



CC4Skype



BIZSKYPE



**perspectief** maakt beter

## Improvement is in their DNA

Perspectief's availability is improved thru the use of Skype for Business with BizSkype & CC4Skype

# Improved availability with the use of Skype for Business with BizSkype & CC4Skype for Perspectief.

Upon entering the Perspectief offices, it is instantly noticeable; this is not an average occupational health care office. The offices are nicely decorated; the glass walls, the artwork and use of colors give it an overall pleasant feeling. After a more than warm welcome from the reception, my initial feeling is confirmed; people really love to work here.

## **Improvement is in their DNA**

Constantly alert, intent on finding ways to improve is truly in their blood. To develop and improve is what they live and breath, for their customers as well as for themselves.

*"Organizations with a strong focus on development, who employ people that are healthy and love working there and with enough confidence for trial and error, create movement. A movement towards the internal health of the company and the people that it employs". Andre Wijnholds, IT Manager, Perspectief*

Perspectief currently employs 250 people, divided among multiple offices across the Netherlands. Their main objective is to improve the health of employees and their organizations. Perspectief equals absence prevention, job mobility but most of all, workforce sustainability. They deploy qualified and certified staff, contemporary tools, and with the use of their innovative, self-developed absence registration tool, it can help to better your organization as well.

## **Scalable telephone solutions for strong growth**

Innovate, improve, and develop; are values Andre chose for his company. So he searched for the best possible solution with ORdigiNAL and found the best fit in a combination of BizSkype and Cc4Skype.

There was on general principle to guide them; no desktop phones. No longer do they belong in the offices of innovative businesses. The solution needs to be scalable, to suit the demands of a fast-growing company, it needs to deliver improvement in all areas.

## A cloud solution is the chosen strategy

The traditional PABX is gone; it can no longer keep up with demands innovative businesses have for a communication platform nowadays. Important values are upgrading the availability and accessibility overview, simplifying management while simultaneously reducing costs, but most of all, improving user-friendliness, flexibility, and customer satisfaction.

This is why Perspectief made a strategic choice by choosing a cloud solution. The combination of BizSkype & CC4Skype make this possible; all the advantages of a cloud solution and all the functionalities of a full Omni-Channel Contact Center solution.

The API also played an important role in decision making. This is why CC4Skype made their API available to Perspective's development team. They developed their own, highly innovative absence and performance management tool; CAMAS. Because it's flawlessly connected to CC4Skype, CAMAS data shows in the same interface.

## The reception and helpdesk

The starting point of hundreds of phone calls every day and the most crucial entrance for all companies is the reception hence the reason why they needed to have an essential voice in the decision-making process. Crucial for choosing the right solution are much-needed telephony, and reception features, as they lacked in the previous solution.

With CC4Skype, the receptionists currently have accurate insights in the availability and accessibility of consultants. The era in which numerous calendars needed to be opened to view availability before transferring calls are over.

*“We now have an accurate and clear view of available consultants at our disposal, enabling us to transfer calls quick and correctly. It not only lowered our workload and enhanced job satisfaction; at the same time customer satisfaction has risen, people generally spend less time waiting and are transferred to the right person, first time right.”*

Chantal van den Berg, Coördinator Receptie, Perspectief

Knowing how many phone calls the help desk receives daily, the duration of these calls, and which employee gets the most calls, etc, made their workload visible.

And even though Perspectief does not work productivity driven, it is vital to have these insights. A structured Call Flow and the implementation of Skilled Based Routing enabled qualifying calls to 1st, 2nd and 3rd line support questions and divided these calls in different queue's. This helped lower pressure tremendously and increased employee satisfaction.

### **No pinball machine**

The receptionists and help desk employees are in full agreement; the interface is intuitive and gives a clear view. *"CC4Skype clearly put a lot of thought into layout and use of color; we use this screen the entire day without issues."*

Another great concomitant is the ability to work anywhere they choose, something exclusively available to consultants.

## **About Skype for Business**

Microsoft Skype for Business offers basic call functionality, and it relies on certified technology partners like CC4Skype to enhance that functionality. Enhancing Skype for Business functionality is a must for companies that want to create a better customer experience. Once a customer uses Microsoft Skype for Business, they will be looking for a solution that makes the routing and management of all channels to the right person much easier. CC4Skype offers an Omni Channel solution from a simple attendant console to a full-fledged Multi-Media Contact Center.

## **About CC4Skype**

CC4Skype offers a natively integrated Omni Channel Contact Center solution. Through the native integration, CC4Skype provides a fully blended customer experience and allows the customers to reap the benefits both in functionality and total cost of ownership that is unparalleled in the industry. As a certified Skype for a Business partner of Microsoft, CC4Skype has invested and continues to invest heavily in the partnership with Microsoft to ensure we are aligned with their products, vision, and partner distribution models.

## **About ORdigiNAL**

ORdigiNAL wants to offer digital solutions to her customers in a unique way. They want to deliver the best possible service to their customers by personal contact. ORdigiNAL distributees actively on the Benelux market with BizSkype and offer organizations multi-tenant Skype for Business telephony solutions from the cloud.



  
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