Integrating LANDesk® Service Desk with Compatible Telephony Systems

LANDesk® Computer Telephony Integration
Move from Reactive Call Management to Proactive Call Management

LANDesk® Computer Telephony Integration software provides an integration between LANDesk® Service Desk and compatible telephony systems. It enables analysts or customer service agents to identify the caller before answering the phone, perform actions while on the phone, or initiate outbound phone calls directly from existing incidents, requests, problems, or changes.

Making relevant case and customer information immediately available to an analyst or customer service agent upon engaging in an inbound or outbound telephone interaction increases call handling speed, accuracy, and quality, and improves customer service and satisfaction.

Analysts and customer service agents spend considerable time receiving calls, recording the details, and then dealing with the actions that arise from those calls. Traditionally, they must answer the phone, determine who is calling and what is required, and then carry out those actions (such as registering an incident or case or providing feedback on a previously logged issue, complaint, or request). These tasks often require the analyst or agent to look up facts reactively and run queries based on information provided by the caller—activities that typically extend customer waiting time and call duration.

Save Time, Reduce Costs and Boost Productivity

The range of LANDesk Computer Telephony Integration functions reduces the time taken for each of these stages, decreasing the total time taken to deal with each incoming call, helping analysts, agents, and customers save time.

When an incoming call occurs, the caller's details are displayed in LANDesk Service Desk and the analyst or agent is presented with a range of actions to choose from. LANDesk Computer Telephony Integration seamlessly handles situations where there are multiple matching caller details for the incoming number and gives analysts or agents full control over when and how they accept the incoming call. Calls can be answered quickly and easily by clicking the on-screen menu, and once the caller's requirements have been fully established, the analyst or agent can select any relevant action from the configured list.

For example, an analyst or agent could raise a new incident or call that would be automatically populated with the caller's details, run a query listing the caller's outstanding cases or requests, or put the caller on hold and transfer them to a different analyst or agent. This is particularly useful for organizations operating a 'triage' method of call handling.

Proactive Call Management

Analysts and agents must often initiate a telephone call to customers or end users. Using LANDesk Computer Telephony Integration, telephone calls can be made directly from the customer or end user record by simply clicking on the contact's telephone field. The customer or end user information is displayed on screen while the analyst or agent completes the call and carries out any associated activities. The call can be placed on hold if required and call details and actions can be updated quickly and easily via the same screen.
As with incoming calls, the computer screen and headset are the only tools the analyst or agent needs to carry out tasks efficiently while simultaneously improving customer satisfaction through providing a prompt service and having all relevant and required information immediately available on screen.

**Information Analysis**

Service desks are under increasing pressure to provide high-quality support as well as quantitative evidence of the volume of work being undertaken and performance against pre-defined targets such as Service Level Agreements (SLAs). LANDesk Computer Telephony Integration works seamlessly within LANDesk Service Desk to capture relevant information and facilitate the blending of other data, such as that provided by the telephony system, to produce detailed statistical analysis. This enables all user levels, from analyst or agent to departmental and executive managers, to measure progress against Key Performance Indicators (KPIs) through standard management information and graphical reporting tools.

**Technical and Compatibility Information**

LANDesk Computer Telephony Integration is compatible with a range of telephony systems supporting TAPI or TSAPI/CSTA protocol, from a variety of vendors including Alcatel, Avaya, Cisco, Mitel, Nortel, Panasonic, Siemens, Swyx, and Toshiba.

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**Key Benefits**

- **Reduce Costs** – Faster call handling enables analysts to handle higher call volumes, be more efficient, deliver a better service, and reduce company overhead
- **Increase Analyst Productivity** – Caller ID means more incoming calls can be handled, and outbound calls can be made more quickly using one-click dialing to improve efficiency and avoid wasted time due to inaccurate dialing
- **Better Customer Service** – Callers (and their history) can be determined before answering the call, preparing analysts with information and offering a personalized service, minimizing time spent on the ‘discovery’ phase of a call

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Visit www.landesk.com for more information.

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