecting webchat with SFB. This expands the ability of agent to leverage SFB collaborative tools like Video Chat, Audio and Desktop sharing with your web user
- **Management Console:** Helps in unified monitoring and reporting across channels
- **IVR builder:** Sensiple's Unified contact center has an IVR builder which helps to design the IVR workflow at ease
- **Mobile and Remote Agent Support:** Instant access to your global workforce from remote location
- **Interaction Recording:** Record your interaction across channels for quality and contextual understanding

Multi-Channel Access

- Call, Webchat, IM
- Upgrade Webchat to SFB Collaboration

Queue Management

- Call and Chat-queue
- Independent queue setup
- Setting up of Business Hours, Holiday and other Business Rules

CTI Adapters

- CRM Integration
- Services Desk Integration
- Adapters to connect with other back-end systems

Call Distribution

- Multi-Channel Routing Call & Web Chat)
- Skill based Routing

Management Console

- Real-time Agent and Queue Statistics Dashboard.
- Unified Reporting System
- Standard and Comprehensive Reports
- Configurable Messages

Quality Management

- Call Recording Options functionality for quality monitoring
- Extensive reporting functionality for analysing performance

IVR Builder

- Configuration of process workflows

Sensiple's Unified Contact Center suite

Functionalities

- **CTI Screen-pop user details:** Agents can view the user information prior to answering the call / chat. It provides flexibility for the agents to provide personalized interaction. Skype for Business can be integrated with various CRM / Helpdesk and other backend systems on need basis.

- **Intelligent Routing Solution:** A virtual agent acts as a single point of contact in routing the call or web chat to the right available agents. IVR/Visual IVR to collect user input to decide where to route the call

- **Web connect:** Now your web users can interact with your agents available on Lync/SFB using our web connect feature. Sensiple's unified contact Center enables the integration of Webchat feature in your website with the Enterprise Lync/SFB. This can be further leveraged by advanced collaboration between webchat and SFB for desktop sharing, IP calling and Video Chat to resolve the issue.

- **Business – Business Collaboration:** With federation, your business customer / partners / vendors can interact with any one in your enterprise on Lync/SFB from their SFB/Lync client using Sensiple's Unified contact center. Business collaboration could be extended with our virtual bot configured in your business partner Lync environment

Benefits

- Reduce TCO of customer service by leveraging the investment on O365 / Skype for Business.

- Improve productivity & manageability of your customer service without investing in traditional contact center software.

- Better customer satisfaction through context awareness & personalised conversation

- Improve first call resolution by leveraging SFB based collaboration with internal SME / support teams

- Help to reduce the traditional PSTN costs

Sensiple is an award winning solution provider for collaboration, communications and customer engagement, explicitly focused to extend the power of Microsoft Skype for Business for enhancing the customer experience.
We have our innovation footprints globally in the field of Microsoft Technologies, Voice Technologies, Speech Recognition & Analysing, and Optimized Solutions for Financial Institutions, Telecommunication, Healthcare and Government enterprises. Sensiple product portfolio covers solutions for Service Desks, Contact Centers and Customer Service teams, for the following channels: IM, Voice, and Webchat

What makes us different is our simple and human centered approach to solutions. As Microsoft partners, we have eased the functional traction of Microsoft Lync/Skype for Business.
Sensiple is headquartered in New Jersy with offices throughout North America, India and Singapore. For More information and demo contact: info@sensiple.com

info@sensiple.com   www.sensiple.com