

COMMUNICATIONS PORTAL



Enhouse
SELF-SERVICE



Enhouse
Interactive

SELF-SERVICE IS NOT AN OPTION

IT'S EXPECTED

Deliver the experience that customers demand and increase their overall satisfaction while improving operational flexibility and agility



5 Reasons to Use Enghouse Communications Portal



Eliminate Customer Frustration
optimize all interactions with zero delay



Omni-Channel Access
deliver services via voice, SMS/text, mobile, web apps, social media and email



Reduce Service Times
Virtual Assistants provide requested information instantaneously over voice and digital channels



Optimize Operational Flexibility
develop, implement and revise new service offerings in real-time for permanent or temporary needs

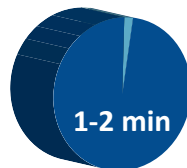


Integrate Easily
native integration with Enghouse Cloud, Hybrid or On-Prem solutions, and other vendor platforms

Why Enghouse Communications Portal?

Enghouse Communications Portal empowers organizations to provide services customers want, when they want them, via voice, mobile, web apps, SMS/text, social media and email

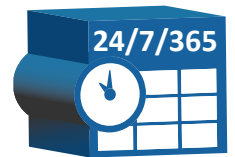
Contact Center teams have realized greater efficiencies when using self-service, our customers have reported the following:



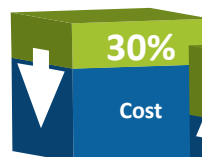
Call Time Reductions



Agent Availability



Accessibility



Virtual Assistants



First Call Resolution



Help Your Customers Help Themselves. Quickly. Easily. Efficiently. Effectively.

What you can expect from Communications Portal

No Headaches - all applications are scalable and extendable, using an open standards approach. Enhouse Communications Portal integrates with a wide range of third party technologies and infrastructures, significantly reducing the time, cost and complexity of creating and deploying optimized self-service solutions

Key Differentiators

IVR with Natural Language Capabilities

Speech recognition and speech-enabled IVR's can replace the traditional menu-driven experience with a natural conversational interface. Customers can request what they want without struggling to navigate through multiple IVR levels

Mobile IVR

Displays a full set of easy-to-read menu options on the device screen. Includes standard navigation tools, back button, choice of multiple menu paths (with wait times). Delivers multi-media interactions, without requiring additional telephony capacity

Virtual Assistants

Fully automated, business-rules based chatbots can provide customer and agent assistance, drastically improving the customer experience and reducing service times over voice and digital channels

Outbound Notifications

Facilitates proactive engagement with customers and prospects on a scheduled or ad hoc basis to provide reminders, follow-ups, and more

Text-to-Speech Conversion

Dynamically transform text into 'conversational language' for prompts and informational messages. Extract relevant information (in text format) and convert it to natural language speech

Open API's

Facilitate integrations with Databases (DB), Computer Telephony Integration (CTI) applications and Customer Relationship Management (CRM) systems

Complementary Solutions to Consider



Choice of Deployment Options



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://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

APAC & ANZ

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

Tel: +61 3 0093 2266
Email: APACMarketing@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

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

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

DACH & BENELUX

Enghouse AG
Neumarkt 29-33
04109 Leipzig Deutschland

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

Spain, Africa & CALA

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

Tel: (+34) 93 10 10 300
Email: presence.info@enghouse.com