RDP IT SERVICES PARTNERS CC4SKYPE TO OFFER OMNI-CHANNEL SKYPE FOR BUSINESS CONTACT CENTER SOLUTION

RDP IT Services, the Australian IT Support provider who is all about fast, friendly and efficient IT Support Services teamed up with the Netherlands-based provider of an intuitive Skype for Business Contact Center Solution.

Details of the release

CC4Skype is a full-fledged Omni-Channel Contact Center Solution that has been developed for and integrated with Skype for Business. Its Skype for Business environment unites agent and customer communication to provide a comprehensive solution for all customer interactions. Certified by Microsoft, CC4Skype can integrate with a variety of applications to get the most out of Skype for Business and is deployed in Customer Contact Centers across many countries.

The new partnership proved to be successful within the first month after signing the partnership agreement.

CC4Skype's Omni-Channel Contact Center Solution was first offered to Tomra, the Australian recycling and waste management company, who was urgently looking for a Skype for Business platform. The challenge lay in the fact that Tomra needed to select, implement and use this Skype for Business platform very quickly.

The combination of RDP IT Services' fast and efficient support combined with CC4Skypes proven technology and ability to implement remotely, made this a challenge perfectly fitted for both RDP IT Services and CC4Skype.

In just two weeks after the initial telephone contact, CC4Skype has was implemented fully functional for Tomra.

CC4Skype's Contact Center Solution enables customer interaction via telephone, email, web chat and Social Media platforms. Also, it incorporates extensive customer interaction reporting tools and can be integrated with CRM and Unified Communications (UC) applications.

"The significance of this announcement, says Gerry de Graaf, Global Partner Leader at CC4Skype, is that we were able to combine the strengths of both RDP IT Services and CC4Skype to successfully implement our Contact Center Solution, based on Skype for Business for Tomra.

It was a fantastic challenge, right up our alley, and so we are delighted to announce our first Australian partner as well as our first Australian customer. Making this the best first project we could wish for, entering the Australian market. It demonstrates the dedication we have for each and every one of our customers".

"This is also very exciting news for RDP IT says Rob Delli Priscoli, founder, and owner of RDP IT Services. We are the first Australian company that expands their portfolio with CC4Skype. Many of our customers are in need for additional functionality on top of Skype for Business, particularly in the Contact Center domain. With CC4Skype we can provide a solid solution that answers the market's demand. "

About RDP-IT Services

RDP IT Services first started operating on the 2015 and steadily grows, increasing its footprint across Australian and New Zealand market. RDP IT Services offers IT Solutions and provides clients with a Single Point of Contact for all IT needs including Recruitment. Known for speedy response times and ability to quickly find solutions. The companies exceptional employees all believe in delivering high-value customer service and solutions which are suitable for client's needs

About CC4Skype

CC4Skype offers customer care software for intuitive customer contact. The solution is completely developed for and integrated with Skype for Business. Simple in implementation as well as in use, not only for the customer contact branch but also for receptionists and operators. Professional real-time dashboards and historical reports are included. The client, supervisor, operator and administration interfaces are designed from the users' perspective. Because of the chosen development method, the customer care solution for Skype for Business is trustworthy and scalable.

Contact

RDP-IT Contact
Rob Delli Priscoli
Head of Customer Experience and Operations
T: +61 1300 78 60 77
E: *rdelli@rdpit.com.au*

CC4Skype Contact
Willeke Hellenthal
Global Marketing Manager
T: +31 88 268 0707
E: *willeke.hellenthal@cc4skype.com*