



Empower your Agents with SENSIPLE'S
UNIFIED CUSTOMER EXPERIENCE PLATFORM

for Better Customer Service



Extend your Skype for Business as ONE enterprise collaboration and service solution for employees, customers and prospects.

Improve your Skype for Business ROI with chatbots for 

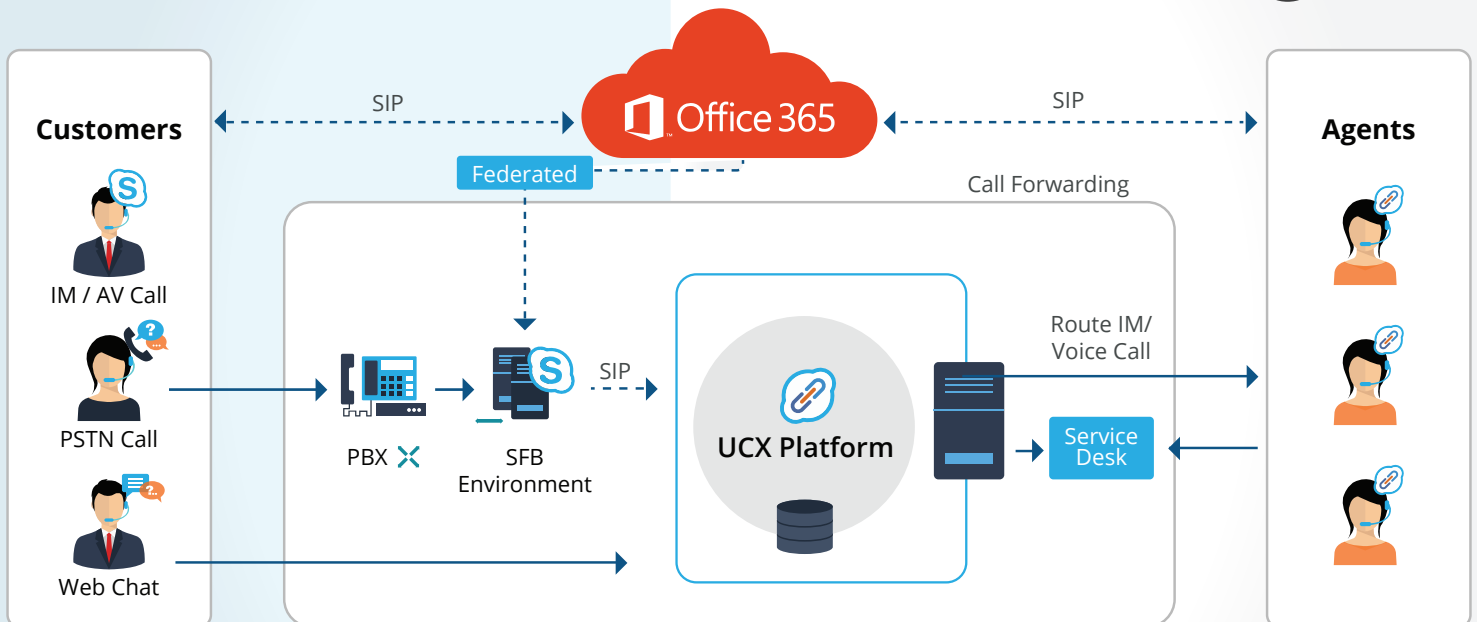
- » Customer Support
- » Employee service desk support
- » Chat based online customer acquisition (web chat plug in for websites)

Increase in FCR 
(First Call Resolution)

- » Employee support experience improvement
- » Agent productivity improvement
- » Improvement incident resolution time



120+ Language Localization 



Connect your Business eco-system for better customer engagement and service.

FEATURES

Agent Specific Chat Features

- › Canned Agent Messages
- › Automatic after chat update
- › 360 degree view of the Customer
- › Context based support
- › Ability to accept or reject chats
- › Agent conferencing option
- › File sharing

Chat

- › Multi-level chat queues
- › Agent availability based routing
- › Bot based support
- › Customizable agent & user notifications
- › Web chat widgets
- › Cognitive Services

Portal Features

- › Agent Productivity Review dashboards
- › Bot based metrics dashboard
- › Agent, Queue & Operational Hours Configuration
- › Queue, agent and call session report

Voice

- › Incoming call screen pop-up
- › BOT specific IVR creation
- › Call Recording
- › Automatic caller identification Call controls

End user experience

- › Visual menu for agent group selection
- › Co-browsing
- › File share option

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Our product works both with
Skype for Business on premise and O365 cloud versions

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Minimize Call Handling Time



All user information is presented in a contextual interface, enabling an agent to provide better customer support call experience.

Improve Agent Productivity



Boost agent morale with minimizing toggling time between tools, manual ticket look up and re-enter customer interaction information.

About Sensiple

Sensiple is an IT services and product company established in 1999 and headquartered in New Jersey with presence in North America, APAC and EMEA markets. Our expertise in contact center, speech recognition, and personal verification and Microsoft technologies has resulted in the inception of Sensiple's UCX. UCX is a platform built on Skype for business that enables any organization to enhance agent and customer experience for enterprise support centers.

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