



How Cancer Council Queensland improved the Lync user experience

Cancer Council Queensland employs more than 250 staff and has its head office in Brisbane, Australia. In 2013 they deployed Microsoft Lync Voice in the organisation, and they quickly realised that they had an issue with the PC speakers.

“The speakers were too quiet to use for call alert, so we needed a ringer for Lync to ensure our staff wouldn’t miss calls”, says Andrew Gordon, IT Service Delivery & Infrastructure Manager at Cancer Council Queensland.

“We could have just gone out and bought external speakers, but we preferred the extra functionality that Kuando BusyLight offers.”

The combination of call alert (eight different ring-tones) and presence displayed in the office made BusyLight the most value-adding solution.

“We needed a ringer for Lync to ensure our staff wouldn’t miss calls.”

Andrew Gordon, IT Manager at Cancer Council Queensland

PROFILE:

Customer name: Cancer Council Queensland

Industry: Public health

Location: Brisbane, Australia



“Busylight has definitely improved the Lync experience for our users.”

Andrew Gordon
IT Manager at Cancer Council Queensland

RESULTS

As Busylight displays Lync presence, Cancer Council Queensland now has the added value of less interruptions, which is vital on their busy Helpline.

“It’s great to have clearly visible Lync presence. We interrupt each other less when on a call, and it’s become easier to approach the right person at the right time”, says Andrew Gordon.

Busylight’s flashing on incoming calls has also been a popular addition, as staff often walk around the open-plan offices and need to determine which Lync client is ringing.

“Staff have readily adopted the Busylight solution, and it has definitely improved their user experience of Lync”, concludes Andrew Gordon.

RESULTS AT CANCER COUNCIL QLD:

- Improved Lync user experience
- Staff have clear call alert in Lync
- Less interruptions in the office

More information: www.busylight.com