



**Enghouse**  
CONTACT CENTER

For  
Hybrid & Cloud  
Deployments  
Only

# Contact Center for SMB

Agile. Flexible. Omni-Channel. Microsoft Teams-Enabled.



**Enghouse**  
Interactive

# Contact Center for SMB

## All the Functionality You Need With The Flexibility You Require

Enghouse Contact Center for SMB is a cost-effective omni-channel contact center solution that delivers the capabilities needed to meet ever-increasing customer expectations – today and into the future

Its exceptional range of options ensures that organizations have the ability to adjust to any functional requirement

Contact Center for SMB can be used on a stand-alone basis or integrated with an existing PBX or Unified Communications (UC) platform, including Microsoft Teams/Office365

Offering total flexibility, it can be deployed either On-Premise, in the Cloud (Private or Public) or as a Hybrid solution

**Contact Center for SMB**  
**Built for the Future - Yet Available Now**

## 6 Key Advantages



Intuitively and  
Easily Adjust  
Operations in  
Real-Time



Comprehensive  
Administration,  
Management  
and Performance  
Reporting



Useable:  
Anywhere  
Anytime  
Any Device



Advanced  
Capabilities  
Improve Customer  
Engagement



Award Winning  
User Interfaces



Use With  
Any Existing  
Collaboration  
and Telecoms  
Infrastructure







# Why Enghouse Contact Center for SMB?

With over 4000 global deployments, Contact Center for SMB has proven its industry-leading reliability and adaptability while delivering the leading-edge functionality usually reserved for larger scale enterprises

## Contact Center CX Solutions Portfolio



# Top 10 Business Benefits

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## 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 enhanced productivity tools, along with real-time performance measurement dashboards across voice, SMS, email, social media and fax communications channels
- 3 Enhance First Call Resolution (FCR) capabilities** with the comprehensive range of collaboration options, including those uniquely provided by Microsoft Teams
- 4 Decrease Service Time** through “always-on” self-service capabilities which ensure increased customer satisfaction

## Maximize Agility

- 5 Omni-Channel Interactions leveraging Skills-Based Routing** using customer data and agent skill rankings ensures that all queued interactions are routed to the agent best able to deliver a positive customer experience
- 6 Quality Management and Call Recording** ensures that agents adhere to proper scripting, respecting regulatory obligations and restrictions, while recordings provide proof of items discussed
- 7 Empower Customer Self-Service\*** using purpose-built IVR apps, touch-tone and speech recognition, AI and BOT-driven interactions, along with simplified and intuitive access to a Knowledge Management Suite to improve CSAT and NPS
- 8 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

\* The Communications Portal (CP) application also includes the Self-Service Development Platform (SSDP) which enables organizations to quickly develop and deploy their own applications for telephony, SMS, and email.

## Enhance Flexibility

- 9** **Simplified Integrations** with all industry-leading CRM applications to increase agent productivity with automated customer data screen pops (Caller-ID or PIN based), which eliminate the need for manual look ups and authentication dialog

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

- 10** **Maximize Infrastructure Flexibility** by retaining existing telecoms providers and adding others, for increased resiliency and redundancy, through Microsoft Teams Direct Routing

## Technology and Consulting Solutions to Consider



**Enghouse**  
AI INSIGHTS



**Enghouse**  
AUDIO BRANDING



**Enghouse**  
KNOWLEDGE  
MANAGEMENT



**Enghouse**  
SURVEY  
MANAGEMENT

## Deployment options to Consider

 **Enghouse**On-Prem

 **Enghouse**Hybrid

 **Enghouse**Cloud

# About Us

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

**Enghouse Interactive**, a subsidiary of **Enghouse Systems Limited** (TSX: ENGH), is a leading global provider of contact center software and service solutions that deliver enhanced customer service and transform the contact center from a cost center 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.

Globally, Enghouse Interactive's divisions support over 10,000 customers across 100+ countries, respecting local regulatory requirements, 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 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://EnghouseInteractive.com) or contact us in North America at: [hello@Enghouse.com](mailto:hello@Enghouse.com) or **+1 833 ENG INTv (364 4688)**



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