

CC4Skype is the customer contact solution that is **natively integrated** with Skype for Business. Take Microsofts' UC Platform to the next level with our **intuitive and intelligent** solution for routing and handling customer interactions.

Simple, intuitive and web-based visual flow editor

CC4Skype offers you the possibility to select **different queues, IVR menus, routing paths and emergency circuits**. By means of the graphic flow builder you are able to quickly and easily build or change flows during opening hours as well. Also consider using **dynamic queue messaging** (there are 2, 3, 4 people waiting for you) or **event driven routing** (customize the routing path based on events).

Route calls:

- Based on skills
- Based on longest available agent

Queue setup:

- Opening hours
- Emergency routing
- Roles
- Music on hold

Overflow (internal and external)

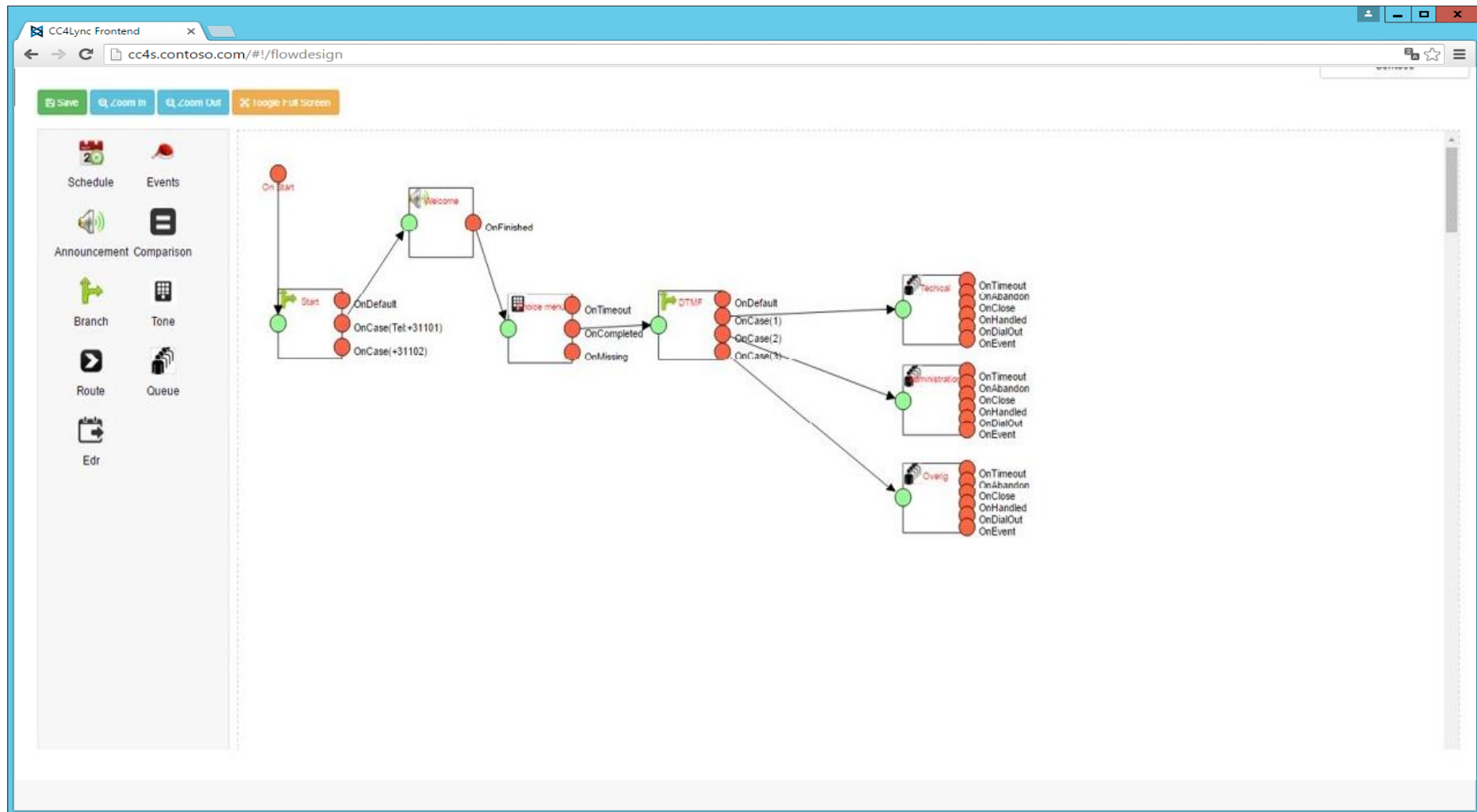
Call recording

Database script step (searching and writing)



Better Customer Service  One screen does it all  Work more efficiently

Visual Flow Editor



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