



Contact Center for Enterprise

CCE

Solution Overview & Functionality

Deliver a resilient and reliable omni-channel customer experience with embedded self-service for a seamless transition to agent assisted service. Built for reliability, deployed in the Enhouse Interactive private cloud or on-premise, delivers mission critical services with 99.999% contact center uptime

Benefit from: the ability to intelligently manage all contact interaction types – phone calls, voice messages, email, SMS, webchat and social media across the organization with a familiar and consistent approach

- Leverage the extensive range of applications to differentiate the customer experience through integration and automation
- Centrally manage geographically distributed contact centers
- Built-in analytics spanning self-service, agent assisted, and outbound contacts provide extensive, actionable insights



Target Users

- Contact Centers 100-10,000+ Agents
- Financial Services
- Healthcare Service Providers
- Gov't, Public Sector, Utilities
- Multi-Campus Universities
- High Tech Companies
- Global Service Organizations

Use Cases

- Collaborative Remote Agents
- High-Volume Contact Centers
- Self-Service and Live-Service
- Compliance of Regulated Co's
- Simplify Moving to Cloud
- Record/Quality Management
- Global Service Consistency

Benefits

- Operational Flexibility
- Offers Choice of Channels
- Inbound and Outbound Flows
- Ease of Scalability
- Customer Analytics, Insights
- Reliability -Across the Board
- Free up IT resources
- On-Premise, Private Cloud
- Cloud = Business Continuity

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