Enghouse Interactive

Communications Center

OPTIMAL CUSTOMER COMMUNICATIONS

PRODUCT SHEET

Wouldn't it be great if you could guarantee every customer got through to the right person, who had the right information, and resolved his or her issue, first time, every time? Enghouse Interactive's Communications Center is a total contact centre solution to help you do just that.

One Solution for all Interactions

Today's customers expect to communicate with organisations whenever they want, from wherever they are, via their preferred channel. Enghouse Interactive's *Communications Center* allows intelligent handling and management of all contact types in a single, fully integrated solution with a user-friendly interface. Omni-channel queuing and skills-based routing ensure all interactions are identified, prioritised, routed and transacted expertly, first time, every time.

Communications Center is a modular solution which, includes omni-channel contact centre, operator attendant/console, self-service IVR, call recording and quality monitoring. A range of additional components and integration tools allows you to add functionality and scale as requirements and budget dictate.

Deliver Outstanding Service Across all Channels

Ensure every customer receives the same level of service regardless of whether they choose to contact you by phone, email, web chat, SMS social media or video. Agents can seamlessly escalate contact channels for greater resolution or deal closing, e.g. from web chat to voice. Communications Center's omni-channel queuing lets you route, manage and measure all types of contacts using one workflow engine.
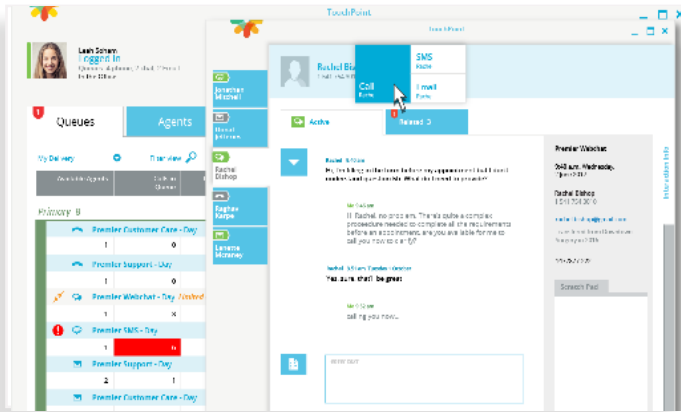
Improve First Contact Resolution

By matching agent skills and experience to queues and delivering each interaction to the most appropriately skilled agent available, you ensure customers get the response they need, first time.

Before Communications Center we had almost 50% of calls being abandoned, but now our abandonment rate is consistently 1-2%

-YELLOW PAGES

Why Choose Communications Center?

- Resolve more calls in less time, increasing productivity

- Offer customers their choice of communication method and ensure service is consistent across all channels

- Achieve superior first contact resolution through intelligent routing

- Reduce abandonment rates, queues and call times by offering a Callback

- Reduce agent attrition by providing the tools they need to achieve targets, minimise stress and expand their capabilities

- Optimise staff resources through comprehensive reporting and automation

- Improve customer satisfaction through real-time interaction monitoring and coaching

- Create loyal customers by providing agents with the right information, when they need it, to personalise the customer journey

- Platform agnostic with tight integration to all key communications technology providers

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Leverage the Power of CRM

Screen-pops can save an average of 15 seconds per call by automatically searching and displaying the matching customer information from your CRM application. Communications Center can integrate with SAP, Microsoft Dynamics, and Salesforce (amongst others) using our Enghouse Interactive CRM Connector.

Proactively Manage

Managers, supervisors and agents can view in real-time what is happening in the contact centre so that they can manage issues as they arise, before they impact service levels.

Utilize Business Intelligence

Communications Center provides a comprehensive range of reports to track customer experience and agent performance.

Availability and Presence

An extensive directory of contact information enables operators to quickly find the right contact and know at a glance if they are available to take a call - as well as the best method to contact them.

Maximise Productivity with Outbound Contact

Balance out the periods of low inbound call traffic by delivering a blend of inbound/outbound calls to agents depending on their skill-set, availability, and time of day.

Integrated Recording

An integrated voice and screen recording solution makes it easy to create a customer-focused, regulatory compliant contact centre, while motivating and coaching staff to excel.

Automate Routine Calls

Routine and repetitive calls can easily be automated using IVR to provide self-service options for the caller and significant cost savings to the contact centre while allowing agents to focus on customer issues critical to your business.

Actionable SMS

Fuller portfolio integration brings the power of Enghouse Interactive's *Communications Portal* (CP) to your SMS channel. Adding CP to your solution facilitates intelligent handling of SMS campaign responses – without bespoke development. SMS responses that require a human touch, e.g. rescheduling of an appointment, are automatically routed to an agent queue creating a seamless customer journey.

Platform Integration

With tight integration to Avaya, Cisco, NEC and Microsoft Skype for Business voice platforms, we take advantage of best-of-breed voice communications technology to deliver exceptional contact centre functionality.

Our PBX agnostic architecture gives you peace-of-mind for platform migration and confidence operating in a multi-platform environment. Enghouse Interactive is a Microsoft *Gold Partner* with over 450 installed Skype for Business sites, giving you a confident and a low risk migration.

Communications Center integrates with other Enghouse Interactive products including *Quality Management Suite* (QMS), *Communications Portal* (CP), *Knowledge Management Suite* (KMS) and *Real-Time Speech Analytics* (RTSA) to create a complete solution for your contact centre.

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and hybrid requirements.