

# LEVERAGE THE POTENTIAL OF SKYPE FOR BUSINESS



## Do you want to leverage the power of Skype for Business?

Sensiple helps you leverage the full potential of Skype for Business through an array of applications custom build to their specifications. This will transform the Skype for Business experience of your client altogether.

### We can help you in

- Building Agent Dashboards for your client
- Building CWE applications
- Integrating IVR applications with Skype4B
- Creating Virtual Assistants
- Sharing Skype4B presence with other applications.

### We custom build to your specifications - Efficiently with a promise on Quality

Sensiple is a premium Skype4B service provider with solutions custom made for your business needs. With our

expertise in Skype4B, we can help you in building custom applications for Skype4B which will enhance the Skype4B experience of your clients.

## SENSIPLE - quick introduction

- Microsoft Gold Certified Partner
- 17+ years of outsourcing excellence
- 90% repeat business with most of our customers being with us for more than 10 years
- A privately owned and self-funded company
- Headquartered in New Jersey with branch offices across the United States and Singapore
- Global Innovation Center (over 30,000 sqft. space) in Chennai India - ISO 9001:2008 certified and located in the second-largest Information Technology Park in Asia

# Sensiple's Skype4B Applications

## CTI Development

Agents can view the user information prior to answering the call / chat. It provides flexibility for the agents to provide personalized integration. Skype4B can be integrated with various CRM / Helpdesk and other backend systems on need basis.

## Skype4B Conversation Window Extension Application

We build traditional and rich Internet applications that can be hosted in CWE environment. We can display a contextual application using CWE environment. We integrate Skype4B with ERP systems, functional systems (HR, Facility, and Finance) and industry-specific systems like Patient Management Systems in Healthcare.

## Skype4B Middleware Development

We custom build middleware solutions to listen and route inbound/outbound S4B calls. This can be integrated with backend Skype4B IVR systems and Skype4B Client applications.

## Virtual Assistants

With our custom Chat Bot framework, we integrate with technologies like Cortona to create Virtual Assistant environment for Enterprises. Using this, we can help Enterprises to humanize the self-service to resolve an issue. Our expertise in working with various domains helps to create specific virtual assistant suited to the unique needs of the industry.

## IoT

As most of the organizations are leaning towards connected systems, we can help them to connect with the right person to handle critical incidents, allowing them to obtain 360 degree view of the customer to resolve the issue.

## IVR Applications

We can custom build complex Skype4B IVR applications + voice call recording with no additional plug-ins. We do PBX integration and routing with Skype4B IVR solutions.

## Presence Service Integration

Skype4B Contacts Presence can be integrated within any third-party applications.

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 Jersey with Offices throughout North America, India and Singapore.

## Contact Us

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