



Unified Communications as a Service (UCaaS)



Enghouse
Interactive

Simplified Single-Source Solution

Elevate Your Contact Center without Risk

Enghouse Connect merges telephony, video, chat and contact center technologies into a single platform that empowers entire organizations to elevate their customer experiences through secure, seamless connections between contact center agents, knowledge workers and subject matter experts.

Private chat, group conversations, video conferencing and file sharing make it easy to quickly answer customer questions.

Collaborate over video and give calls a more personal touch. Enghouse Connect is robust, resilient, and mobile-optimized, allowing strong human relationships for the moments that matter.

Enghouse Connect API's work with leading automation applications connecting thousands of apps into workflows, opening new revenue streams, and making Enghouse Connect more versatile, flexible, and easy to use. Customers can leverage existing carriers, plus mix and match different carriers for different routes.

Delivering Value 6 Reasons How



**UCaaS & CCaaS
Convergence: One
platform to improve
collaboration**



Start relevant
discussions: connect
agents to subject
matter experts



**Collaborate over video
and give customers a
personal touch**



**Never miss a
critical call
anywhere, anytime
from any device**



**Seamlessly integrate
into any environment
using an open API**



Customization & white
labelling to create
a unique corporate
experience.



Why Enghouse Connect?

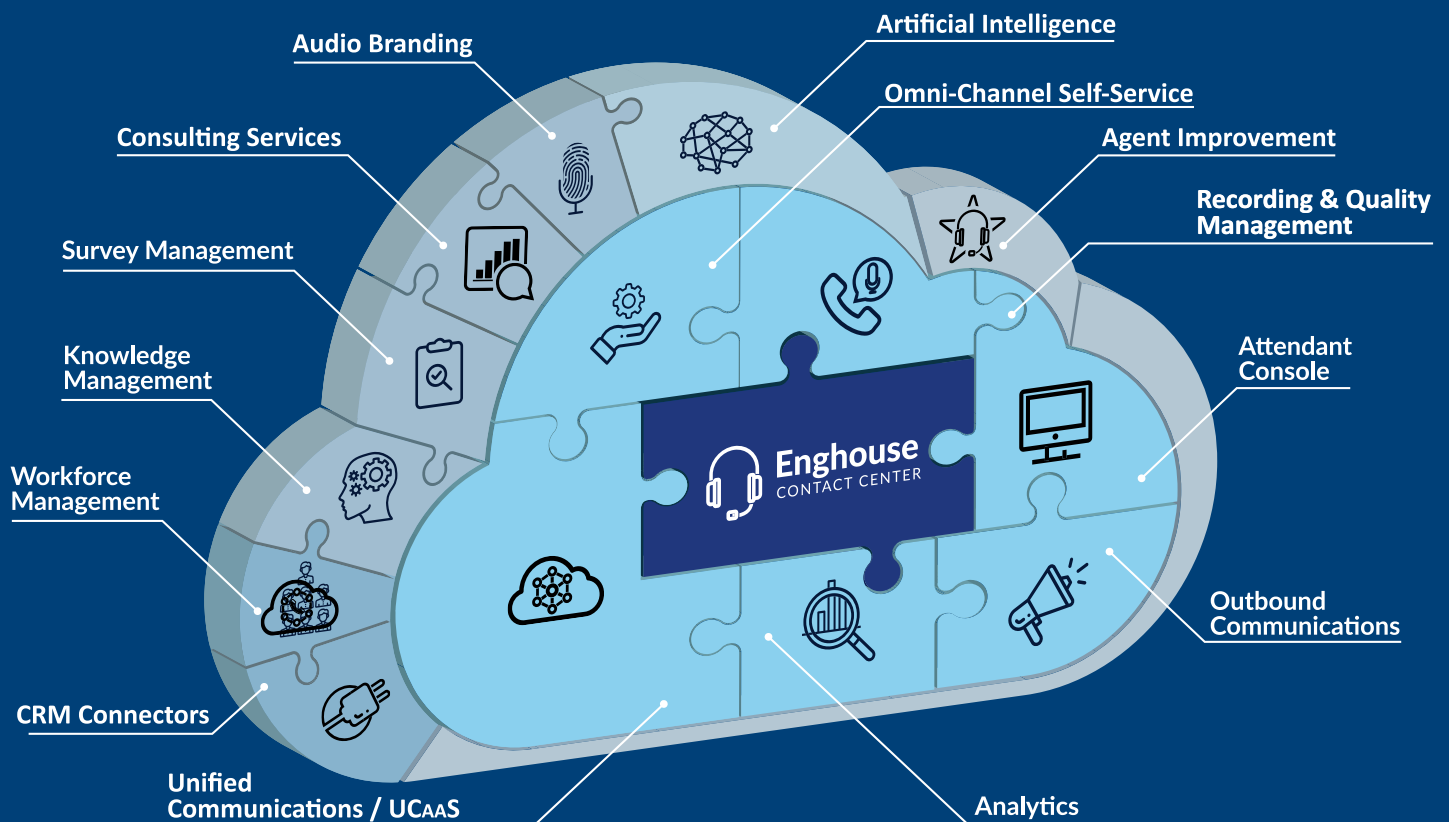


UC & CC Convergence, Robust & Secure, Hosted Telephony

Simply integrate State-of-the-Art Collaboration Technology including Chat, Video and Telephony into any Contact Center Solution.



Contact Center CX Solutions Portfolio



Top 10 Business Benefits

Accelerate Revenue Generation

- 1 Reduce Call Handling Time**
Reduce call handling time by providing a seamless, secure, and flexible collaboration between Agents, Experts and Customers
- 2 Enhance First Contact Resolution Rates**
Empower agents to access the right data at the right moment. This enables them to resolve issues faster during the First Call
- 3 Improve Customer Satisfaction**
Enghouse Connect provides a platform for agents to collaborate with subject matter experts, which lead to better decision-making, and improved customer satisfaction
- 4 Maximize Agility with Hybrid Working Environments**
Effectively manage hybrid working environments by providing teams with the tools they need to work remotely or in-office, including communication and collaboration tools that optimize remote work and increase productivity
- 5 Facilitate Omni-channel Interactions**
Agents take care of customers through chat, video, telephony which optimize communication and improve customer satisfaction.
- 6 Increase Agents Productivity and Efficiency**
Enghouse Connect provides one single solution for UC and CC that optimize agents' productivity and efficiency
- 7 Seamless Telephony Integration**
Never miss a critical call. Thanks to our PBX functionality, always reach the right expert in a minute anywhere, anytime from any device
- 8 Enhance Choice and Flexibility with Simplified Integrations**
Enghouse Connect solution can be integrated with a wide range of 3rd-party Contact Center platforms or other standalone applications
- 9 Fast-Track Deployments**
The microservices architecture, accelerates implementations, facilitates scalability and increases resilience through component isolation. Enables automation and IOT via public API's
- 10 Customized for a Better User Experience**
Enghouse Connect offers a comprehensive and easily integrated unified communications capability that can be white-labeled to boost your own application's capabilities and extend more value to your customers

Exemplary Cloud Resiliency and Reach

Enghouse Connect 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

Complementary Solutions to Consider



Enghouse
AGENT IMPROVEMENT



Enghouse
ARTIFICIAL INTELLIGENCE



Enghouse
ANALYTICS



Enghouse
RECORDING & QUALITY
MANAGEMENT



Enghouse
CRM CONNECTORS



Enghouse
OMNI-CHANNEL
SELF-SERVICE



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 or contact us in North America at: hello@Enghouse.com or **+1 833 ENG INTv (364 4688)**



EnghouseInteractive.com

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