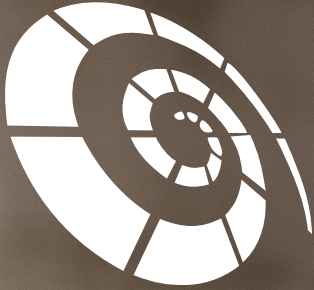




embedded online  
communication



Connecsy | Enterprise™

# Pridis Connecsy Enterprise

Connect  
Collaborate  
Innovate

[pridis.com](https://pridis.com)





**Connecsy | Enterprise™**

# **Pridis** **Connecsy** **Enterprise**

**The efficient and  
professional answer  
to your accessibility  
challenges**

**Whether your business is large or small, efficient communication is always a challenge. Companies are being increasingly confronted with different types of contact channels. So how personal and efficient is contact with your customers? And how accessible are your employees?**

## **CONNESY ENTERPRISE: THE SOLUTION**

In order to do business efficiently, you want to be able to guarantee a fast response to customer queries. The modern Connecsy | Enterprise™ operator console not only makes it easy for your employees to answer and forward telephone calls, it also helps them to handle contact with customers very professionally thanks to the additional customer information it provides. Connecsy users can view all the necessary availability and accessibility information at a glance, without having to switch between screens. Receptionists can use chat, mail and paging options to pass on call information to individuals or groups in the organisation. Improve your communication and your business performances and increase customer satisfaction.

## **TAILOR-MADE AND FLEXIBLE CONFIGURATION**

The design of the operator console is based on the needs of our existing customers. Pridis has been developing and supplying operator consoles for over 15 years. The Connecsy Enterprise is the result of very close cooperation between users, such as receptionists, and our developers with their knowledge of modern communication capabilities. Users of the operator console can themselves decide whether and how many queues are displayed, how

much out-of-office information about employees can be displayed, or for incoming calls, how much relevant customer information is shown on the screen. Colleagues may require more or less information on the screen or other colour settings for the components used, and they can define these themselves. In the user profiles, all the settings can be designed specifically for each individual user.



## **EFFICIENT**

Connecsy Enterprise makes employees accessible, no matter how mobile they are. For an extra personal approach, the user can quickly search (Find-As-You-Type) for internal and external contacts using extra information such as memos, public and private information, local numbers and availability on different platforms. This gives the telephonist immediate access to information about the current out-of-office status of all employees.

### **What are the benefits?**

- Easy call answering, hold and transfer
- View calls waiting in queue and history
- Role based functions and screen layout
- Integrated chat, autoreplies and templates
- WhatsApp Business customer chat channel
- Send email using email templates
- View 'Presence' and schedules in one glance
- Resizable 'Favorite' contacts panel
- Intelligent caller phonelist lookup
- Search while you type
- Internal & external contacts
- External directory integration
- Braille support



Handy shortcuts on the keyboard means that mouse movements are no longer necessary for common functions and calls on hold can be given priority by answering them first.

### MULTI-CHANNEL

On the same working screen used to handle incoming and outgoing calls, emails can be sent (Microsoft Exchange) and users can chat. In the unlikely event that nobody is available to speak to the customer, with just one click the operator can send an email, chat or call-back message with the name, number and time for a call-back request. Together with users, Pridis has already integrated a number of templates for mail and chat messages for rapid responses.

### VIP: THE BENEFIT FOR THE CUSTOMER

Number recognition and links to memos based on earlier contact means that your customers benefit from more personal contact. The customer never has to wait for long thanks to the option for different queues and for preferential treatment, where the telephonist decides which call will be handled next (VIP) and will be announced with or without an introduction.

### CONNESCY ENTERPRISE FOR AVAYA

The design of Connescy | Enterprise™ is based on the philosophy that the console makes an important contribution towards communication optimization, regardless of the size of the business that is using it and the platform on which your software is installed. The Pridis operator console links up seamlessly with your business processes. For example, Pridis integrates your platform

with your list of favourites and out-of-office information. And with Outlook as an integral component in the operator console. Pridis has already realised successful connections with numerous platforms, such as Avaya, Unify, Mitel, Nortel, Microsoft Teams, etc.

### Solution benefits

- Make operators more efficient and satisfied
- User friendly interface
- Manage the queues in realtime
- Chat with customers and colleagues
- One glance presence from multiple sources and colleague availability
- Easy call handling between multiple locations
- Use the existing telephony infrastructure
- One solution that supports multiple UC platforms
- Cloud or on-premise implementations

## KEY FEATURES & BENEFITS

### QUEUE MANAGEMENT

- Number of queues
- Workflow / skill management
- Availability based on calendar settings

### QUEUE PARAMETERS ROUTING / OVERFLOW

- Based on number
- Longest waiting
- Rerouting by closing queue
- Open and closing time

### MESSAGING

- Skill based chat routing
- Send attachments
- Message history

### PRODUCTIVITY

- Colleagues calendar
- Make and send notes
- Easy transfers
- Favorites/VIP's
- Multiple presence sources

### ANALYTICS

- Historical call statistics
- Real time presentations

### CALL DISTRIBUTION

- Round Robin
- Random
- Manually queue picking
- Waiting time based
- Voice logging

## ADD-ONS

### VOICELOGGING

Automatically record both sides of the conversations.

### BRILLE

Add vocal and braille control for visual impaired attendants.

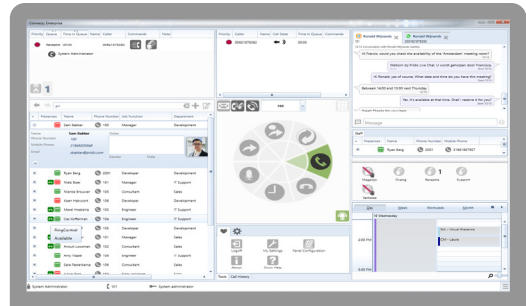
### ACTIVE DIRECTORY CONNECTOR

Keep your phonebook up to date with your Teams directory.

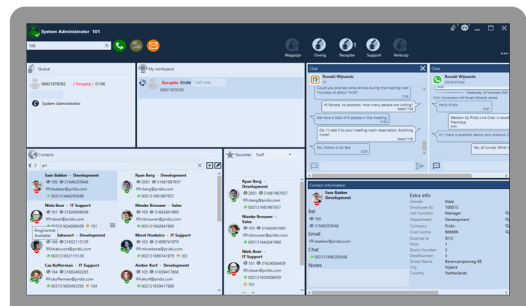
### MESSAGING

Add a chat channel for your customers and route chats towards backoffice employees.

## BOTH USER INTERFACES ARE AVAILABLE FOR YOUR CHOICE



GUI: Ronda



GUI: Tila

"The Connecsy Enterprise is great to work with because I myself can decide which information I want to display. So it's easy on the eye as well as handy for quickly forwarding calls from customers."

Get in touch to get a free demonstration of our Connecsy | Enterprise™ operator console.



**Pridis**

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