

# Vision 80/20 for Microsoft Lync

FOR PROFESSIONAL COMMUNICATION

## PRODUCT SHEET

Vision 80/20 complements the Microsoft Lync platform with features that raise the handling of incoming calls to a professional and efficient level. The functionality corresponds to our customers demands for high availability and a user-friendly interface in order to provide the best possible customer service.

## Product Suite Vision 80/20 for Lync

Vision 80/20 provides the requested Nordic functionality that complements and optimizes your Lync platform. Whether you choose to use the Lync platform for call control or simply utilize features like chat, presence, conferencing, video or desktop sharing, Vision 80/20 can help you. The following telephony features from Vision 80/20 can be added to the Lync platform:

- Vision 80/20 Presence and Availability Management (PAM)
- Vision 80/20 Attendant Client
- Vision 80/20 Line State
- Vision 80/20 Mobile Line State
- Vision 80/20 Contact Center
- Vision 80/20 Statistics
- Vision 80/20 Spoken Presence
- Vision 80/20 Voicemail
- Vision 80/20 AD Link
- Vision 80/20 Calendar Link
- Vision 80/20 Automatic Voice-controlled Operator

## Benefits

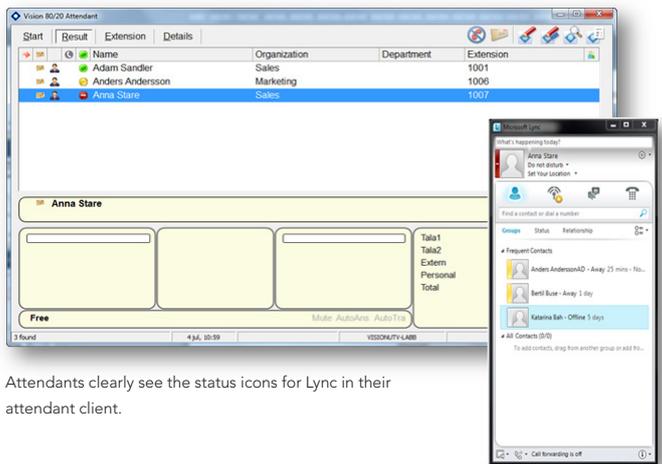
- Maintained functionality when choosing Lync
- Line state and mobile line state
- Professional handling of incoming calls
- Advanced attendant functionality
- Expanded queue functionality
- Reason for absence and time of return in Lync client
- Clear information to callers with Spoken Presence
- Statistics on calls and queues
- Contact Center

## Vision 80/20 Attendant - for professional attendants

Vision 80/20 Attendant Client allows operators and receptionists to quickly and easily manage a large number of incoming calls.

Efficient operators make for happy customers. Callers receive fast, correct answers and are quickly connected to the right person. Waiting times are eliminated and with Vision 80/20, operators have access to extra functionality and increased information:

- Advanced search with extensive selection freedom (department, title, search words, areas of competency, organization, etc.).
- Manages geographically disparate organizations.
- Progressive search function, search results appear as you type.
- Time-saving shortcuts that eliminate unnecessary clicking.
- When you add Vision 80/20 Attendant to Lync, you can queue incoming calls to a busy user.
- Queue management with extra features such as estimated waiting time, number in queue, queue prioritization and skill-based routing.
- See other attendants' login status.
- Place calls on hold with callback to the same operator.



Attendants clearly see the status icons for Lync in their attendant client.

- Queue-specific schedules.
- Returning calls to operators contain information about whether the call was connected back from voicemail, a busy extension, or no answer.
- Queue overview and ability to select calls from the queue.
- Free Seating, log in with any telephone. (Requires S)
- Attendant chat with users.

## Vision 80/20 PAM

The presence status in Lync informs your colleagues about your current status. However, it does not include important information about why you are not available and when you plan to return.

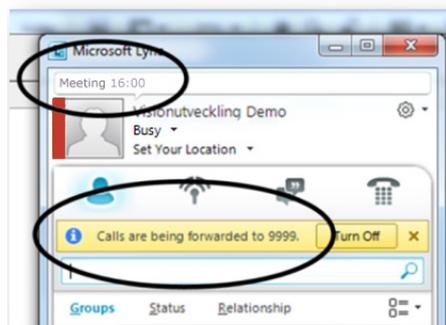
Our presence and availability management system fills in the gaps in information with detailed absence reasons and estimated return time. This is particularly useful for operators who are able to deliver more exact messages to callers.

There are several ways to set up rich presence in Vision 80/20:

- In the operator client
- Via the web-based user interface
- Mobile web
- Calendar integration
- Apps for iPhone and Android
- Voice controlled

Simply choose the method that works best for your organization.

A rich presence in Vision 80/20 is transferred to the Lync client with information about why the call is being diverted and estimated return time. The diversion will be visible to your colleagues in your free-text field. They will see the reason for the diversion and the exact time you plan to return.



Rich presence in Vision 80/20 is displayed in the Lync client with reason code and information about when the person will return.

We additionally offer another very useful feature: Select a desired presence status in Lync and let this generate rich presence in Vision 80/20. For example, the status "Be right back" in Lync can close a user's extension and reroute the call to spoken presence or the operator.

Many want to be able to provide callers with an automatic message instead of only voicemail and select the service spoken presence. If you have selected to connect your calls to spoken presence, this is displayed in the Lync client. Read more about this service below.

## Vision 80/20 Spoken Presence

A missed call can mean lost business. If you use Lync's standard settings, and your phone is busy, instead of giving a busy signal, the call is sent to your busy extension anyway. This can lead to long waiting times or even the customer hanging up.

Spoken Presence takes care of the call. The spoken presence explains to the caller why the call cannot be answered, such as "No Answer", "Busy", or an active rich presence.

Callers receive clear information about why you are unable to answer. In addition, you are offered to be connected to the operator or leave a message. Voicemail is included in the spoken presence service.

## Vision 80/20 Calendar Link

Calendar Link gives both attendants and users access to the organization's calendar activities in real time. A calendar booking can automatically set up a rich presence or close an extension. The integration ensures that no calls will be connected when you are busy, such as when you are in meetings. Calendar information is a very useful complement to the information the attendant already receives via the PAM system.

## Vision 80/20 AD Link

Improve the attendants' searches, simplify the management of personnel changes, save time and lower your administrative costs. Integrating Vision 80/20 with your Active Directory (AD) allows you to automatically create and update your user data in the Vision 80/20 PAM system. Built-in verification ensures the relevance and quality of the data. The result is error-free personnel information of the highest quality which is always the same in your AD as well as the Vision 80/20 PAM system.

You will not require any third-party product to update your user data as users themselves can suggest updates to their own information via the web-based user interface.

## Vision 80/20 Voicemail

We offer a complete and easy-to-use voicemail which provides a number of useful features. It can send notifications both via email and SMS. It can also send messages as a sound file attachment to your email. When you listen to your voicemail, you can call the person who left you a message back with the single push of a button. Voicemail is included in the service Vision 80/20 spoken presence.

## Vision 80/20 Line State

Lync line state is included in the Lync platform. In a hybrid solution where you have chosen to retain the existing PBX, there is often no connection between Lync and the status on your PBX extension.

With Vision 80/20 line state, the attendant and your colleagues can easily see when you are busy in a call whether you are using Lync or your PBX extension. This saves time and unnecessary connecting of calls. The attendant can give callers exact information, or place the call on hold on an extension.

With the service line state, presence status is changed to "in a call" in both Lync as well as the attendants' and users' Vision 80/20 interface when a call is answered. (Requires that your PBX supports line state.)

## Vision 80/20 Mobile Line State

With the mobile line state service, the status in Lync is updated to "in mobile call" when a user is talking on their mobile telephone. We offer mobile line state to all companies with a Lync platform with presence integration. You don't even need to work in Vision 80/20.

To take advantage of this service, your mobile operator must support mobile line state. The following operators currently offer mobile line state: TDC in the Nordic countries, Cirque and Telenor in Denmark, Telenor Profnett and Telenor Mobilt BedriftsNett in Norway.



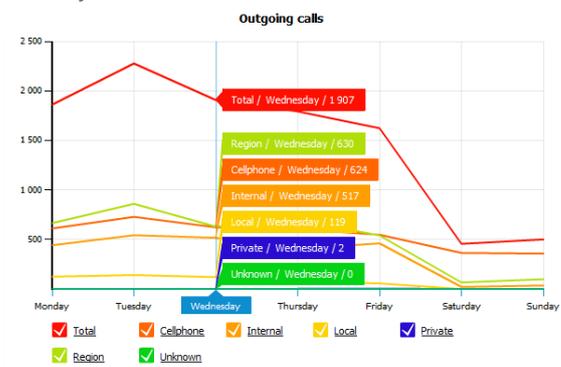
## Vision 80/20 Contact Center

If you're entering the world of Microsoft Lync, you will have continued access to an advanced and affordable Contact Center. Vision 80/20 Contact Center is web-based and works with all telephones including Lync. IVR menus, advanced queue functionality, recording and powerful statistics make it the perfect solution for companies with groups of agents. Vision 80/20 Contact Center also supports companies with an explicit UC strategy and handles media blending of calls, chat, SMS and email.

## Vision 80/20 Statistics

If you have made the transition to Microsoft Lync and would like to continue following up and ensuring high quality of your communications, then this service is for you. With Vision 80/20 Statistics you can get control over the flow and amount of calls in the Lync platform. The system is web-based and offers the following:

- Flexibility in filtering and grouping
- Scheduled reports (Excel and PDF)
- Simple export to Excel, PDF or CSV file
- Deduction at the raw data level
- Many other useful features



## Vision 80/20 Auto Attendant

The automatic voice-controlled operator, Vision 80/20 Auto Attendant performs the most common operator duties. The market's best voice-controlled attendant can connect calls to a person or department and perform other functions such as read spoken presence messages. The advantages of an automated service are many: it is always available, all calls are answered, answer times are shorter, and there is a greater call capacity as well as a good deal of savings. The automatic voice-controlled operator improves service to customers, suppliers and partners as well as increasing the employees' personal efficiency.

## About Enhouse Interactive

Enhouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enhouse Interactive's integrated suite of solutions includes multi-channel contact centre with integrated attendant clients, rich presence management, self-service, visit management, statistics and billing. These solutions enable organisations to classify and respond to customers in the way they want: quickly, efficiently and successfully, with minimal effort.



## Hybrid Solution with SIP Connection

Microsoft Lync can function as a complement to your PBX in something known as a hybrid solution. With hybrid solutions, we recommend a SIP integration. Our customers can take advantage of the fact that we have performed thousands of SIP installations and are certified with the most common Nordic PBXs.

Vision 80/20 adds important functionality, you will have a more uniform experience with all functionality being in the same PBX.

## Technical Documentation

For detailed information about the technical conditions that apply to your chosen solution, we refer you to the Vision 80/20 functionality per PBX Matrix and System and Connection requirement document.