

SENSIBLE UNIFIED SERVICE DESK

Extend Skype for Business to Enterprise Service Teams



Do you look forward to achieve your SLA, enhance employee satisfaction and increase ROI?

Sensiple's Unified Service Desk redefines the way interaction happens within the service desks by extending unified communication & collaboration across your service delivery teams and employees or external customers.

Our solution improves employee satisfaction and reduces ticket resolution time by extending Microsoft Lync/SFB -

- To provide smart routing capabilities,
- Built-in robust management tool to monitor and manage the service desk activities,
- Adding IM as an additional channel and
- An integrated web chat module for connecting with external customers.

To learn more about Sensiple's Unified Service Desk, visit <http://skype4b.sensiple.com/>

Key Differentiators

- SFB has been integrated with leading service desk systems like **ServiceNow, BMC Remedyforce, Zendesk, Freshdesk, ManageEngine, Landesk** etc. This integration provides user the ability to create, update and review service ticket / incident / request from SFB.

- **Management Console** that provides all commonly required statistical and analytical view of the performance of your service team in real time.
- **Chat as an additional channel** for enterprises to further optimize the cost of servicing.
- Supports both **On-premise** and **Hosted** implementation models.

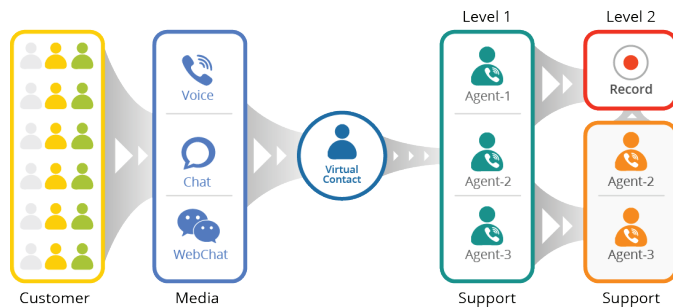
Key Benefits

Sensiple smart collaboration tool provides you with the following benefits:

- Improved First Conversation Resolution.
- Improved Chat channel adaptation & acceptance because of familiarity of SFB.
- Consistent high quality customer experience by providing an unified view across all channels.
- Ability to view real time dashboard and reporting helps to fine tune the service.
- 360° view of a customer for context aware conversation.
- Single Virtual contact for all service needs across departments like HR, IT, Admin, Travel, etc.
- Faster and more efficient incident resolution.
- Desktop sharing, IP calling and Video chat facility with customer connected from Web Chat

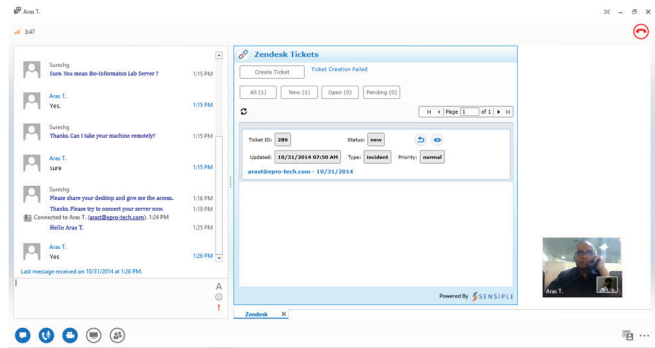
Virtual contact and Intelligent Routing

- Virtual Bot listed in your Skype for Business contact list for all service support
- Multichannel routing (Chat and Voice) connecting with right analyst based on the context
- Unified Service Desk list open tickets, user profile, options to create/update tickets from Skype for Business
- Connect with SME / L2 support for faster resolution and better experience
- Record chat conversation and call recording as part of the ticket / incident history for reference



Web Connect

- Integrate Web chat with Skype for Business.
- Virtual Chat Bot collects additional information to connect external users to chat with the right service team member with skill to manage the conversation and resolve the issue
- Advanced collaboration between webchat and SFB for desktop sharing, IP calling and Video Chat.

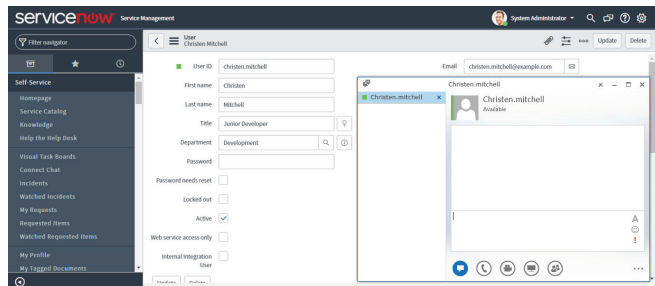


Connect Through Call

- Support PSTN or Skype call.
- Unified Service Desk ACD directs the caller to right agent, screen-pops the employee details based on caller ID / SFB ID.
- View, create and update tickets from Skype For Business window
- Record voice conversation and store as part of the ticket / incident

Service Presence in the service desk

- Support embedding SFB presence inside Service Desk incident / request
- Facilitate one click SFB collaboration from service desk



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.

For More information and demo contact: cxpresales@sensiple.com

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