

# What's New in Contact Center: Enterprise (CCE) 9



**Enghouse**  
Interactive



# Thanks for Joining the CCE Webinars

## **Predictive Outbound and Notifications: Create a Proactive Customer Experience**

Tuesday, June 30, 2015 2:00 PM - 3:00 PM ET / 11:00 AM - 12:00 PM PT

## **What's New in Quality Management Suite 5.4**

Thursday, July 23, 2015 2:00 PM - 3:00 PM ET / 11:00 AM - 12:00 PM PT

## **Enterprise Knowledge Management Suite (EKMS): Reduce Costs by Enabling Customers and Agents to Quickly Find Answers**

Thursday, August 13, 2015 2:00 PM - 3:00 PM ET / 11:00 AM - 12:00 PM PT

## **Self-Service: Create a Successful Agentless Experience**

Thursday, Sept. 3, 2015 2:00 PM - 3:00 PM ET / 11:00 AM - 12:00 PM PT



## Kai Kaufmann

*Sr. Director of Technology Strategy—Enghouse Interactive*

Kai has 25+ years' experience in software technologies—15 of those in the contact center space focused on enterprise products.

As head of technology, Kai is responsible for understanding industry trends and bringing relevant product solutions to market. His efforts ensure Enghouse Interactive's product portfolio maintains its leadership status in the marketplace.



## Ramona Agrawal

*Sr. Director of Engineering—Enghouse Interactive*

Ramona is an experienced software professional focusing on enterprise product development and delivery in Engineering. She has been working in the Contact Center space for over 15 years and is currently responsible for the Contact Center Enterprise product.

# Agenda

- Introducing Enghouse Interactive
- What Does it Mean to Move to CCE 9?
- What's New in CCE 9
- Your Next Steps
- Q&As



# Introducing Enghouse Interactive

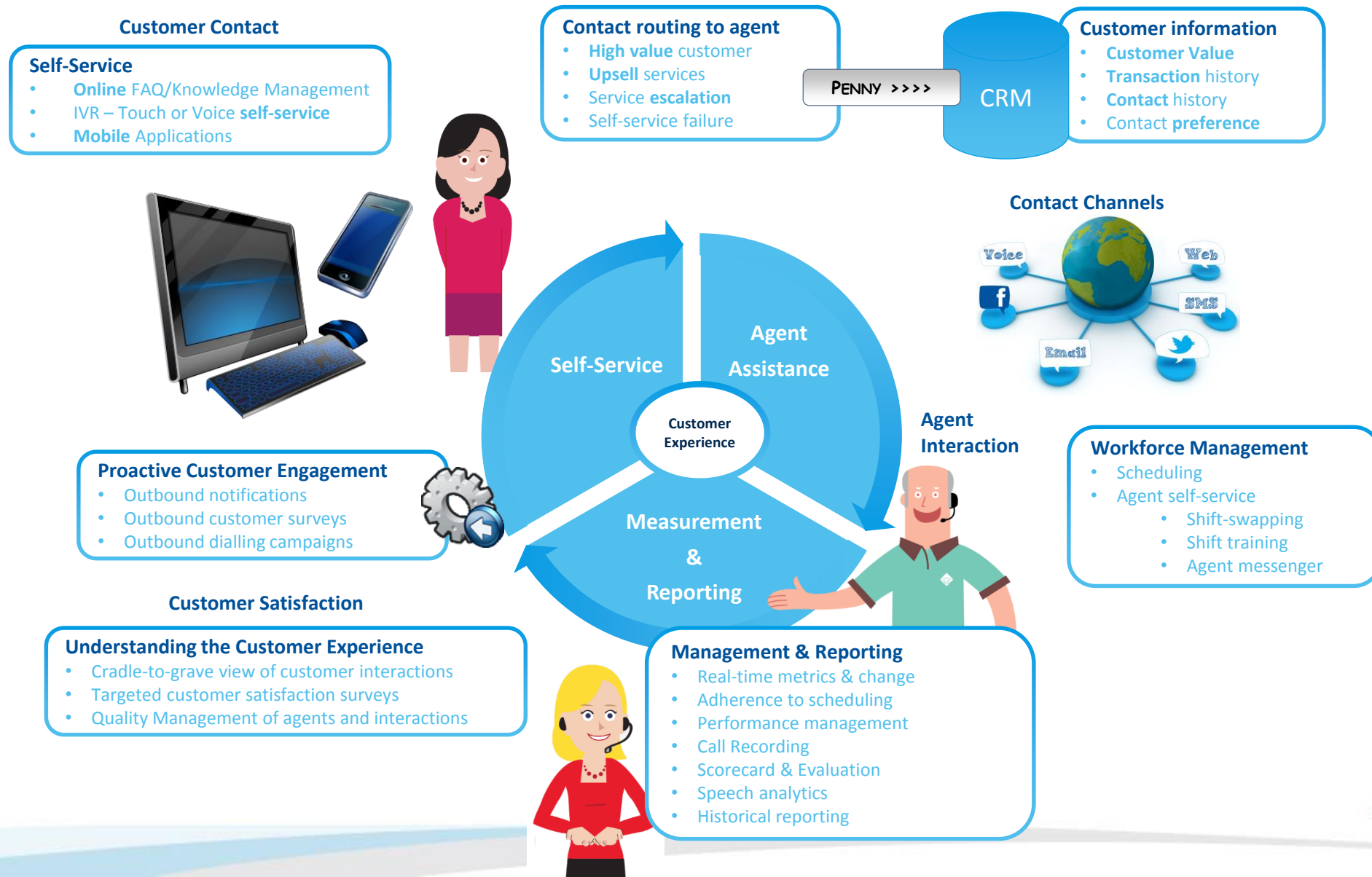
# An Overview of Enghouse

Toronto Stock Exchange (TSX) under the symbol "ESL"

- ◆ Founded in 1984
- ◆ Annualized revenues \$220M+
- ◆ 1,000+ employees globally
- ◆ Market capitalization \$1B
- ◆ Organic & Acquired growth
- ◆ No Debt—Strong cash reserves
- ◆ Global Operations in 15 countries



# Enhancing the Customer Journey





What Does it Mean to Move to CCE 9?



# From CIM to CCE: Rebranding



Welcome to **SYNTELLECT CIM**  
CUSTOMER INTERACTION MANAGEMENT

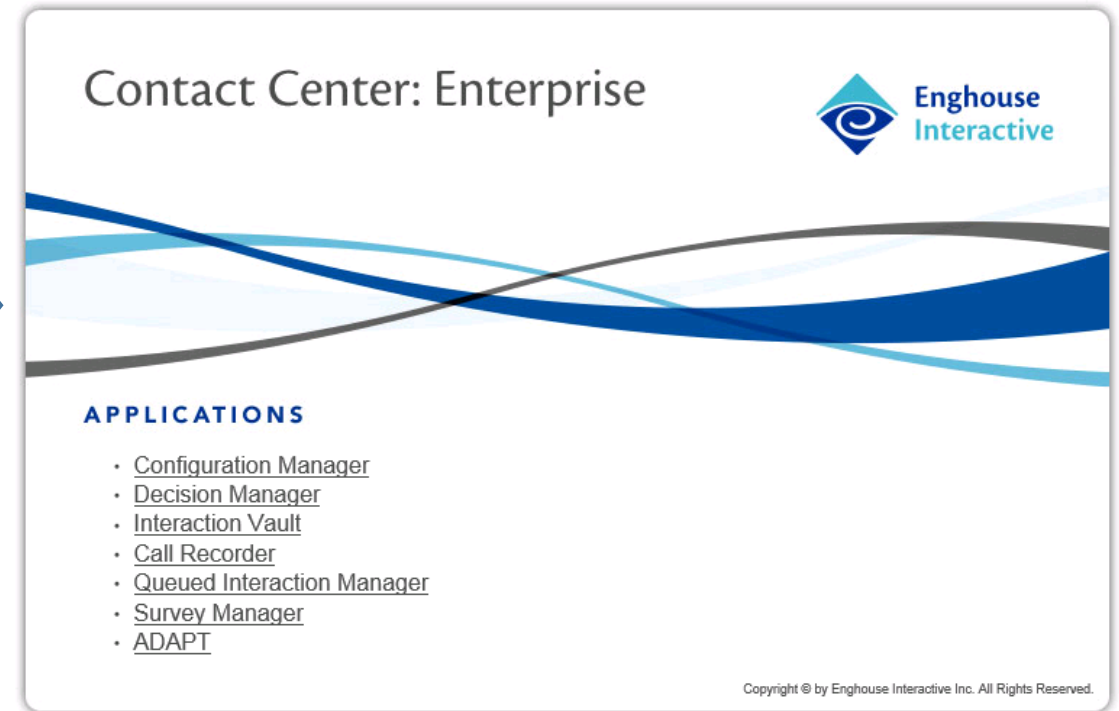
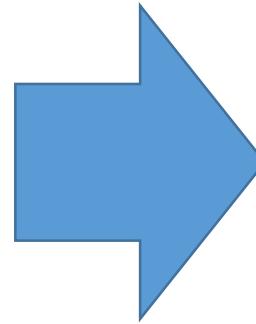
HELPING YOUR CUSTOMERS REACH THE RIGHT CONTACT DESTINATION.  
THE FIRST TIME




Applications

- **Configuration Manager** View Configuration Manager
- **Decision Manager** CIM Reporting System
- **Interaction Vault** View Interactions and Transcripts
- **Call Recorder** View Call Recorder
- **Queued Interaction Manager** Delete Interactions

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Contact Center: Enterprise



**APPLICATIONS**

- [Configuration Manager](#)
- [Decision Manager](#)
- [Interaction Vault](#)
- [Call Recorder](#)
- [Queued Interaction Manager](#)
- [Survey Manager](#)
- [ADAPT](#)

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# Take the Pain out of your Upgrade Requirements

- Use your existing applications and integrations
  - No new infrastructure requirements
- Maintain third-party integrations
- Add new features that solve business challenges
  - Implement features at your own pace
- No extensive training for agents, supervisors, or admins

# CCE 9 Eliminates Challenges for IT...

- Moving off Microsoft 2003
  - Support ends July 1, 2015
- Lengthy system and desktop updates – New server-side updates
- Security

# CCE 9 Improves Flexibility...

- Desktop updates – Allow agents to work from anywhere
- IVR changes don't involve IT and/or Professional Services – Do it yourself
- Know the voice of your customer – Use surveys
- Outbound communication – Drive the calls you want



## What's New in CCE 9

# CCE 9: Evolving and Enhancing CCE

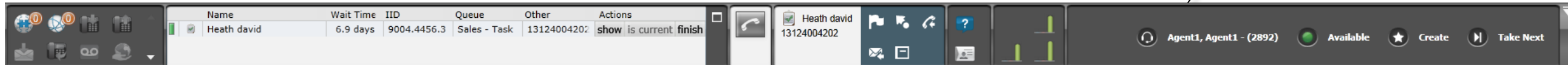
- **iAgent:** Application-based agent interface, including a Customer Timeline
- **ADAPT:** IVR tool to make simple call flows easy
- **extendAgent:** Sync the back of the house with your contact center
- **Survey:** Strategically collect the voice of your customer
- **Dialer:** New proactive dialer drives desired interactions

iAgent

# AppBar: Key Areas

Runs as a toolbar, area pop outs drill into details

**USER ACTION AREA** allows the user to perform configuration tasks such as access help, logout, change password, and set availability as well as work tasks like creating a new interaction or taking the next interaction from the queue.



Quick Look at Queue Counts and "pop out" for details

"My Interactions" view shows the queue of interactions currently owned by the agent.

Media Control

















Performance Chart Thumbnails



# iAgent Features

The **QUEUE VIEW** allows the agent to see a Universal Queue of all interactions they are eligible to receive. This Universal Queue can be filtered to display only interactions of a specific type.

Preview and Take options can be enabled to empower agents to provide proactive service.

Type	Queue	Name	Queue Wait Tim	Interaction Wait	Queue Time to Violati	Interaction Time to Vic	Other Actions
 Task	Sales	Yvette Holmes	15.0 hours	15.0 hours	 -15:00:56	 -15:00:56	in fa preview take
 Task	Support Level II	Leah Cannon	2.0 days	2.0 days			Loru preview take
 Abandoned Callback	Queue Inbound	Kai Cherry	0:02:06	0:02:06	 -0:00:06	 -0:00:06	enir preview take
 Inbound Call	Sales	Christine Booker	0:02:06	0:02:06	 0:00:53	 0:00:53	Null preview take
 Inbound Call	Support Level I	Darryl Hays	0:02:06	0:02:06	 -0:00:06	 -0:00:06	Susp preview take
 Email	Queue Inbound	Sharon Neal	0:02:06	0:02:06	 -0:01:06	 -0:01:06	Pha preview take
 Voice Mail	Queue Inbound	Aurora Huber	0:02:06	0:02:06	 0:01:53	 0:01:53	puru preview take
 Abandoned Callback	Support Level I	Alana Bender	0:02:06	0:02:06	 0:00:53	 0:00:53	mak preview take

Icons enable agents to quickly identify interaction media type.

Visual indicators help agents identify aging interactions to ensure SLAs are upheld.

# iAgent – Browser Mode

- Full Screen Mode Runs within browser security context
- MS Surface-friendly

The screenshot displays the iAgent browser interface. At the top, the Enghouse Interactive logo is visible, along with the agent name 'Agent1, Agent1 - (1234)' and status 'Available'. A toolbar contains various icons for navigation and actions. The main area features a table of tasks and a detailed view of an 'Inbound Queued Call - Bo Hensley'.

Type	Queue	Name	Queue Wait Time	Interaction Wait T	Queue Time to Violation	Interaction Time to Viol	Other Actions
Task	Sales	Yvette Holmes	13.0 hours	13.0 hours	-13:01:33	-13:01:33	in fa preview take
Task	Support Level II	Leah Cannon	1.9 days	1.9 days			Loru preview take
Task	Support Level I	Bo Hensley	-1:-57:-16	-1:-57:-16	2:00:16	2:00:16	in et preview take
Abandoned Callback	Queue Inbound	Kai Cherry	-1:-57:-16	-1:-57:-16	2:00:16	2:00:16	enir preview take
Inbound Call	Sales	Christine Booke	-1:-57:-16	-1:-57:-16	2:00:16	2:00:16	Nulk preview take
Inbound Call	Support Level I	Darryl Hays	-1:-57:-16	-1:-57:-16	2:00:16	2:00:16	Sus preview take
Email	Queue Inbound	Sharon Neal	-1:-57:-16	-1:-57:-16	1:59:16	1:59:16	Phas preview take
Voics Mail	Queue Inbound	Aurora Huber	-1:-57:-16	-1:-57:-16	2:01:16	2:01:16	puru preview take

**Agent States**

- Ready: 33% (00:45)
- Unavailable: 0% (00:51)

**Interactions**

Category	Value
Agent	52
Group	67
Goal	55

**Handle Time**

Category	Value
Agent	01:28
Group	01:25
Goal	00:24

**Customer Information**

Queue: Task	Name: Bo Hensley	IID: 103
Priority: 1	Product Version: 2011	
Wait Time: 00:02:05	Product: infobot	
Time to violation: 00:05:00		
Interaction: Inbound Queued Call	Phone 1: (602)789-0003	Email: ssmith@email.com
Taken Time: 00:04:05	Phone 2: (602)555-0003	Other: Customer recently upgraded to our newest release.
Wait Time: 00:08:09	Extension: 125	Unfortunately, they have been experiencing some transitioning issues due to their setup.
Time to violation: 00:08:20		Priority should be given to this customer since they have been using our products for over six years.

**Talk Time**

Category	Value
Agent	00:54
Group	00:20
Goal	00:43

**INTERACTION PANE** provides details and action panels for the interactions that have been taken from the queue. Multiple interactions may be taken, or forced, simultaneously based on the system configuration.

The screenshot displays a call center software interface. At the top, there is a header bar with various icons and a status bar showing 'Tessmer, Jacki - (1001) Available'. Below this is a table of 'Inbound Queued Calls'.

Type	Queue	Name	Queue Wait Time	Interaction Wait T	Queue Time to Violation	Interaction Time to Viol	Other	Actions
Inbound Queued Call	Task	Bo Hensley	0:02:20	0:02:20	0:00:39	0:00:39	odio. Etiam	preview take
Inbound Queued Call	Queue Inbound	Portia Park	0:02:20	0:02:20	-0:00:20	-0:00:20	sit amet	preview take
Inbound Queued Call	Support Level II	Teegan Keller	0:02:20	0:02:20	-0:01:20	-0:01:20	luctus sit	preview take
Inbound Queued Call	Task	Athena Weeks	0:02:20	0:02:20	-0:00:20	-0:00:20	lacinia at	preview take
Inbound Queued Call	Queue Inbound	Charity Sargent	0:02:20	0:02:20	-0:00:20	-0:00:20	libero.	preview take
Inbound Queued Call	Support Level II	Ulla Graves	0:02:20	0:02:20	-0:00:20	-0:00:20	et,	preview take
Inbound Queued Call	Task	Karyn Griffith	0:02:20	0:02:20	-0:00:20	-0:00:20	non quam	preview take

An 'Interaction Pane' is open for the call 'MacKensie Luna'. It shows the call is 'Connected' at 08:58:33. The customer information includes: Name: MacKensie Luna, IID: 112, Product Version: 2011, Product: Infobot, and Email: ssmith@email.com. The interaction details show it was an 'Inbound Queued Call' taken at 00:04:05, with a wait time of 00:08:09 and a time to violation of 00:08:20. The 'Other' field contains the text: 'Customer recently upgraded to our newest release. Unfortunately, they have been experiencing some transitioning issues due to their setup. Priority should be given to this customer since they have been using our products for over six years.'

# Customer Timeline

Use past, present, and future to deliver an omni-channel experience and personalize every interaction

The screenshot shows a software interface for a customer named Yvette Holmes. The window title is "Task - Yvette Holmes". Below the title bar, there is a "Customer Activity" section with filters for Name, IType (set to All), From (10/9/2014), and a Search field. A red box highlights a timeline bar with four columns: "Scheduled", "Queued", "In Progress", and "Finished". Each column contains icons and placeholder text like "[ List Name ]" and "[ Wrap Up ] [ Agent Name ]". Below the timeline is a "Customer Information" section with two columns of data. The left column shows queue and interaction statistics, while the right column shows personal details like name, product, and phone numbers. A note at the bottom right provides context about the customer's recent upgrade and transition issues.

Scheduled	Queued	In Progress	Finished
[ List Name ]	[ Queue Name ]	[ Queue Name ] [ Agent Name ]	[ Wrap Up ] [ Agent Name ]
			Oct 2014      Sept 2014

Queue: Sales	Name	Yvette Holmes	IID	100
Priority: 1	Product Version	2011		
Wait Time: 00:02:05	Product	Infobot		
Time to violation: 00:05:00	Phone 1	(602)789-0000	Email	ssmith@email.com
Interaction: Task	Phone 2	(602)555-0000	Other	Customer recently upgraded to our newest release. Unfortunately, they have been experiencing some transitioning issues due to their setup. Priority should be given to this customer since they have been using our products for over six years.
Taken Time: 00:04:05	Extension	125		
Wait Time: 00:08:09				
Time to violation: 00:08:20				

# Extending The Enterprise: Introducing extendAgent



- Extends customer interaction handling to users outside the formal contact center
- Uses a minimal amount of screen real estate
- Allows interactions to be captured and reported for a complete view of the customer

# Lync and other enhancements

# Agent Experience and Lync

The screenshot displays a call center agent's workstation. At the top, a taskbar shows various system icons and application shortcuts. The main window is a CRM interface for an inbound direct call. A 'Transfer' dialog box is open, listing several agents: Belle Lopez (InMeeting), Benjamin Bauer (Away), Bernard Bolton, Bernard Witt, and Bianca Klein. The CRM interface shows customer information, including a queue (Sales), priority (1), wait time (00:02:05), and time to violation (00:05:00). The interaction is identified as an 'Inbound Direct Call' with a taken time of 00:04:05, a wait time of 00:08:09, and a time to violation of 00:08:20. The customer's email is ssmith@email.com. A Lync chat window is open on the right, showing a conversation with Jackie Tessmer, who is currently 'In a Call'. The chat window also displays a list of other agents and their statuses, such as Betsy Michaelson (Offline 3 hours), Peter Franson (Away 2 hours), Charlene Mathews (Available - Video Capable), Elliott Cunningham (Offline 4 hours), Jennifer Terry (Offline 4 hours), Wallace (Busy Inactive 1 hour), and Anderson (Available - Video Capable). A smaller Lync window in the foreground shows a call log for Jackie Tessmer, indicating she is 'In a Call' with Christine Booker. The desktop background features a large blue logo for 'house interactive'.

Name	Wait Time	Actions
Christine Booker	0:09:41	show is current finish
Sharon Neal	0:07:15	show make current finish
Martha Riley	0:06:25	show make current finish

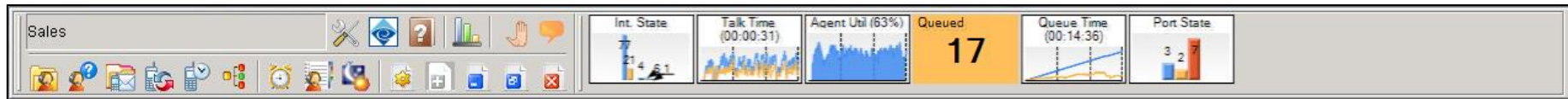
Queue: Sales	Priority	Wait Time	Time to violation
Sales	1	00:02:05	00:05:00

Interaction: Inbound Direct Call	Taken Time	Wait Time	Time to violation
Inbound Direct Call	00:04:05	00:08:09	00:08:20

Agent Name	Status	Availability
Belle Lopez	InMeeting	(602)191-1861 Ext: 1234
Benjamin Bauer	Away	Ext: 1397
Bernard Bolton	Available	Ext: 1305
Bernard Witt	Available	(602)157-1857
Bianca Klein	Available	(602)157-1857

Agent Name	Status	Availability
Betsy Michaelson	Offline	3 hours
Peter Franson	Away	2 hours
Charlene Mathews	Available	Video Capable
Elliott Cunningham	Offline	4 hours
Jennifer Terry	Offline	4 hours
Wallace	Busy Inactive	1 hour
Anderson	Available	Video Capable

# Resource Manager Enhancements



## Customer-driven enhancements for Resource Manager:

- Toolbar-based, real-time supervisory tool
- Agent Status & Interaction Status
- Workgroup Status – Handle Time
- Alarms (Participations, Availability)

Agent Status - <All Agents> (32)

Workgroup: <All Agents>

Agent Name	Agent State	Time in Agent State	Phone	Customer	Queue	Availability	Agent Type	Server
Alken, Robert	Unavailable	0:00:09	1001			Unavailable		
Bakker, Barbara	Ready	0:00:32	1002			Available	extendAgent	chi-sm-frc09
Barrett, Stan	Ready	0:00:01	1003			Available	Agent	chi-sm-frc09
Burgess, Denise	Off Line	0:01:58				Unavailable		
Chin, Peter	Ready	0:00:33	1012			Available	iAgent	chi-sm-frc09
Cirillo, Ted	Off Line	0:01:58				Unavailable		
Conrad, David	Interacting	0:00:32	1005	Jonathon Walters	Premier Support - Task	Available	iAgent	chi-sm-frc09
Crocker, Leslie	Ready	0:00:26	1006			Available	Agent	chi-sm-frc09
Gold, Ben	Ready	0:00:12	1008			Available	extendAgent	chi-sm-frc09
Griffin, Nancy	Off Line	0:01:58				Unavailable		
Hales, Edward	Talking	0:00:39	1009	Susan Smith	Premier Sales	Available	extendAgent	chi-sm-frc09
Hall, Larry	Talking	0:00:26	1016	David Daniels	Support Level I	Available	Agent	chi-sm-frc09
Harding, K.T.	Off Line	0:01:58				Unavailable		
Hubbard, Richard	Off Line	0:01:58				Unavailable		
Huston, Mary	Ready	0:00:00	1010			Available	iAgent	chi-sm-frc09
Kast, Robert	Ready	0:00:02	1007			Available	Agent	chi-sm-frc09
Klein, Nancy	Talking	0:00:21	1013	David Daniels	Support Level II	Available	Agent	chi-sm-frc09
Lane, Joseph	Ready	0:00:07	1014			Available	Agent	chi-sm-frc09
Lear, Vivian	Interacting	0:00:33	1011	Anne Dawson	Support - Web Call	Available	extendAgent	chi-sm-frc09
Lina, Wey	Off Line	0:01:58				Unavailable		

On-Line Agents Only

Alarm Status

Clear  Disabled

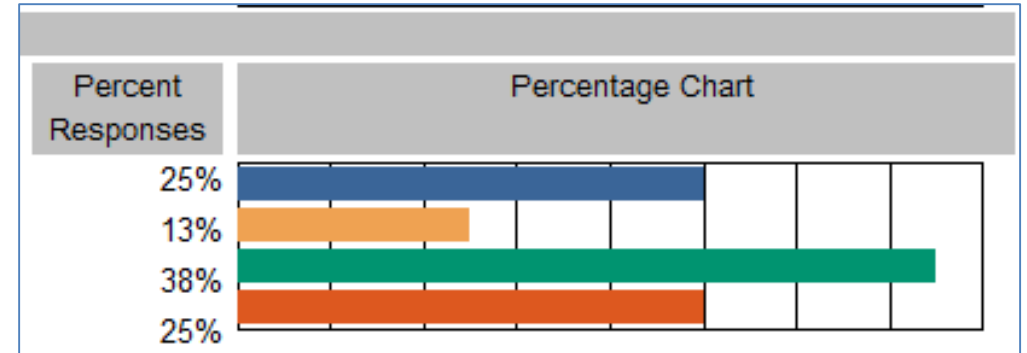
Alarm Name	Value	Trigger	Set Action	Active Action	Clear	Clear Action
Mis-Queued Interaction Count ...	0	> 0	Beep	None	Manual	None
Number of Agents - <All Agents>	16	= 0	Beep	None	Manual	None
Port Utilization - All Ports	100 %	= 100 %	Beep	None	Manual	None



# Enhancements in Reporting

## Customer-driven Reporting enhancements:

- Enhanced business outcome
- Group and total results by various units of time
- Decision Manager

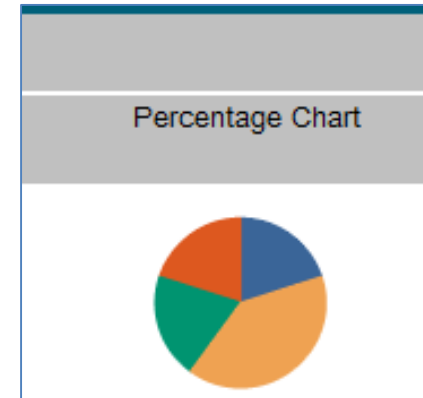


### Queue Analysis

#### Error Queue

Report Generated at 1/14/2014 4:13:53PM GMT

errorTime	Site Id	Proc Id
Error Reason: "Escalated to error queue for req		
1/10/2014 8:18:55AM	9000	5

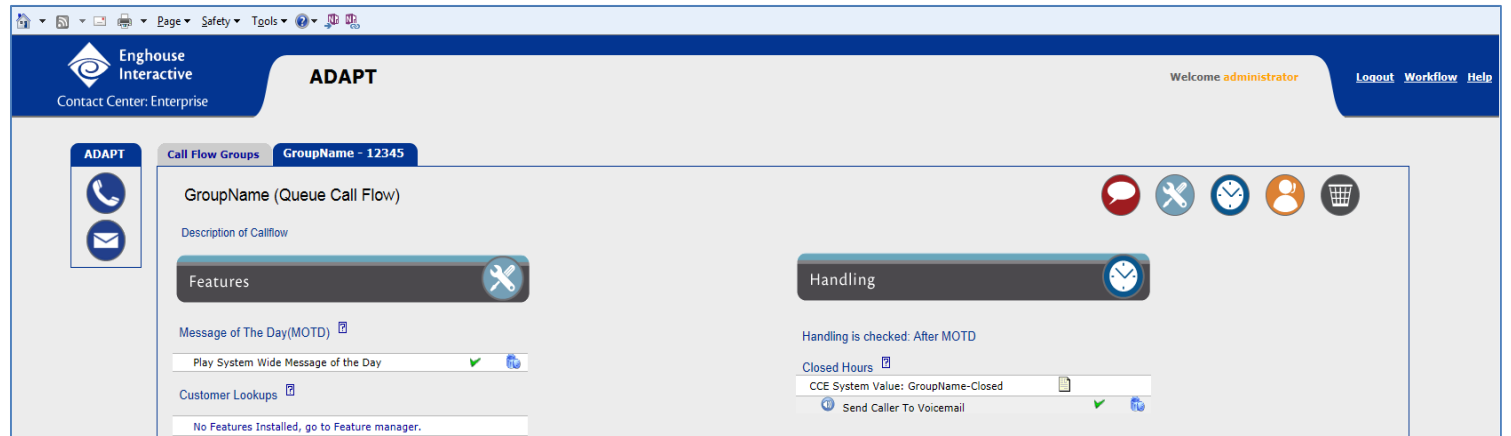


ADAPT

# ADAPT

## Application Development and Provisioning Tool

- Accelerate implementation time and reduce costs
- Support standard business changes in your call center
- **Feature highlights:**
  - Works in conjunction with Enghouse Interactive Studio
  - Configure simple call flows on your own
  - Supports Multiple Languages
  - Offers a Prompt Manager
  - Allows Call Pre-Hold and Call Hold handling



Survey

# Survey Capabilities

Voice ... Web ... Now lists

- Extend Surveys beyond post interactions
- Define a list to contact

The screenshot displays the Enghouse Interactive Survey Manager interface. At the top, the logo and 'Survey Manager' title are visible, along with a 'Welcome' message. A navigation bar includes 'Surveys', 'Libraries', 'Survey Results', and 'Configuration'. Below this, a sub-menu for 'Contact Lists' is active, with options for 'Categories', 'Scales', 'Actions', 'Managed Files', 'Templates', 'Style Sheets', 'Email Groups', and 'Contact Lists'. A 'Validate' checkbox is present in the top right of the main content area.

The main content area features a table of contact lists. The table has columns for 'List Name', 'Description', 'Category Name', 'Data Source Type', 'Data Source Name', and 'Actions'. The 'Service Survey List' is selected, indicated by a checked checkbox and a light blue background.

<input type="checkbox"/>	List Name	Description	Category Name	Data Source Type	Data Source Name	Actions
<input type="checkbox"/>	Contact Preference List	Contact Preference List	My Contact Category	File		
<input type="checkbox"/>	New Contact List	New Contact List Description	Default Prompt Category	File		
<input type="checkbox"/>	Patti Ramona	Patti and Ramona	Default Contact List Category	File	PattiRamona.csv	
<input type="checkbox"/>	Patti Savage	Patti Savage	Default Contact List Category	File	Patti.csv	
<input checked="" type="checkbox"/>	Service Survey List	Service Survey List	My Contact Category	File		
<input type="checkbox"/>	Test Contact List	Test Contact List Description	Default Contact List Category	File	SampleCSV.csv	

Below the table is an 'Edit Contact List Info' section. It is divided into two panels: 'Contact Information' and 'File Upload'. The 'Contact Information' panel contains fields for 'List Name' (Service Survey List), 'Description' (Service Survey List), 'Category Name' (My Contact Category), and 'Data Source Type' (File). The 'File Upload' panel includes a 'File Name' field with a 'Browse...' button, an 'Upload File' button, a 'Download Sample File' link, and a 'Custom Field Names' field.

# Survey Capabilities

## Lists

- Define a survey for a list
- Email contacts with links to take the survey
  - Send reminders

The screenshot displays the 'Survey Manager' interface for 'Patient Preference Survey'. The top navigation bar includes 'Surveys', 'Libraries', 'Survey Results', and 'Configuration'. The current page is 'Survey Info', with sub-tabs for 'Questions', 'Criteria', 'Score', 'Actions', 'Preview', and 'Deploy'. A 'Validate' button is located in the top right corner.

**Survey Details**

Survey Name	Patient Preference Survey
Survey Title	New Patient Preference Survey
Survey Type	List-based

**Survey Duration**

Start Date	21 April 2015 14:05
End Date	01 June 2016 14:05
Reminder Emails	Weekly beginning on 01 January 1970 00:00

**Survey Request By Email**

<input checked="" type="checkbox"/> From Email Group	My FROM Email Group Name	Configure Email Group
<input checked="" type="checkbox"/> Email Template	Default Email Template	Configure Email Templates
<input type="checkbox"/> Reminder Email Template	Default Email Template	Configure Email Templates

# Survey Supportability Enhancements

- Survey Manager does not use Component Server in CCE 9
- Resilient deployment – surveys can run when database is not available
- Improvements to survey deployment process
- Survey Reports in Decision Manager

# Outbound Communication



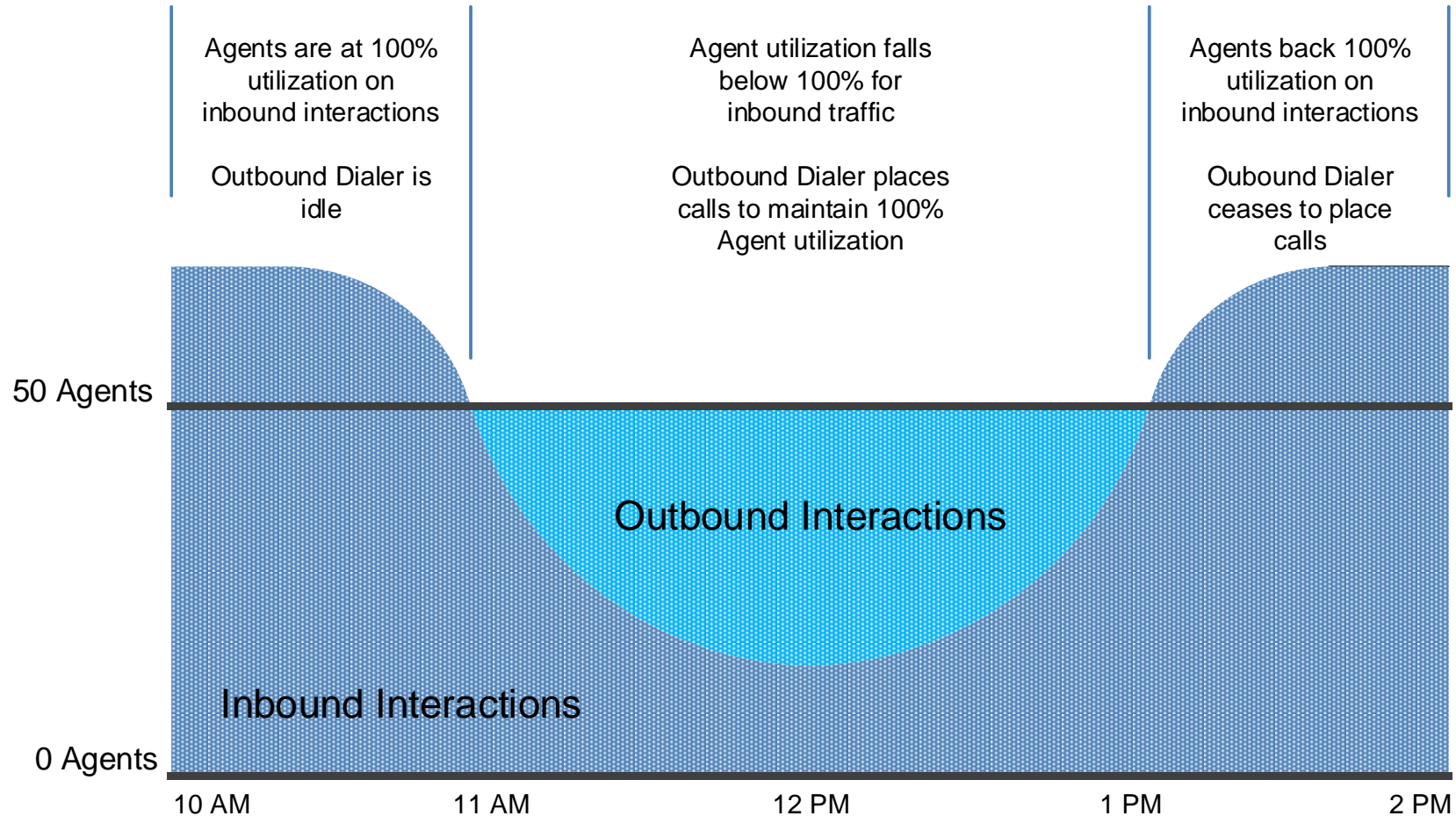
# Proactive Outbound Contact

- Today's outbound dialing is more than agent-based predictive dialing, it's "Proactive Outbound Contact"
- Engaging customers and prospects with outbound interactions that provide value to the target contact
  - Automated messages for notifications and alerts
  - Right-Party Connect
  - Automatically dialed agent-based campaigns

# Outbound in the Contact Center

- Optimization of customer service
- Revenue generation
- Cost savings
- Improve the relationship with the end-customer

# Blended Agent Campaigns



# Poll

What would be your main reason(s) for migrating?

\*Refer to slide 15\*

- IT Maintenance, ex: MS 2003
- Specific features/functionality

# What's Your Next Step?

- Identify areas you would like to improve
- Contact your sales rep to discuss your particular business needs
  - Email the Enghouse rep who invited you to attend this webinar series or reach out to John Gardner at [john.gardner@enghouse.com](mailto:john.gardner@enghouse.com) or 630-575-7789
- Request a one-on-one demo

# Upcoming CCE Webinars

## **Predictive Outbound and Notifications: Create a Proactive Customer Experience**

Tuesday, June 30, 2015 2:00 PM - 3:00 PM ET / 11:00 AM - 12:00 PM PT

## **What's New in Quality Management Suite 5.4**

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Thank You

