CAPITA

One Housing

Skype for Business Integration to OPENHousing

Microsoft Skype for Business integration has been designed to help our customers quickly manage and respond to calls from their customers using Microsoft's Skype for Business application.

Capita's solution integrates Skype for business with OPENHousing to enable placing and receiving calls from the PSTN using SIP enabled PBX.

From here you can instantly access customer records, respond to calls and access all the functionality of the Hub which enables front line staff to log and respond to customers queries much more efficiently.

Key features

- Easy to use and integrated into OPENHousing

- Flexible, low cost way for two-way communication with customers

- Monitor and report all interactions for this type of communication channel

- Review success of Skype communications

Interested in finding out more?

✉ Email us at **cssenquiries@capita.co.uk**

CAPITA

"

CHP has used Skype for Business across the organisation for some time so when we decided to implement OPENHousing we knew it was key to integrate the two from the start.

The integration provides quick access to resident records within OPENHousing, helping to easily identify residents to confirm their details, providing extra security as well as offering excellent customer service.

As an employer we want to be able to offer flexible solutions to our employees wherever they may be working and integrating these two systems is an important component of this.

"

Richard Hawkes
Digital Services Development Manager
Chelmer Housing Partnership

CHP
**Creating homes
shaping places**