



# Enghouse Interactive

## TouchPoint Attendant: Microsoft Office 365

THE PROFESSIONAL CALL HANDLING SOLUTION

### TouchPoint Attendant

*Enghouse Interactive's TouchPoint Attendant for Microsoft's Office 365 ensures a delightful customer experience by enabling effective routing of calls throughout any Microsoft enabled enterprise.*

### PROFESSIONAL CALL HANDLING AND DISTRIBUTION

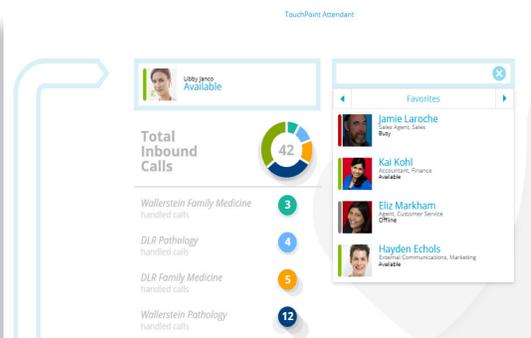
Your receptionist or operator is often the first point of contact with your organization, so it is vital to create a positive impression by dealing with calls efficiently and professionally.

Enghouse Interactive's *TouchPoint Attendant* is an easy to install, client-only console application fully integrated with Microsoft's Office 365 environment to give you professional frontline call handling capability without the need for traditional telephony hardware, infrastructure or associated costs.

### EFFORTLESS IMPLEMENTATION AND USE

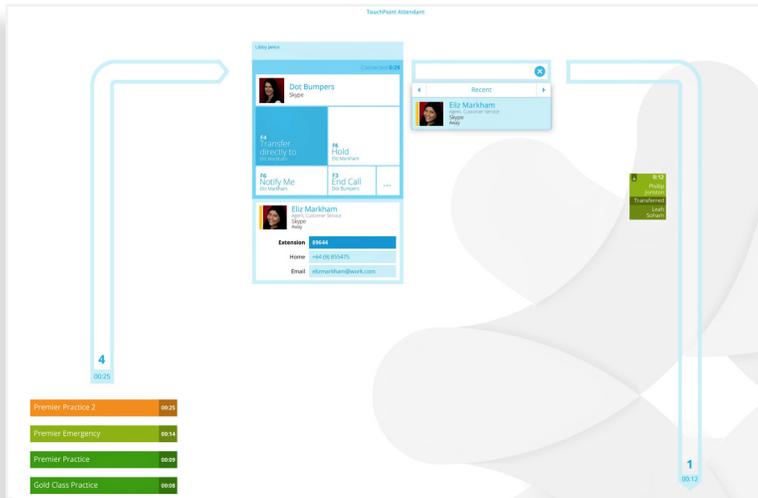
The TouchPoint Attendant client-only application design means it can be deployed in minutes yet still have all the tools to help receptionists and operators manage all calls efficiently and professionally.

Access to TouchPoint Attendant from PC's around the office means that additional users can be set up quickly if someone needs to assist with incoming calls. Multi-site call control enables geographically dispersed operators to efficiently handle calls for one or more departments or the whole organization.



## INTUITIVE INTERFACE

Calls are managed and presented to the operator in a user-friendly format, and simple graphical call management functions are easily learned by even new operators or temporary receptionists.



Answer, transfer, hold, or make calls is just point-and-click – or for keyboard users, one-touch call handling reduces call processing times and associated labor costs. With Calling Line recognition and a database lookup, operators can see the caller's name displayed as the call arrives, letting them make informed decisions on how to best handle each call.

## PRESENCE ENABLED DIRECTORY

Operators can access the Office 365 directory of internal staff and important external contacts with Active Directory integration, while Office 365's presence and availability help them make informed choices about connecting calls to the right person, improving first call resolution and customer experience.

## EXTEND YOUR INVESTMENT IN MICROSOFT

TouchPoint Attendant is part of a suite of applications that seamlessly integrate with Microsoft Office 365 and Skype for Business Server to provide organizations with a complete end-to-end unified communications solution.

## ABOUT ENGHOUSE INTERACTIVE

Enghouse Interactive has been a trusted Microsoft Gold partner for over twelve years. We provide interoperability with a full range of Microsoft platforms, including Exchange, Outlook, CRM Dynamics, Office 365, SharePoint, SQL Server, Windows Server and Skype for Business Server via an integrated suite of solutions including omni-channel contact center, self-service, attendant operator consoles and workforce optimization.

This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured, scalable solution from a single vendor. These solutions support the full range of deployment methods from on-premises to private, public or community cloud and hybrid requirements.

## WHY TOUCHPOINT ATTENDANT?

- Automatically pop caller information to provide personalized service.
- Extremely easy to set up and run with subscription based licensing (Op-Ex model).
- Improve operator engagement with our highly visual interface and daily call statistics to break the monotony of call handling.
- Minimize call handling times with recent transfer destinations and contextual action menus.
- Reduce training needs with an intuitive and simplified interface.
- Achieve superior connection rates, with an accurate picture of staff availability.