

# 6 customer Service Tools you should be using with Microsoft Lync



To provide great customer service, make sure you have these tools in your customer service arsenal.

How is your business when it comes to customer service? If you don't have tools to measure your contact center operations, then you don't have tools to efficiently manage your operations, and there's tons of room for improvement.

And you don't need to be a big, multisite contact center to get big results! Whether you're operating an internal help desk, basic customer service center, or a 200-agent contact center that is the core of your business, you can benefit from contact center software to reduce operating costs, increase revenues and strengthen customer loyalty. And it costs less than you think. When shopping around for a solution to supplement Microsoft Lync Enterprise Voice, make sure it has these six features:



### Historical Reporting

With detailed historical and real-time reporting, your customer service supervisors and managers have access to the information they need in order to understand the number of calls and other communications your business receives, the types and details such as durations of incoming and outgoing phone calls. With historical reports, you can identify call costs and traffic patterns, identify potential service issues and more effectively coach employees.



### Dashboard Reporting

With a dashboard view of real-time customer service and phone activity, your managers and supervisors can optimize operational efficiency, quickly identify problem areas and respond immediately to ensure customer satisfaction is never sacrificed. With the ability to customize the statistics on the dashboard display, supervisors always have the most important key performance metrics at their fingertips.



### Customer Screen Pops

With this feature, agents receive caller and queue information on their desktops as calls arrive. Using integration into Microsoft CRM, custom applications or custom Web pages, agents are empowered with the information they need to provide enhanced customer service and resolve issues the first time a customer calls.

## Agent Forecasting

With a workforce scheduling solution, you can free your supervisors from the time-consuming task of manually configuring employee schedules and retrieving historical data for forecasting future call and contact volumes. This enables supervisors to more efficiently create schedules, communicate staffing and resourcing challenges and spend more time performing mission-critical functions such as coaching and mentoring agents. Staffing represents the largest single expense for a business, so optimizing your employee-to-call ratio is fundamental to efficient operations.



## Interactive Agent and Queue Control

With dynamic agent and queue control, you can provide an immediate response to changing call volumes and help ensure contact center resources are deployed efficiently at all times. Agents can quickly change their ACD states, resulting in improved service levels, and supervisors save time with scheduled queue control. You can also improve customer service by automating the opening and closing of queues based on real-time queue conditions. They can instantly change agent and queue availability to adjust to unplanned call volumes and ensure efficient service.



## Microsoft Lync-Based Agent Desktop

Mitel Ignite, a customized version of the Lync client, combines a rich ACD softphone, agent controls, enterprise presence and real-time information in the familiar Microsoft Lync client. Ignite is the core agent desktop interface to log in, view real-time statistics and manage customer interactions. Call control is natively delivered through the unified communications and Voice over IP architecture of the Microsoft Lync Server 2010/2013 platform. Ignite's deep integration extends Lync presence states to make them specific to contact center needs, ultimately driving first contact resolution.



