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Your Notes Here

Sporting Goods with Retail/Distribution

Situation

Buyers and Merchandising employees needed improved internal communications with each other and improved external communications with vendors.

Spotlight Software

interAct 3.0

Integration

MS Outlook contacts, Active Directory LDAP, MS SQL Database, MS Office Communication Server

Solution

By deploying interAct 3.0 across the organization, internal communication improved with interAct's advanced searching into Active Directory for click-to-dial capabilities and presence indication. With the integration to MS Outlook and SQL database, users of interAct also had better knowledge of their customers on ring-in.

Return on Investment

- Employee productivity increased with contact name dialing and advanced search and click-to-dial features.
- Employee productivity increased with integrated presence and secure chat functionality.
- Improved end-user experience with Outlook contact integration.
- Improved customer experience with SQL dB integration.