



Contact Center as a Service (CCaaS)

Integrated with Microsoft Teams



IBM Cloud

Solution Overview & Functionality

Enhouse CCaaS delivers the ultimate operational flexibility as a cloud-based contact center, delivering the industry's widest range of capabilities, all accessible via an intuitive web-based interface.

Benefit from: instant scalability, reliability, security and cost certainty while increasing your pace of innovation

- UCaaS Enabled, integrated with **Microsoft Teams**
- **ISO27001** Certified for Data Security
- Omni-channel voice, email, chat, SMS, social media
- Intelligent routing, universal queue, service level adherence
- Advanced self-service, touchtone, speech, natural language AI
- Real-time reports, agent/supervisor dashboards, 360° view
- Multi-channel call and screen recording, quality mgmt. and surveys
- List-based outbound communications
- Gadget-based access to agent, supervisor, and other functionality
- Wide range of advanced 3rd-party integrations via open APIs



Target Users

- **Contact Centers from 10 to 000's of Agents**
- FI's, Banking, Credit Unions
- Healthcare Organizations
- Local, State Governments
- Customer Service, Tech Support and Helpdesks

Use Cases

- Hybrid and Remote Agents
- Simplify Moving to Cloud
- Add Chat, SMS and Social
- Self-Service and Live-Service
- Compliance and Recording
- Outbound Communications
- Monitor and Coach Agents
- Data-driven Optimization

Benefits

- ISO Certified Data Security
- Built-in Business Continuity
- Operational Flexibility
- Offer Channel Choice
- Adapt to New Realities
- Use any UC, PBX, Softphone
- Unmatched Scalability
- High Reliability
- Stable Opex, No Capex
- Agility, Deploy Rapidly
- Free's up IT

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