LUCS

OPTIMIZE YOUR
CUSTOMER SERVICE

Contact center solution fully integrated with Skype for Business or Lync.
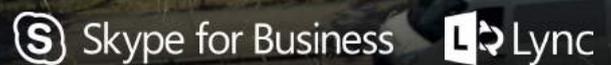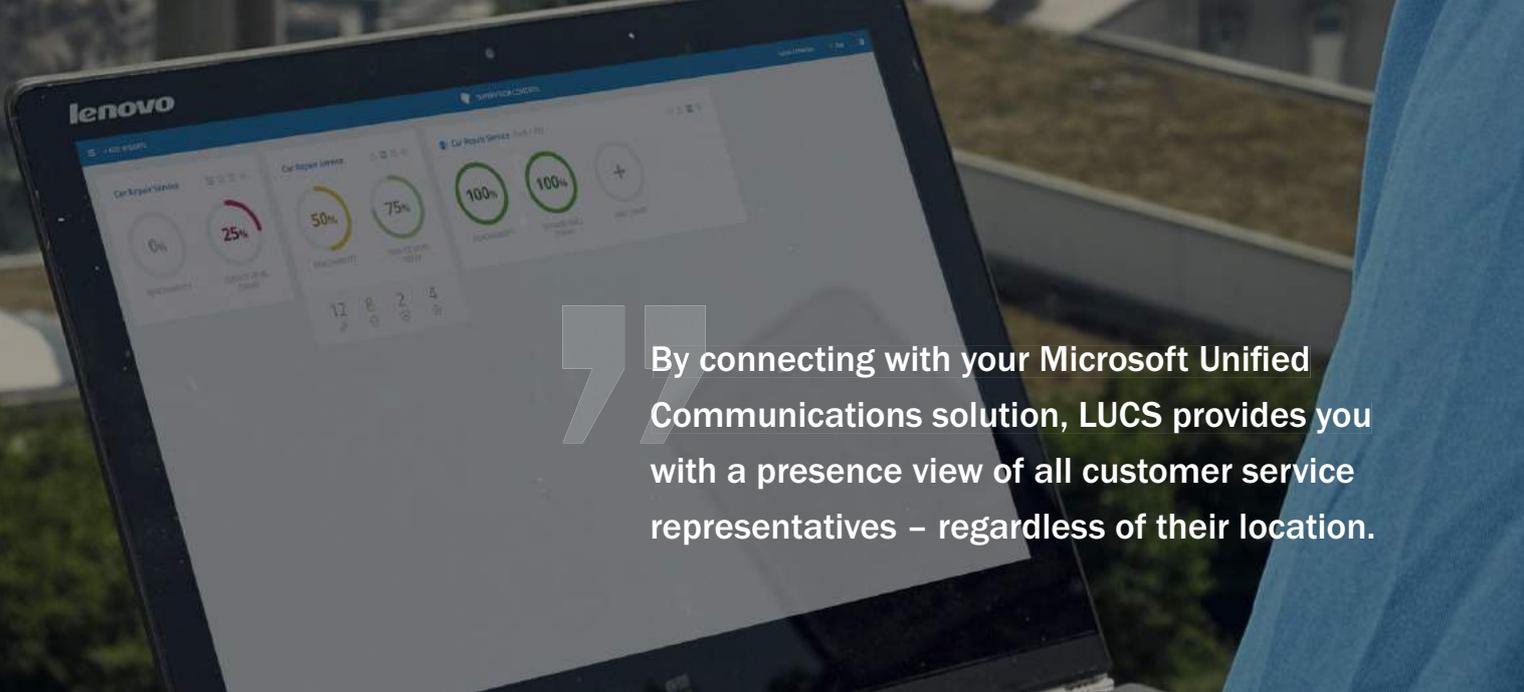
Luware
SWISS AND SIMPLE

Skype for Business   Lync

INTRODUCTION

WHAT IS LUCS?

Digitization and globalization have increased the customers' demands for experiencing customized and integrated customer services. Developments in technology take giant leaps and corporations need to remain adaptable.

You should thus opt for a Customer Service Center that adapts to the customer requirements while offering flexible scalability and cost-effective upgradability to allow for global usage. LUCS Lean Unified Customer Services is an ideal solution for implementing efficient, modern customer services.

LUCS is integrated natively into Skype for Business, covering all communication options such as chat, voice, video, e-mail and social media. Owing to the integration with Skype for Business no additional complex and costly infrastructure is required.

✓ Take advantage of the benefits of using Unified Communications for interacting with your customers (presence status, IM, voice, desktop sharing)

✓ Efficient implementation with minimum training efforts for your staff thanks to the native integration with Skype for Business

✓ Benefit from early customer identification by interconnecting CRM / ERP systems or receiving customer input via DTMF

FEATURES
WHAT IS LUCS CAPABLE OF?

- Graphical configuration of the process-oriented workflows (communication control) via drag & drop

- Priority-based routing with time-controlled extensions

- Policy-based distribution and skill-based routing

- Preferred agent routing using customer identification (tel. no. or SIP address)

- Last agent routing (also for e-mail and chat)

- Silent listening, whispering and barge-in functionalities for supervisors

- SQL reporting services, Excel and Power Pivot provide comprehensive reporting features and constitute the basis for integration with business intelligence solutions

- HTML5-based real-time reporting with dashboards offering a wide range of customizable widgets for agents and supervisors

- High availability and load-balancing thanks to its redundant design

- Flexible opening hours and standby service with simple configurability via Outlook calendar

- Database-based routing: customers are routed to the correct queue based on originator identification or key input

- The integration of a recording feature allows for searches and playback within the supervisor dashboard
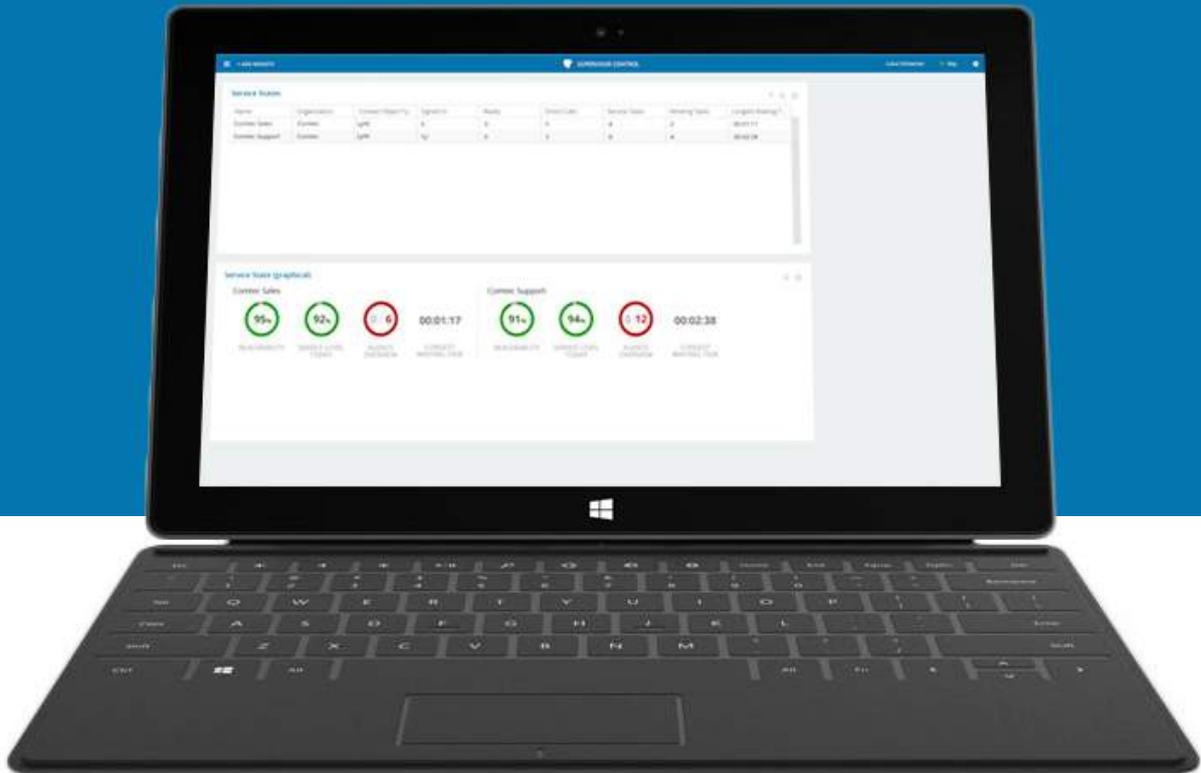
Interactive Voice Response (IVR) for selection options, e.g. voice dialing, with support for audio files, text to speech and IM

SCOM packages are available to achieve automated service monitoring

Office365 can be integrated for setting the opening hours and for voice mail linking

Provision of the AgentAssistant tool for agents, allowing for easy use of the LUCS services

✔ Making available freely configurable absence reasons for the agents via the AgentAssistant tool. Customized statuses from the Skype for Business client can be linked with ‚Not Ready Reasons'

✔ RONA (Redirect On No Answer). If agents do not respond to a call, their status is set automatically to „not ready/absent". The caller will then be routed to the next free agent or the call queue

✔ Automatic retargeting to prevent direct calls to agents and reroute calls to the corresponding service

INTEGRATION

INTEGRATION IN OTHER LUWARE PRODUCTS

TeamManager

The interaction with TeamManager allows expert teams to be set up for forwarding specific requests to, which can be reached on the basis of the Lync/Skype availability status. It is also possible to implement an overflow to available teams in order to reduce the workload within the contact center when required.

RTC Launcher

RTC Launcher integrates web interactions directly into the contact center. Voice, video and co-browsing are available apart from the chat feature. This integration allows agents to answer all of the web enquiries within their Skype for Business client, while they can change the channel at any time.

LURec

LURec records all channels such as chat, video, voice and desktop sharing for reasons of quality assurance.

WE ARE
LUWARE

Luware is a leading provider of customized service platforms based on Microsoft Unified Communications (UC) technologies. The portfolio includes solutions for contact centers, team-ACD or single-user workstations for the following channels: Chat, Voice, Video, Mail, Social Media and Co-Browsing. Thanks to latest technologies such as WebRTC, CRM integrations, recording solutions and other add-ons, Luware offers the full range of all additional functions for Skype for Business and Lync.

The experience and expertise include business processes in customer service, Microsoft UC technology, product development, project management and software engineering.

Our products impress with Swiss quality, are extensive in possibilities and are simple and intuitive in use.

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