

Console for Cisco: Helpdesk Edition

A COMPREHENSIVE,
STRAIGHTFORWARD HELPDESK
SOLUTION

PRODUCT SHEET

Enghouse Interactive's Console for Cisco - Helpdesk Edition is a voice-only call centre and helpdesk solution for Cisco. Scalable and easy to install, it helps organisations manage their internal and external customer interactions fast, intelligently and efficiently, maximising resources and increasing customer satisfaction. Incoming calls are allocated based on predefined criteria, such as availability, priority and skill level, so callers are connected to the right person straight away.

Setting standards in customer service

With over 14 years experience in selling voice applications for Cisco Unified Communications Manager platforms and as a Preferred Solution Developer, Enghouse Interactive has worked closely with Cisco to develop advanced communications solutions that are proven to help organisations deliver the best customer experience, boost productivity and efficiency.

Console for Cisco - Helpdesk Edition is an excellent, low-cost alternative to a fully-featured, multi-channel contact centre. It has been deployed by hundreds of customers who require helpdesk functionality but do not want to invest in expensive consultation or customisation. The solution supports up to 200 agents per server and can be installed quickly and easily on the same server as the operator console for Cisco.

Whether managing an internal helpdesk, customer service centre, or sales department - Console for Cisco - Helpdesk Edition helps organisations provide the best possible customer service, every time.

Benefits

- Simple user interface minimises training requirements
- Call queues support business rules and in-queue messaging
- Skills-based routing and directory transfers
- Live information on agent status and queues with wait times displayed
- Integrated quality management and call recording with multiple options
- Extensive reporting options and performance statistics
- Multi-tenancy, multi-site capabilities, remote agents
- Centralised, web-based management/administration
- Low cost of ownership, and can be deployed from the same server as Console for Cisco Enterprise or Business

Intuitive and efficient

Console for Cisco - Helpdesk Edition is the perfect interaction management platform for organisations that need to help their departments or teams to answer incoming calls intelligently and efficiently. It can be used to power helpdesks, customer service centres, sales departments or call centres, where capabilities such as intelligent routing, agent log on/off and management reporting are vital in providing internal and external customers with the best possible service.

The solution has a simple user interface that comprises telephony functions, queue information, real-time performance statistics and a message board for supervisors to relay important information. The discrete toolbar provides the right amount of functionality for the user and leaves the desktop clear for other business applications.

Calls are allocated to agents based on predefined criteria, such as availability, priority and skill level. Calls are distributed and prioritised based on specified business rules, and are routed into pre-defined queues when agents are not available. The queues provide flexibility for out of hours routing, multi-tenancy and multi-site working. In-queue messages and out of hours information can also be played to waiting callers.

- Remote agent working
- Skills based and flexible, time-of-day routing
- Simple single point of configuration
- Queue prioritisation
- Simple agent toolbar with performance indicators
- Agent to agent/supervisor messaging

Easy directory transfers

Many agents find they need to transfer calls or provide customers with additional information. The intuitive interface provides links to useful URLs such as web pages or the operator console directory to search for contacts quickly and easily.

The links can be configured by queue so that only information relevant to the current call is displayed and directory access can be restricted to agents that need it. For added ease of use, Click-2-Dial allows agents to make calls from the directory by simply clicking on telephone numbers .

Valuable statistics

Understanding your customers' needs is vital for providing outstanding service. Helpdesk Edition provides completion codes that enable managers to track information relating to each call, such as source of the enquiry, the product or information a caller was interested in. To ensure that agent activity and availability is accurately monitored, codes can be input when agents log off. These statistics also help with accurate resource planning.

Quality management

Agents, supervisors and managers can only ensure that service levels are maintained if accurate performance data is available. Console for Cisco - Helpdesk Edition provides over 250 reports based on different levels such as helpdesk, queue, and individual agents, and both historical and real-time performance data.

The supervisor information can be prominently displayed in tailored formats, and thresholds can be set to provide early warning of potential service level issues.

For security and quality purposes, calls can be recorded and stored for retrieval and playback at a later date. Call recordings can be retrieved by searching for factors including queue, CLI, DDI, time, extension number or operator ID.

- Secure, seamlessly integrated call recording and monitoring
- Agent evaluation and coaching
- Unobtrusive, efficient and reliable
- Multiple recording options including synchronised voice and video
- Encrypted archiving and easy search
- Highly scalable from single location deployments to multiple sites

Call billing & reporting

The call handling system is one of the most powerful business tools, so it's important that it always performs at optimum efficiency. Enghouse Interactive Call Billing and Reporting provides sophisticated reporting through a standard web interface to help monitor, manage and analyse call data across the entire organisation. With this information at their fingertips, organisations can monitor performance, detect fraud and misuse, identify unnecessary cost factors such as idle lines and unused devices, complete detailed cost analyses or plan new investments.

Cisco UC Provisioning

Provisioning is the process of preparing the communications network to provide services to users and handle daily tasks like assigning new phone numbers, renaming user names or removing communications services. Enghouse Interactive's provisioning tools greatly simplify the process and speed up daily administration tasks.

- Save costs and improve efficiency
- Consolidated view of users, phones, locations
- Reduce errors and maximise productivity
- Increase the quality of changes in the communications network

From informal Helpdesk to multimedia contact centre

In organisations where groups of employees and departments, such as helpdesks, are required to answer calls, Console for Cisco - Enterprise Edition can be extended with Console for Cisco - Helpdesk Edition as an excellent, low cost alternative to a contact centre.

Enghouse Interactive also offers a range of solutions for powering advanced, multi-channel contact centres - providing the right solution for every business requirement.

“Helps us manage the incoming overload by providing announcements that inform callers about planned outages and known issues.”

IT HELPEK CUSTOMER

A trusted Cisco Partner

Enghouse Interactive has been a trusted partner for over twenty years, through our original family of solutions - Arc Solutions, Andtek, Telrex and Zeacom. Our solutions are tested to ensure they are interoperable with Cisco Unified Communications by undergoing regular Interoperability Verification Testing (IVT).

- Cisco Preferred Developer Network partner
- Cisco Compatible

Our solutions are also tested alongside other software solutions to ensure compatibility as part of the wider UC solution.

Modular approach

Pilot, prove and migrate your console, helpdesk or contact centre to Cisco UC when the time is right for you, then add functionality as required.

Bring your customers closer with a Connected Enterprise

Any company wanting to focus on customer service needs to put in place an approach that puts the customer at the heart of their business. They will need to leverage resources across the whole organisation and bring to bear everything from console management to CRM to call recording to ensure this focus is maintained.

See how Enghouse Interactive solutions can help you make savings across the business and allow your more expensive higher-skilled workers scattered across the enterprise to become part of the customer service effort as and when required.



About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.



Learn more at www.enghouseinteractive.com

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