



Contact Center as a Service (CCaaS)



Proactively Manage the Unknown

Elevate Your Contact Center to the Cloud without Risk

Enghouse Interactive's Contact Center as a Service (CCaaS) solution delivers the ultimate operational flexibility, resiliency and redundancy while offering the industry's most comprehensive range of Contact Center capabilities

- Remote Agents
- AI and Chatbots
- Self-Service and Live Agents
- Omni-channel Communication

Enghouse CCaaS provides instant scalability, guaranteed reliability and per user cost certainty while eliminating all operational risk. And at the same time, it enables organizations to redirect valuable resources towards increasing their pace of Customer Experience (CX) Innovation

Contact Center as a Service
Agile – Flexible – Responsive

Accelerate Your
Digital Transformation
Now

Delivering Value 6 Reasons How



Use
Anywhere Anytime
Any Device



Scale to Meet
Changing Business
Needs



Easily Customizable via
an Ever-Growing List
of Tightly Integrated
Capabilities



Requires Almost Zero
IT Resources and
No Infrastructure
Investment



Guaranteed Service
Level Agreements
(SLA), Built-in
Resiliency, Business
Continuity, Highly
Secure



24 / 7 / 365
Remote Monitoring
Proactive Problem
Resolution



Why Enghouse Contact Center as a Service (CCaaS)?

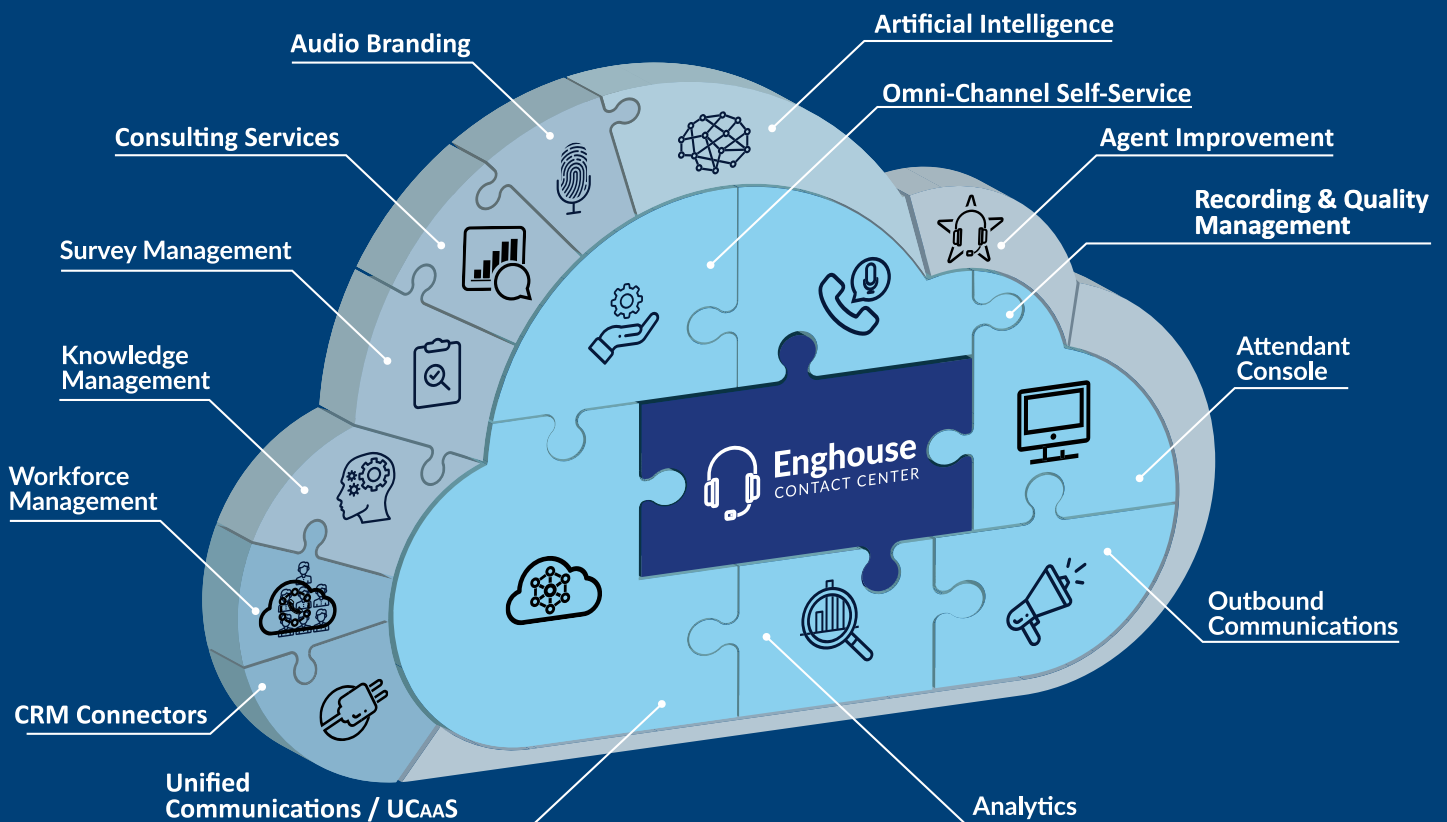


Proven Value, Reliability and Data Security

Uniquely providing white-label Cloud Contact Center as a Service (CCaaS) solutions to Major Telco's Globally for over 10 years



Contact Center CX Solutions Portfolio



Top 10 Business Benefits

Accelerate Revenue Generation

- 1 Drive Increased Revenues** with prioritized handling of high-value customers while reducing call handling times, lost or abandoned calls and operational costs
- 2 Increase Agent Engagement** with an even more intuitive interface, enhanced productivity tools, and real-time performance measurement dashboards
- 3 Enhance First Call Resolution (FCR) capabilities** with the quick access to agent scripting or customer requested information, in the format they prefer
- 4 Decrease Service Time** through “always-on” self-service capabilities that ensure increased customer satisfaction

Maximize Agility

- 5 Seamlessly Integrate Omni-Channel Interactions Leveraging Skills-Based Routing** with customer data to ensure that all queued interactions are routed to the agent best able to deliver a positive customer experience
- 6 Efficiently Manage Outbound Calls** to ensure that agents can proactively engage with customers using high-performance preview and predictive dialing, improving call center productivity and reducing agent idle time
- 7 Use Integrated Quality Management and Call Recording** to ensure agents adhere to proper scripting, respecting regulatory obligations and restrictions, while recordings provide proof of all discussions
- 8 Empower Customer Self-Service** using AI and BOT-driven interactions, combined with direct access to any text- and video-based Knowledge Management Systems, to improve CSAT and NPS
- 9 Improve Business Intelligence and Customer Insight** with a wide range of standard and customized reports, from customer history and interaction context to agent-specific and system-wide visual performance dashboards

Enhance Flexibility

- 10 Simplified Integrations** with industry-leading CRM platforms increases agent productivity through automated customer data screen pops (Caller-ID or PIN based) which eliminate manual look ups and the need for authentication dialog

Additional integration capabilities include a wide range of 3rd-party applications such as Work Force Management (WFM) and other industry specific platforms

- 11 Extend Your Telco Integration Options** leveraging your existing telephony and SIP providers or using Enghouse-Certified CPaaS and UCaaS for a complete solution, on your terms

Exemplary Cloud Resiliency and Reach

Enghouse CCaaS provides the world-class public cloud capabilities customers need, with the operational agility they expect. Open standards-based and securely protected, it provides the flexible infrastructure required by cloud-native solutions and simplifies future evolution

Consulting Solutions to Consider



Enghouse
KNOWLEDGE
MANAGEMENT



Enghouse
AUDIO BRANDING



Enghouse
SURVEY
MANAGEMENT



About Us

Enghouse Interactive (EI), a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact center software, services, and video solutions, serving thousands of customers for over 35 years. Enghouse Interactive solutions enable customers to deliver winning customer experiences by transforming the contact center from a cost center into a powerful growth engine.

Enghouse Interactive's core values – Reliability and Choice – are key differentiators in the global marketplace. Reliability speaks to Enghouse Interactive's reputation for consistently honoring its commitments to its customers, staff, partners, and investors. Choice is reflected in the unparalleled breadth of its CX portfolio, which enables customers to choose from a wide array of solutions, whether deployed on-premise, in the cloud, or on a hybrid platform. By leveraging a broad range of technologies and capabilities based on open standards, Enghouse Interactive simplifies the advanced integrations customers require.

Respecting local regulatory requirements, and supporting any telephony technology, Enghouse Interactive ensures that its customers can be reached by their customers – anytime, anywhere, and via any channel.

Contact Us to Learn More

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

Visit us at [EnghouseInteractive.com](https://www.EnghouseInteractive.com) or contact us in North America at: hello@Enghouse.com or **+1 833 ENG INTv (364 4688)**



[EnghouseInteractive.com](https://www.EnghouseInteractive.com)

Corporate Office

Enghouse Systems Limited
80 Tiverton Court, Suite 800
Markham, Ontario L3R 0G4 Canada

Tel: +1 905 946 3200
Email: info@enghouse.com

North America

Enghouse Interactive
16605 North 28th Ave, Suite 101
Phoenix, AZ 85053 USA

Tel: +1 833 ENG INTv
or +1 833 364 4688
Email: Hello@Enghouse.com

APAC & ANZ

Enghouse Interactive ANZ
Suite 703, 80 Mount St.
North Sydney, NSW 2060 Australia

Tel: +61 3 0093 2266
Email: APACMarketing@enghouse.com

DACH & BENELUX

Enghouse AG
Neumarkt 29-33
04109 Leipzig Deutschland

Tel: +49 (0)341/41584-0
Email: info.cee@enghouse.com

EMEA

Enghouse Interactive UK, Ireland & SEMEA
Imperium, Imperial Way
Reading, RG2 0TD UK

Tel: +44 (0) 20 3357 3040
Email: marketingemea@enghouse.com

Spain, Africa & CALA

Enghouse Interactive Spain - Madrid
Orense 68, 4^º
28020, Madrid – Spain

Tel: (+34) 93 10 10 300
Email: contact.spalat@enghouse.com

Enghouse Interactive AB

Torggatan 15
SE-171 54 SOLNA Sweden

Box 1078
SE-171 22 SOLNA Sweden

Tel: +46 (0) 8 457 30 00
Email: infosweden@enghouse.com