

Extending Microsoft Lync to your Service desk, Contact Center

Transition your service desks from aging communication infrastructure to a new world of communication using Lync, with much less cost and increased ease of use. Leverage the power of Lync to lift your Help Desk experience to the next level



Key Benefits

Doing more with limited budget- 40-60% saving on costs of maintaining PBX systems, telephones and ISDN lines. Your enterprise can improve productivity while reducing costs, as Lync integration with Helpdesk preserves existing communications investments.

Improves Productivity- IT Support is streamlined with a significant reduction in “time to connect” between user and agent Improved availability. Enables agents to handle multiple concurrent chat sessions with easy case escalation without impacting quality or first call resolution rates.

Faster Response and Quicker Resolution- Enterprise users use their Lync or Office Communication client to interact with their support representatives for faster response and quicker resolution.



Lync Adapter by Sensiple

Help reaching every Desk

SENSIPLE's Lync adapter is ideally designed for business that would like to extend the richness and quality of Microsoft Lync to deliver a customer-centric workforce optimization solution

SENSIPLE's Service desk-lync integration solution leverages Microsoft Lync to provide ACD like functionality using Chat and click to call in enterprise help desk environment.

SENSIPLE will help companies consolidate their enterprise communications to service desks/contact center into a unified solution, eliminating the need for expensive PBX.

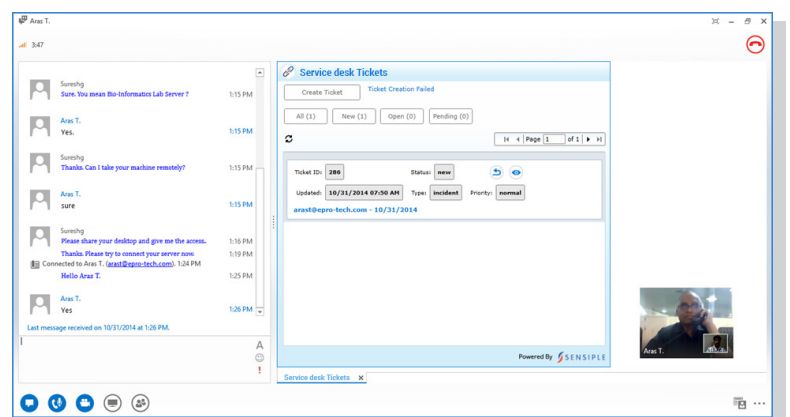
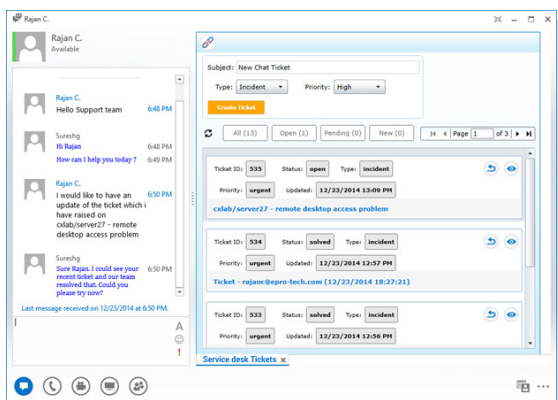
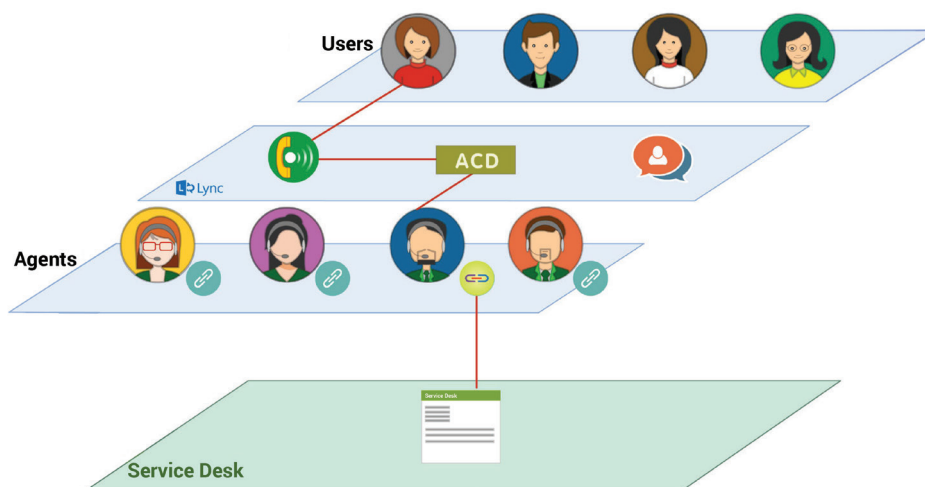
'Lync'ing up Service Desk and Contact Centers

The agent can create a new user or a new ticket with just 'One Click'. Agent can also record the conversation for future reference. SENSIPLE's Lync Adapter works equally well on Enterprise and Cloud version of Lync.

SENSIPLE LyncAdapter is a single smart solution that handles intelligent routing, streamlined customer management, unified reporting across all channels like chat, call and voice.

SENSIPLE can help to custom build following Lync related services to improve the customer experience.

- Building Lync IVR to capture user interest and basic data before connecting with the agent. These information could be used for routing to the right agent and improve the screen pop functionality
- Building Click to Chat functionality for anonymous / Guest users (without any Lync account) and connect this with the Lync CTI. This will help service desk agent to use Lync CTI adapter features for non-Lync users



Key Features

Ticket pop-up – Helpdesk integrated with Microsoft Lync can increase productivity by giving users improved visibility into a person's recent unresolved ticket and ticket history.

Click to call, IM & Video from Microsoft Lync – lets users connect to agents and make PC “VOIP” calls from these desktop applications. Single click to multiple collaboration channels: IM, video, voice call,

Intelligent Queuing – Intelligently routing identifies and delivers the service request to the most appropriate support agent. Agents can handle multiple simultaneous support sessions

Escalate from Chat to Voice Call Capability –Users can automatically transition from chat to Helpdesk controlled voice and video call from Microsoft Lync instant message.

Conversation window for call control provides easy access to Lync telephony features using SENSIPLE Adapter. Call forwarding, hold and retrieve, transfer can be controlled. Volume and call controls are presented for calls. Calls originating from a helpdesk can be controlled through the conversation window.

Fits seamlessly with all Helpdesk environments – SENSIPLE provides integration with the industry's most widely deployed helpdesk applications

SENSIPLE is a global provider of Unified Self Service Solutions, Contact Center and Customer Experience solutions in web, mobile and IVR. Over the last 14 years, we have been redefining customer experience for millions of people.

For more information, visit <http://www.sensiple.com/>



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