





# rostrvm with Skype for Business

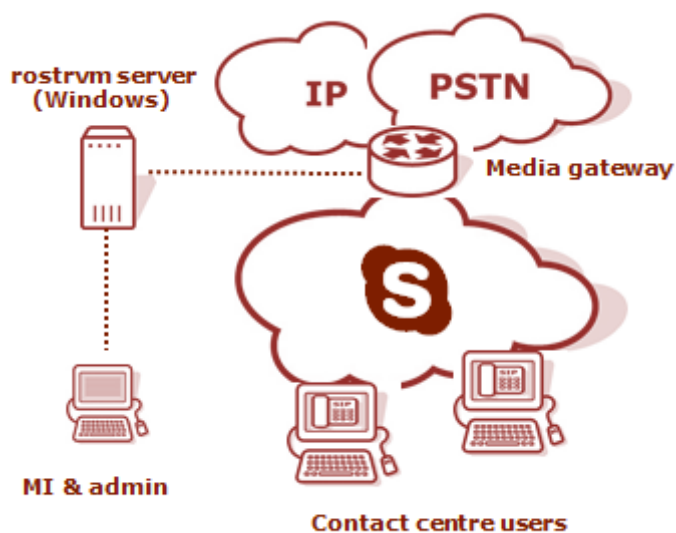
Skype for Business provides a powerful, unified communications platform connecting people across disparate locations and multiple media from their PC, phone, browser and tablets. It lets you collaborate with anyone, anywhere. The contact centre is a complex and structured business environment with specific operational and cultural needs and “Skype support” can mean many things. That’s why here at Rostrvm we ensure our Skype solution will match what you need to do. This might include:

-  Intelligent contact routing – delivering multichannel interactions to the right person or service.
-  Outbound contact management - maximising operational effectiveness with well-managed, proactive contact.
-  Streamlined desktop optimisation – fast access to pertinent information combined with process flows for consistency and compliance.
-  Recording & reporting – knowing what happened, when and what was said, with the business information you need to continuously improve.

The **rostrvm** system forms an integral part of IT and communications environments to deliver each contact centre’s specific functional services to the highest standards.

## How does it work?

It’s simple; **rostrvm** overlays the Skype for Business environment – and almost any other communications infrastructure – to deliver advanced customer service functionality.



Available on-site or in the cloud, **rostrvm** is quick and straightforward to deploy. We overlay your telephone and IT systems to leverage investment in existing technology and minimise operational risk.

**Structured** multichannel contact for your audience

**Drive** operational efficiencies and improve satisfaction rates

**Focus** your contact centre teams to get the outcomes you want

**Record** activity across contact channels

**Analyse** and report on transactions to support continuous improvement

**Integrate** with your existing IT systems and communication tools

**Comply** with guidance from Ofcom, ICO and other regulators

 01483 494 690

 enquiries@rostrvm.com

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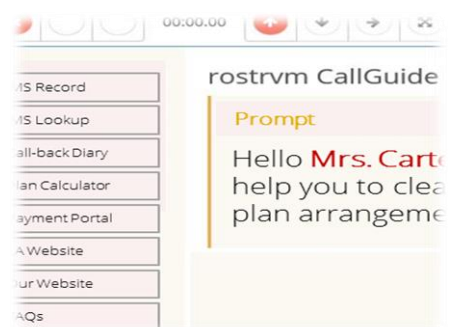
rostrvm gives your contact centre teams the tools to put appropriate communication strategies into practice, with the right levels of automation and control. You get the contact outcomes you want in the most efficient way for you and the most effective manner for your customers.

- Create multichannel contact processes using live calls, voice messaging, SMS and email.
- Meet your customers where they choose.
- Dramatically improve contact efficiency while remaining sensitive to your customers' needs.

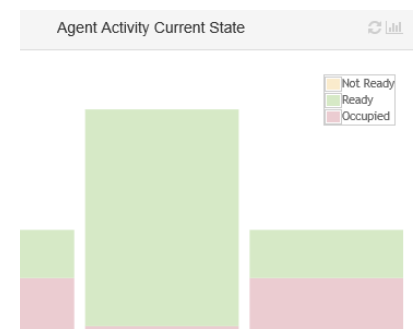
## CallDirector Scripts

Script	Description
<a href="#">Chat Routing</a>	Default Rostrvm Chat Handling
<a href="#">Email Routing</a>	Default Rostrvm Email Handling
<a href="#">Invex Inbound Routing</a>	Invex Inbound Routing

- Support your people in communicating consistently and effectively with **CallGuide** desktop optimisation.
- Present the guidance and information staff need to do the best job they can every time they talk to someone.
- Gather real-time information about operational performance and the business outcomes of every contact.



- See the results of your contact activity and processes with real-time dashboards and reports.
- Make performance visible at all levels with information presented in the most relevant and useful way.
- Comply with regulations, demonstrate best practice, record and report on every contact to continuously improve efficiency and effectiveness.



## FAQs

- **What experience does Rostrvm Solutions have with Skype for Business?** rostrvm is deployed alongside Microsoft communication infrastructures (Lync 2010, Lync 2013 and Skype for Business) for local authority and private sector customers.
- **Is rostrvm integrated with Active Directory?** Yes, rostrvm links with Active Directory to support single sign-on and administration.
- **Does rostrvm use Skype for Business 'presence'?** Yes, rostrvm detects users' availability in the Skype for Business environment and presents that availability to the contact centre user before transferring a call.
- **How can I find out more?** Talk to us - call or drop us a line to arrange a face-to-face meeting. We look forward to helping you with your questions.

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