

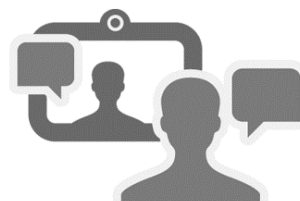
TTIS - Skype for Business Integrator



Connecting your workforce, speeding up resolution

The Skype for Business Platform Connector allows you to take advantage of the powerful collaboration functionality in Skype for Business right from the home screen of your Service Desk or Enterprise Application.

MEETING THE DEMANDS
OF THE TECH-SAVVY
WORKFORCE



Business Benefits

- ✓ Connecting the business user to your support teams with ease
- ✓ Speeding up resolutions times by engaging instantly to help resolve issues
- ✓ Start a chat or remote session from within your service desk application
- ✓ Initiate an incident or change from a chat session
- ✓ Handoff conversations in Skype for Business as part of the Incident process
- ✓ No more time wasting copy and paste.
- ✓ Dial a customer using Skype for Business directly from your service desk application

POWERFUL THINKING. REAL SOLUTIONS.

Tel: +27 (0)31 832 4505 | Email: sales@thinktanks.co.za | Web: www.thinktanks.co.za

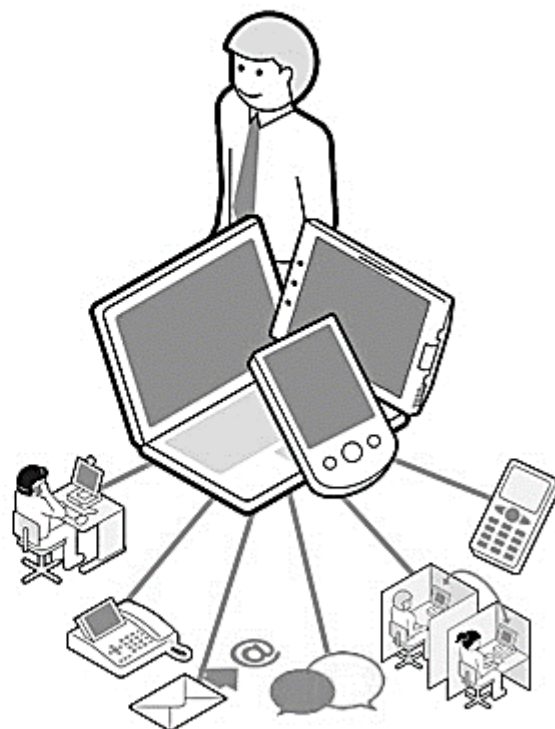
Why Integrate?

In a customer centric economy our ability to deliver consistent service on time every time is key to the business success. Providing productivity and collaboration tool to the people that make this happen is a core part of their ability to deliver these services.

before...
multiple services and separate applications



after...
with Business Together: a single application



Why Think Tank Software Solutions?

We know that providing reliable and available IT platforms for your business has its challenges and if you are the person responsible for keeping these systems and customers happy it's not an easy job!

At Think Tank we exist to help you deliver exceptional customer service and are **driven by the goal of making every day business transactions easier for your customers**. Our Professional Services and Development team work hand in hand with you to unlock another happy customer.

Find out why some of South Africa's biggest companies trust us to help them improve their service delivery.

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