CONTACT CENTRE FOR LYNC

Interoute's Hosted Contact Centre solution provides customers with full contact centre functionality natively integrated with Microsoft Lync for one simple fixed price per user to maximize their investment

Overview

Lync connects users in new ways, to find and communicate with the right person, right now regardless of physical location. It brings together the different ways people communicate in a single interface, is deployed as a unified platform, and is administered through a single management infrastructure. The unified nature of the system helps reduce costs and facilitates rapid user adoption.

Interoute Contact Centre solution is a rich contact center software built exclusively for Microsoft Lync. By leveraging the native Lync APIs, Interoute is able to extend the functionality of Lync, enabling you to benefit from full contact center functionality without the need to install any additional desktop software.

Interoute can provide solutions for organizations of all sizes, from small to medium-sized contact centres to complex enterprise organizations with multiple geographically dispersed agents.

As customers switch to Microsoft Lync with the option to benefit from Interoute's Hosted Lync solution, they have the opportunity to maximize their investment by natively integrating contact centre functionality.

For one standard price, Interoute provides a complete set of **Premium Features** out of the box:

- **Seamless:** designed native to Microsoft Lync using the same Lync client and collaboration window meaning no extra client software to install. Leveraging the same hosted Lync infrastructure the result is a contact center that is easy to install, use and maintain.

- **ACD:** Interoute's innovative web control panel enables users to configure automated call and contact distribution through skills-based routing and multi-level skills configuration.

- **Call Recording:** configure call recording to any level desired. Agents can be given the ability to start or stop recordings. Direct inbound and outbound call recording is also available for agents.

- **Quick IVR:** enables users to quickly and easily create new contact centers, skills and queues. Add or remove agents within minutes.

- **Web Chat:** by leveraging the Lync web APIs (UCWA), Interoute enables web chat through a public facing web chat client written in HTML and Javascript. Easily integrate with 3rd party websites.

- **System Integration:** easily integrate with 3rd party systems, including Screen Pops and CRM platforms to look up data or enable callers to perform self-service tasks.

- **Skype Integration:** over your customers simple and inexpensive click-to-call using Skype, connected to Interoute over the internet without traversing the public telephone network.

- **Multiple Business Units:** create multiple business units within a single instance of Interoute to provide privacy and security while simplifying installation and upgrades, reducing the total number of instances.