

Contact Center: Enterprise

MULTICHANNEL CUSTOMER CONTACT

PRODUCT SHEET

Enghouse Interactive's Contact Center: Enterprise is a state-of-the-art contact centre platform that integrates cross-channel interactions and customer data into a unified view of the customer enabling contact centers to deliver a proactive and responsive customer service experience. With its distributed, highly scalable and resilient architecture, enterprises have the flexibility to deploy on premise or in the cloud.

Consistent Service, Whatever The Media

Today's media-savvy customers expect fast resolution wherever they are, at any time, through any device or channel. Whether through web chat, social media, text, emails, mobile or more, they expect your response to be instant and consistent.

Contact Center: Enterprise allows you to smoothly integrate all the communication channels your customers expect into a unified queue enabling agents to handle multiple interactions simultaneously. Tasks generated both by the contact centre and other business systems are queued and prioritised along with other interactions, enabling process and workflow items to be tracked, escalated, and reported. This also means managers can create and apply routing strategies and business rules across the entire agent pool and all channels, instead of managing each one separately.

Connect Your Business

Since each interaction is unique and may require specialised services, Contact Center: Enterprise provides agents with availability information so they can connect to subject experts within the organisation to help resolve customer inquiries. This also helps improve agent motivation and confidence, especially in the case of remote agents, who can count on the support of knowledge workers from anywhere within the enterprise.

Benefits

- Improve customer profitability and retention rates
- Provide personalised service, no matter which contact channel a customer prefers
- 360 degree view of the customer delivers first time resolution
- Improve productivity and efficiency through real-time and historical intelligence
- Enterprise-class scalability ensures your solution can grow with your business.
- Distributed, multi-node architecture provides resiliency and failover capability
- Leverage existing infrastructure with complete PBX independence integrations to key enterprise applications
- Task interactions enable process and workflow items to be tracked, escalated, and reported

360 Degree View of the Customer

Contact Center: Enterprise integrates seamlessly into your business environment and connects existing Customer Relationship Management (CRM) solutions, and other back-office applications, with your contact center, giving agents a complete life-cycle view of the customer.

An archived record of all customer interactions and communications enables agents and supervisors to quickly view the entire history of an interaction based on date, time or any other business data available. Contact centre staff can listen to archived phone conversations, voice mail messages and review email and chat interactions and survey results all from a web-based application.

Providing agents with timely access to real-time and historical information equips them with context-sensitive knowledge and tools to efficiently resolve any inquiry resulting in greater customer satisfaction, experience and loyalty.

Deliver A Balanced Contact Strategy

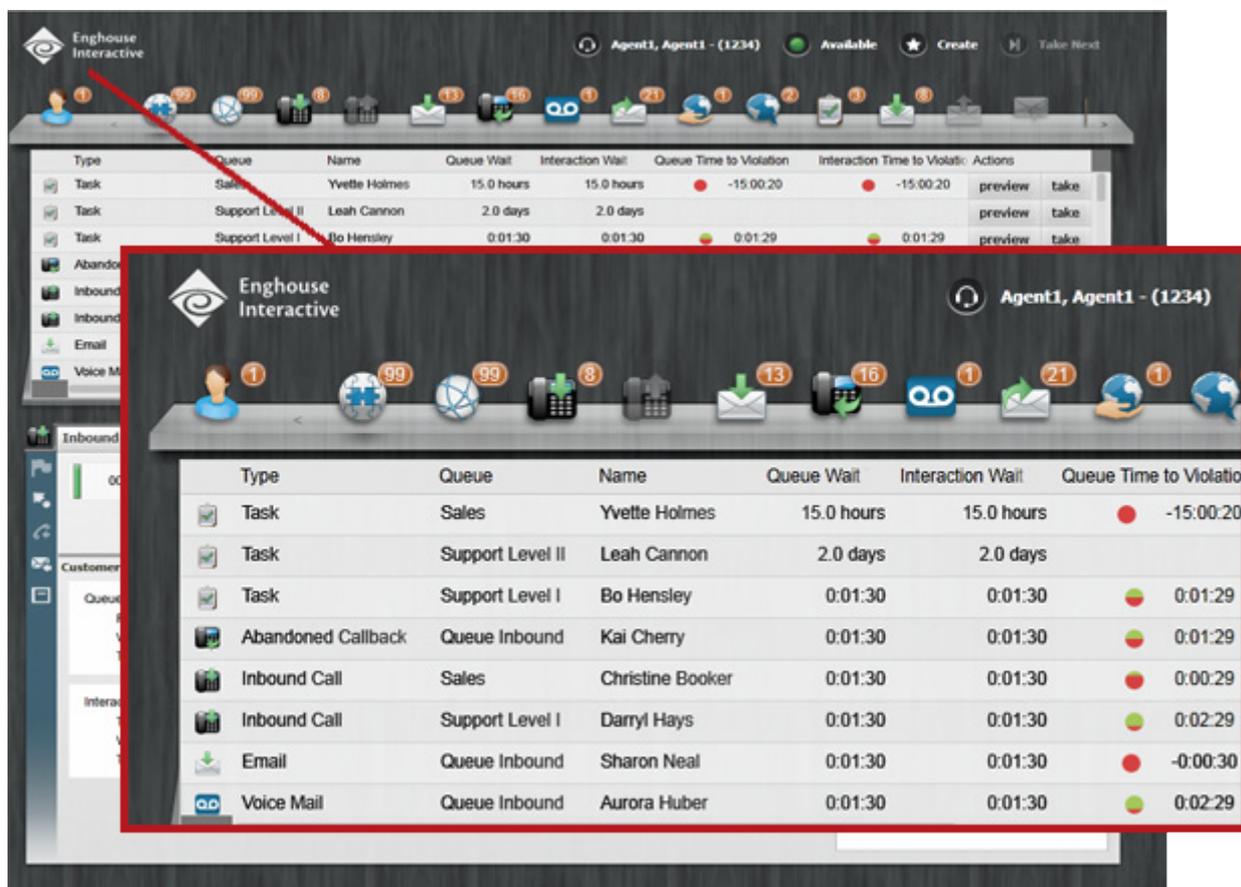
Contact Center: Enterprise utilises an advanced rules based engine to ensure the right balance of self-service and agent assistance technology.

Sophisticated profiling ensures that premium and high value contact types are routed to agents with the right skills while routine transactions are directed through a self-service channel such as IVR that ensures a fast resolution at significantly reduced costs.

Beyond Bricks and Mortar

Grow your contact centre beyond the physical limits of its current facilities by extending all of your contact centre capabilities to agents working at home or remotely.

With Contact Center: Enterprise's unique iAgent interface, agents can work from anywhere, on any device. And because its a thin-client web application it is easy to deploy, set up and manage with lower cost of implementation and a faster, simpler upgrade process.



Contact Center: Enterprise web interface showing unified queue for all customer interactions

Reach Out To Customers

The delicate balance between maintaining a profitable contact center while providing high levels of service is dependent upon well orchestrated processes and proven technology. Contact Center: Enterprise outbound applications can monitor agent availability and manage call pacing automatically as business activities shift either dynamically or based on your schedule.

Easy-to-use campaign management prioritises who to call, when to call, and the best agent for the call. while maintaining respect for security and compliance requirements.

“We are happy to reach out to the full community with such offerings as Web chat, which is especially helpful to citizens who are perhaps hard of hearing. It makes a big difference for us on the social inclusion front, as the people we serve have taken to it hugely. Contact Center: Enterprise is stable and adaptable. It’s like a vessel for us. You are not in a situation where it steers you. You steer it.”

Isabelle Bignall, Head of Contact Centre Services
CARDIFF COUNCIL

Measure Success And Satisfaction

Only 5% of dissatisfied customers complain to the company about their contact centre experience, while 60% leave and don’t return. The survey capabilities in Contact Center: Enterprise provide valuable insight into the customer’s perception and experience of your contact centre through comprehensive surveys across all communication channels. Proactive notification and escalation features allow managers to take action in real-time, such as scheduling a callback when a poor survey result is received

Optimise Your Resources

Improve your agents performance, quickly resolve disputes and increase customer satisfaction with integrated workforce optimisation tools:

RECORD AND IMPROVE

Whether recording conversations for compliance requirements or to measure service levels, integrated call recording and screen capture makes it easy to create a high quality, regulatory compliant contact centre.

AGENT EVALUATION

Provide consistent and constructive feedback to employees using real scenarios. Flexible scorecards enable managers to analyse agent performance based on key performance indicators and identify training requirements.

MANAGE STAFFING LEVELS

Optimise your contact centre, back-office branches and stores by ensuring the right person, with the right skills is in the right place, at the right time - regardless of the method of contact.

Administrative Efficiency

Contact Center: Enterprise accelerates the process of implementing a solution that meets your unique requirements from defining the call flows to configuring the system to support your business processes. Web-based administration, realtime monitoring and a comprehensive decision management system, allow you to create a complete, customisable picture of how customer interactions are handled through an intuitive browser-based application.

Virtual Contact Centre That Scales

Contact Center: Enterprise creates a single, virtual contact centre across your enterprise, seamlessly integrating disparate technologies, systems and distributed agent locations. Global system configuration means the system can be administered from anywhere

The platform delivers true site-independent universal queuing of all communication types across multiple contact centers, routing them to the most qualified resource within your entire enterprise agent pool - whether they are located at headquarters, branch offices, or at home.

Modular in deployment, Contact Center: Enterprise is highly scalable, allowing you to grow your contact centre to support increasing business demands. The platform supports configurations with no theoretical agent limit based on nodes of 1,000s of concurrent agents and a throughput of several million interactions per month. At this large scale, interactions can be distributed across 7,500 skill specific queues to accommodate multisite contact centers that require the flexibility to support a substantial variety of products and services

Flexible Deployment Options

Whether you need to implement your contact centre on premise, distributed across multiple sites or on a public cloud infrastructure, Contact Center: Enterprise provides a flexible solution that meets your contact centre needs now and in the future.

Highly Resilient Architecture

Contact Center: Enterprise maintains a high level of availability ensuring seamless and uninterrupted service, with no loss of reporting or real-time capabilities in the event of a hardware failure or network outage. In order to support high availability, the platform uses Multi-Node capabilities in conjunction with Media Server Fault Tolerance features. Multiple levels of resiliency help to prevent a single point of failure and both hardware and network failure resiliencies are built in to handle outages.

Leverage Your Existing Infrastructure

Contact Center: Enterprise reduces the cost and complexity of deployment by leveraging your existing infrastructure. The system supports any number and combination of traditional PBX or IP Telephony environments and easily integrates with market leading third-party solutions including CRM and ERP applications and databases, quality - monitoring applications, call logging applications, reader boards, and workforce management applications.

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.



Learn more at www.enghouseinteractive.com

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