



# Enghouse

INTERACTION RECORDING  
& QUALITY MANAGEMENT



Enghouse  
Interactive

# The Growing Need for Interaction Recording and Quality Management

Customer experience expectations have changed. Today, customers expect lightning-fast responses across multiple channels and there are new regulatory frameworks are driving business process changes.

As a result, on a global basis 92% (versus 77% in 2015) of business executives\* have identified that the customer experience is their primary area of focus in 2020-2021, specifically noting that omni-channel capabilities are key.

Wide ranging regulatory obligations and compliance have become significant drivers as well, with GDPR and other privacy requirements now impacting corporate objectives.

To keep pace, a strong focus on, and management of the customer is key. Understanding issues as they arise, responding quickly, and determining the key learnings from each engagement requires a more comprehensive approach than ever before.

Extracting actionable insights, using automated tools to monitor and train, and analysing the “Voice of the Customer” will help your organisation achieve its business objectives.

## 6 Key Reasons to Use



Easy to use call, screen and text recording with full indexing for quick search and playback. Simplifies dispute resolution. Meets regulatory and legal compliance requirements.



Improve efficiency by unobtrusively evaluating agents, provide training and integrated scoring tools.



Derive value from every interaction across any channel – voice, video, text, social media.



Scalable, secure and robust platform that consolidates data from multiple channels and data sources, all in one place.



Distributed architecture integrates with multiple IP PBX and unified communications platforms.

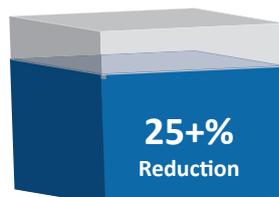


Analyse customer interactions, identify trends, risks and opportunities

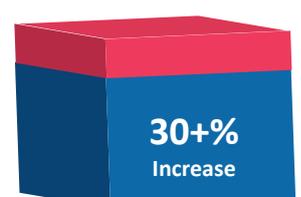
## The Benefits of Recording and Quality Management

Contact Centre quality management teams realise greater returns when using QMS; our customers have reported the following:

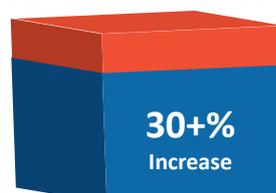
### Average Hold Time



### Customer Satisfaction



### First contact resolution



### Sales Effectiveness



# What You Can Expect From Enghouse

A comprehensive view of customer interactions across the whole organisation. Voice and screen synchronisation enables managers to hear what is being said, and view the agent's desktop activity for real-time coaching or historical analysis.

## Multi-channel Recording

Improve customer service, enhance employee productivity, resolve disputes, meet compliance obligations, and increase security by capturing and utilising recorded customer interactions across voice, email, chat and other channels.

## Quality Management

Review and continuously assess agents to ensure training and coaching are optimised to align with organisational objectives to deliver a superior customer experience.

## Soft Evaluators

Provide phone agents with real-time feedback on environmental aspects of the call, such as background noise, stress level, cross-talking, domination of the conversation, and speaking too loudly or quickly.

## Phrase Evaluators

Monitor clarity of the conversation and script adherence while the call is in progress. Ensures business KPIs are met.

## Audio Recording Speech to Text Transcription

Transcribe audio recordings into searchable text transcriptions with high accuracy to meet investigatory, compliance and analytical needs. Supports 30+ languages and 40+ dialects with automatic speaker identification.

## Text Analytics

Use audio transcriptions and text-based recordings to analyse customer conversations and to extract trends, identify risks and understand emerging new business opportunities.

## Key Benefits:

- Improve customer satisfaction by matching demand to skilled agent resources.
- Protect your business against costly disputes, meet your regulatory obligations.
- Improve staff retention and reduce training costs, easily evaluate interactions.
- Reduce escalations, threats and other unpleasant situations.
- Track an interaction using visual cues in the interface connecting transferred interactions.
- Transcribe audio into text, analyse in real-time to extract actionable customer insights.
- Recordings can be stored in various locations (AWS S3, Azure, etc.) enhancing business continuity.

## Enghouse provides customers with choice

select the platform that best meets your needs:



# About Us

We are the world's most **reliable** contact centre technology provider. Our global brand is built on our track-record of consistently honouring our commitments – to our customers, our staff and our shareholders.

**Enhouse Interactive**, a subsidiary of **Enhouse Systems Limited** (TSX: ENGH), is a leading global provider of contact centre software and service solutions that deliver enhanced customer service and transform the contact centre from a cost centre into a powerful growth engine. Our Practices and Solutions enable businesses to leverage meaningful, daily customer interactions to extract key insights used to deepen customer loyalty and uncover new opportunities to add value, profitably.

Supporting over 10,000 customers, in 120+ countries, **Enhouse Interactive** works within any local regulatory environment and supports any telephony technology, whether deployed on premises or in the Cloud, ensuring that our customers can be reached by *their* customers – anytime, anywhere, and via any channel.

## Contact us to Learn More

With over 35 years of deep contact centre expertise, our team of experts are ready to optimise a solution that's right for your contact centre, today and tomorrow.

Visit us at [Enhouseinteractive.com.au](https://enhouseinteractive.com.au)

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