



# EnghouseCloud

simply elevate

Integrated with Microsoft Teams 



**Enghouse**  
CONTACT CENTER

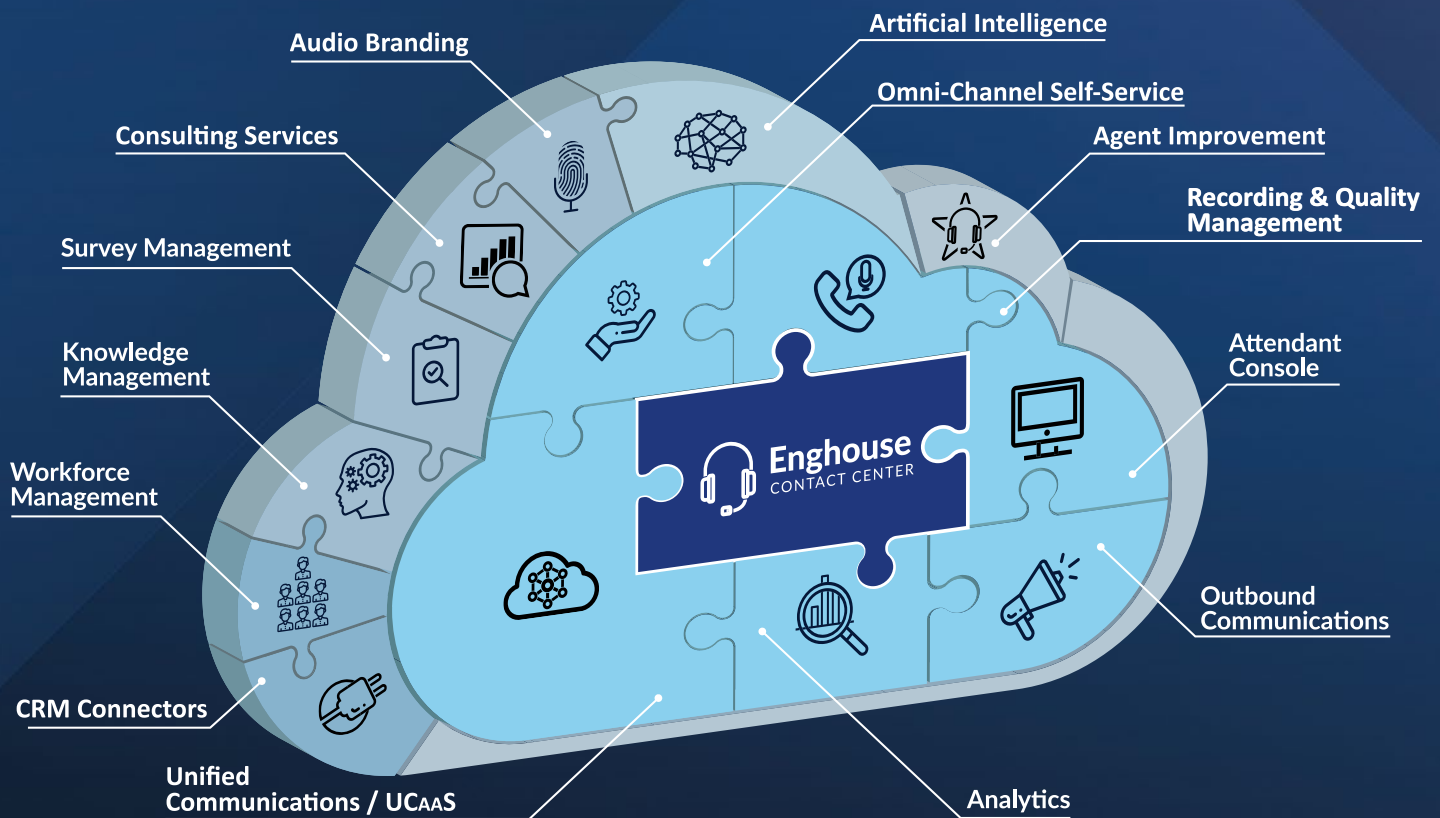


**Enghouse**  
Interactive



# EnghouseCloud

## Contact Center CX Solutions Portfolio



# The Trend to Cloud Contact Centers: The Analysts Speak

## What's Happening Now?



Enterprises will invest nearly \$46 billion in contact center software worldwide from 2020 through 2024:

#1 reason for moving to the cloud is for its modern, modular, integrable architecture

*IDC Semiannual Digital Transformation Spending Guide;  
IDC Contact Center User Survey, 2020*

Global Cloud Contact Center expected  
CAGR 14.3% growth from (USD Billions):



at a CAGR of 25%

*Fortune Business Intelligence – October 2020*



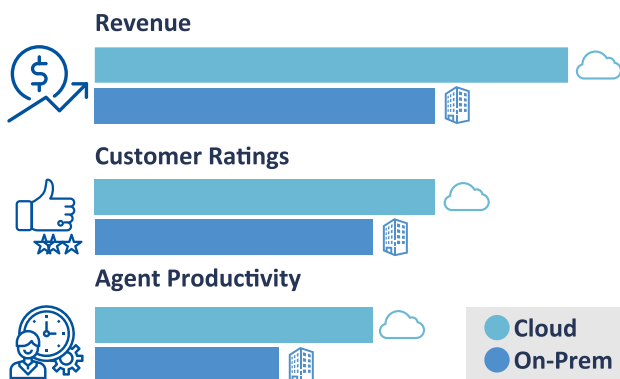
**52%** of all industries  
now use Cloud-based  
contact center functionality

**48%** still don't

*U.S. Contact Centers, 2020-2024. 7th Edition, ContactBabel, 2020*

## Why are they moving?

Cloud helps new technologies perform better



*Metrigy: Customer Engagement Transformation: 2020-21 Research*

Cloud Contact Centers say that cloud helps improve their ability to offer better customer experiences through more responsive technologies and applications.



*Adobe Total Economic Impact of Cloud 2020*



**78.7%**  
say cloud  
helps them  
cut costs



**81.6%**  
say cloud improves  
integration  
capabilities

Cloud Contact Center  
users have their say...













**86.2%**  
say cloud  
drives  
innovation

*2020 Global Customer Experience Benchmark Report / NTT (DiData)*

# 10 Key Reasons to Elevate *Your* Contact Center

 Solution certified for  
**Microsoft Teams**

 <b>Premium Security</b> Best-in-class security and privacy protection: HIPAA, SOC2, PCI-DSS and ISO27001 Certification	 <b>Scalability</b> Easily grow or flex operations as needed, resolve seasonality issues	 <b>Cost Certainty</b> Avoid infrastructure investment or surprise costs – benefit from same rate per agent/month/contract duration	 <b>Business Agility</b> Benefit from quick deployments, upgrades and updates with additional features and functionality	 <b>Reliability</b> Built-in Business Continuity and Disaster Recovery, Geo-Redundancy, centralized web-based administration
 <b>Free-up IT</b> 24/7/365 management, surveillance and support so your IT staff can focus on your business	 <b>Pace of Innovation</b> Accelerate your adoption of emerging technologies to meet/exceed rising customer expectations	 <b>Remote Agents</b> Easily add, manage and support remote agents, locally or globally	 <b>Digital Channels</b> Leverage social media, SMS, video, email to enhance customer engagement	 <b>Hybrid Migration</b> Simply extend on-prem technology with advanced cloud-based capabilities where/when/how needed



**Enghouse**  
CONTACT CENTER

## CX Solutions Portfolio

### CAPABILITIES



**Enghouse**  
ANALYTICS

Facilitates optimization of resources, maximization of operational efficiency and cost-effectiveness while minimizing fraud and monitoring of UCaaS infrastructure quality of service (QoS)



**Enghouse**  
ARTIFICIAL INTELLIGENCE

Leverage Artificial Intelligence (AI) to understand the customer journey at every touchpoint. Hear the Voice of the Customer (VoC) and improve all interactions, using Natural Language Processing (NLP), Conversational AI, with Enghouse proprietary algorithms and continuously optimized industry specific linguistics



**Enghouse**  
ATTENDANT  
CONSOLE

Enhanced call routing and personalized processing simplifies call flow management in complex environments



**Enghouse**  
CALL RECORDING  
& QUALITY MANAGEMENT

Indexed multi-channel call/screen recording (always-on & on-demand, multi-site), simplifies search, agent evaluation and training. Includes voice/screen/desktop synchronization, speech-to-text transcription, real-time text analytics



Intelligent dialers, dialers and chatbots increase agent productivity while reducing idle-time. Simplifies adherence to TCPA, FDCPA, DNC, regional or local regulations, run single or simultaneous campaigns across multiple regions and time zones. Includes voice, voicemail, email, inbound and outbound SMS channels



Enables CRM, CTI, fax and media processing, along with integration of 3rd-party applications to enhance the customer experience and improve optimize data collection



IVR (desktop and mobile), virtual assistants/chatbots, portals, AI integration, knowledge base integrations, voice biometrics and authentication enhance the customer experience and ensure privacy regulation compliance



Intuitive video applications that make HD communications real, visual and personal, available as a fully integrated solution or as a stand-alone application, with industry-leading privacy and security

## CONSULTING PRACTICES



Provide a consistent, pleasant and professional auditory experience across all customer touch-points, using high quality voice talent to reinforce your corporate image with soundscapes, earcons, greetings, voice prompts, YouTube voice-overs and other social media assets



Capture the Voice of the Customer (VoC) by undertaking advanced surveys and polling with comprehensive analytics and administration tools, without the need for dedicated, specialized resources



Deliver the right information at the right time, in the right format, to a self-service customer or an agent helping a caller. Includes online article editing, performance analytics and reporting from a high-performance knowledge base

## THIRD-PARTY PROVIDED CAPABILITIES



Single source, comprehensive communications and collaboration capabilities delivered as a service, while leveraging Microsoft Teams or other UCaaS solutions



Enhances agent performance while optimizing resource allocation and campaign planning in single or multi-site deployments. Includes visual dashboards and mobile applications for agents and supervisors





# 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. **EI** 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 **EI'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 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/Cloud](https://Enghouseinteractive.com/Cloud) or contact us in North America at: [ei.cloud@Enghouse.com](mailto:ei.cloud@Enghouse.com) or **+1 833 ENG INTv** or **+1 833 364 4688**



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

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