

CC4Skype launches email routing feature to maximize agents efficiency

CC4Skype, the Dutch brand leader in Contact Center Solutions for Skype for Business, has released her new email features at GITEX (Dubai). With the addition of superior email features based on Exchange Web Services (EWS) the solution is the first in its field to handle and route email this extensively.

Details of the release

With CC4Skype the agents work on email in the same interface as they handle voice and other digital channels. This maximizes the agent's efficiency by enabling pivoting between interaction type, without switching between windows or applications.

CC4Skype routes incoming emails to the longest available agent with the highest skill level using the same powerful queueing and routing engine as used for incoming calls. When an agent is assigned to both call-end email queue's, call will have priority over email. When an email is offered, the agent has the choice to either reply (based on rich HTML), print, ignore (in which case the email is sent back to the queue) close or even blacklist the emails. The agent's efficiency is further enhanced with email templates for quick and repeatable responses. The administrator can define which file types and how many attachments are allowed, incoming and outgoing attachments are allowed. The software also provides an abundance of real-time and historical reporting such as the number of waiting and handled emails, the longest waiting email and the average waiting, handling or answer time.

About CC4Skype

CC4Skype offers customer care software for intuitive customer contact. The solution is completely developed for and integrated with Skype for Business. Simple in implementation as well as in use, not only for the customer contact branch but also for receptionists and operators. Professional real-time dashboards and historical reports are included. The client, supervisor, operator and administration interfaces are designed from the users' perspective. Because of the chosen development method, the customer care solution for Skype for Business is trustworthy and scalable.

Contact

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