



Skype4B Adapter for Betting and
Gaming Business in Australia

Client Profile

A leading betting and gaming business in Australia.

Company Profile:

Sensiple Inc. is a world class FinTech solution provider based out of New Jersey, offering state-of-the-art technology solutions and IT services across BFSI Industry. Sensiple's expertise is built upon 2500+ man years of experience with center of excellence and dedicated R & D team. Sensiple was an early adopter of FIX protocol and it offers solutions to client's business needs across the entire spectrum of banking, financial operations and trading workflow complementing with latest technology which aids market participants to maintain a competitive advantage in the current scenario.

For more info, visit: www.sensiple.com

Product Used

Skype4B Adapter



Business Benefits

- Customers benefited from optimized intelligent call routing that expedited call transfers to the right agents more quickly than ever before.
- Enhanced Customer Service levels and Cost Optimization.

Business Challenges

- To establish Lync as additional medium for internal helpdesk communication.
- Looking for additional channels of interaction to resolve issues.
- Empowering agents with more historical interaction information.

Solution Provided

- Designed and developed a Lync ManageEngine interface to route the Lync calls to the right agents based on skill and availability.
- Designed and developed a Lync- Web Chat interface to connect with customers approaching the helpdesk.
- Developed a Chat ACD to help in connecting with the right agent

Reach us

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