## ADD MAXIMUM FUNCTIONALITY TO YOUR SOLUTION

ZYLINC FRONT DESK AND CONTACT CENTER WITH SKYPE FOR BUSINESS

Microsoft Skype for Business (SfB) provides strong features for businesses wanting to improve internal and external communication. In order to create a solid front desk or contact center and maximize the benefits of SfB, an application that utilizes the best features of the application is needed.

Zylinc offers an extensive solution that utilizes the strengths in the SfB platform with more functionalities such as function-rich switchboard- and contact center

clients both in desktop, web and mobile versions. Phone and mobile phone "line-state" can be displayed natively in the SfB client as well as advanced call flows for busy-on-busy and forward to voicemail.

The Zylinc solution is server-based and does not require any SfB client installation. It complements Skype for Business as a telephone system and can also be used with Zylinc Attendant Console, Contact Center, Service Center and Mobile Presence.
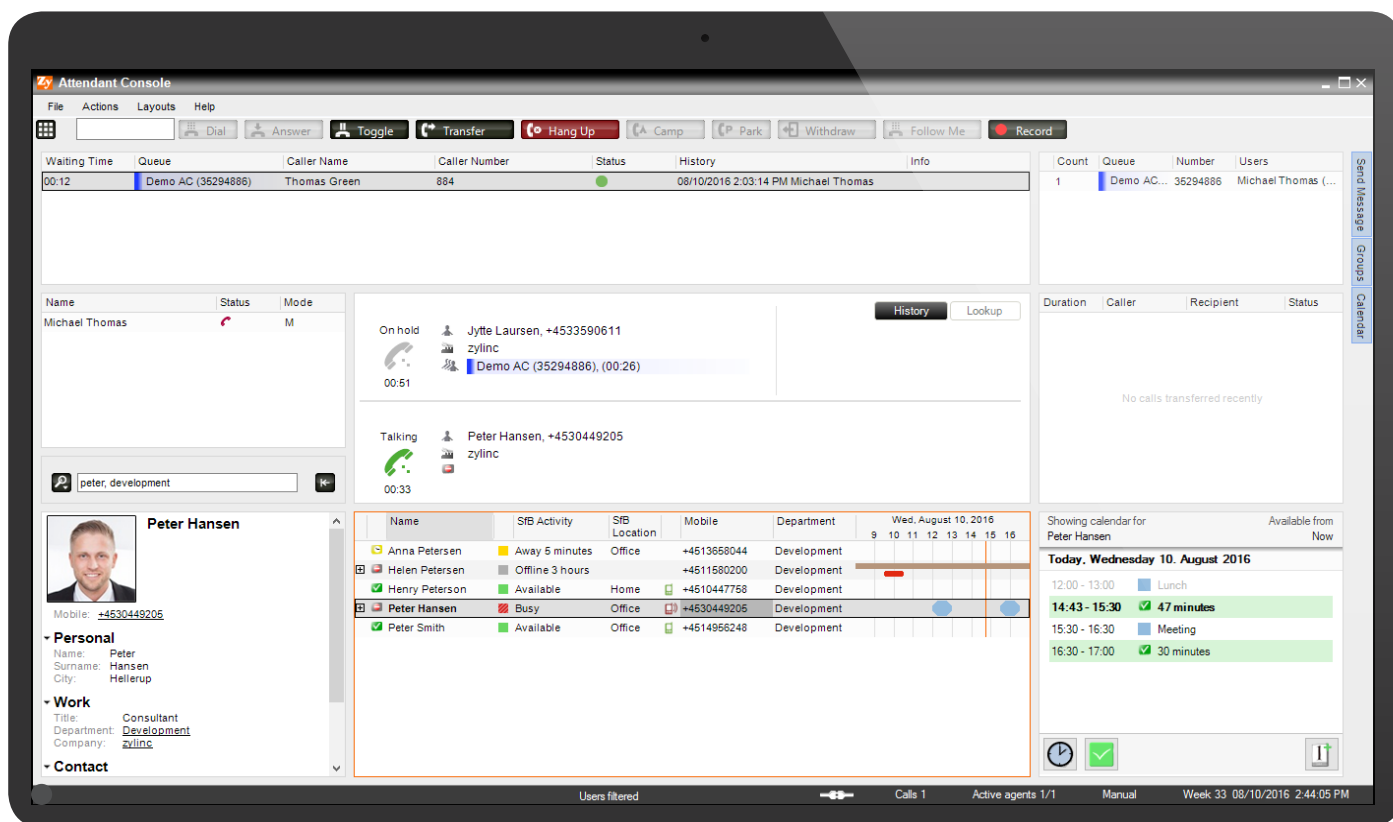
CROSS PLATFORM INTEGRATION

broadsoft

Skype for Business

CISCO

- Communication Manager
- Unified Presence & Jabber

GENERIC SIP

- Business Trunks
- Direct SIP
- Q-Sig or ISDN through SIP Gateway

CALENDAR INTEGRATION

- Microsoft Exchange
- IBM Lotus Notes
- Google Calendar

Contact us directly and learn more about how we can adjust our solutions to your company!

FACILITIES

Integrated SfB end-to-end voice and online solution for both switchboards and contact centers.

Unique SfB features like line-state, busy-on-busy and multiple channels integration.

Monitored call-handling gives receptionists full control over waiting, served, and returned calls.

Extended control enables receptionists to withdraw calls.

See status on the company's chat clients, soft phones, IP phones and cell phones.

Personal greetings that present the receptionists using their own recorded voice.

Opening hours based on calendars with several options on overflow and messages.

Integrating function rich contact center for voice, e-mail, text messages and instant messaging.

Real-time calendar updates and unique search features, enable the receptionist to search for individual employees and specific competences across the company. This enables the receptionist to find and transfer calls to the employee best suited to answer the customer's call.

A web-based statistics and reporting system, makes it easy to track status on call-handling and also fully optimize their internal resources.

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- **Desktop and mobile "Line-state"**

Line-state allows you to see clients´ status across applications. Whether they are chatting with someone on SfB or talking on their phone, their status in the Zylinc application will show that they are busy and specify "Mobile busy", "Phone busy" or "Cisco busy".

This can be displayed in the SfB client natively or in the Zylinc Attendant Console, Contact Center and Service Center.

- **Busy-on-busy call flow handling**

Busy-on-busy lets you set up intelligent forwarding for SfB. The solution handles calls to a busy user based on a configurable set of rules such as:

- Reject call
- Forward to number/voicemail
- Forward to Lync Client Other Number
- Follow Lync "No Answer" rule

- **Channels**

The Zylinc solution integrates multiple channels including realtime voice, chat as well as generic channels like social media and email.

All channels are distributed via the same set of rules.

Agents can mix all channels using the same client software and complex priorities.

- **Skype for Business with Zylinc Attendant Console**

The Zylinc Attendant Console is ideal as the main platform for front desk staff (Also available for mobile).

- **Skype for Business with Zylinc Web Time**

Zylinc Webtime is an internal "phone book" that lets all employees view contact and calendar details of their colleagues.

- **Skype for Business with Zylinc Contact Center and Service Center**

Designed for and by service agents accustomed to respond to contacts across multiple channels.

Agents can service customers quickly and efficiently giving them a positive experience, as they are serviced by the right person within the first call (Also available for mobile).

This is what out customers say...

"Skype for Business and Exchange Calendar integrates well and is easy to use with the Zylinc Attendant Console."

"The solution provides greater flexibility and is scalable to fit the daily administration".

Contact us directly and learn more about how we can adjust our solutions to your company!