EnghouseAI

Practical AI for Smarter CX

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EnghouseAI from Enghouse Interactive is an innovative, affordable Artificial Intelligence (AI) multi-solution suite that offers a practical, real-world approach to integrating AI into your contact centre and customer experience (CX) strategy, with the capacity to bring improvements and positive outcomes to every part of your business.

Enghouse Interactive prides itself on mindful solution development that thoroughly researches modern contact centre challenges and focuses on the practical benefits available. Enghouse's modular approach across all our solutions gives customers their choice of Enghouse proprietary software and other best-of-breed technologies.

Enghouse Interactive's 35+ years of CX industry experience mean that each EnghouseAI solution is developed with genuine understanding of the environment, and deployed with exceptional knowledge and expertise by our highly experienced teams in every part of the world.

Two pivotal areas for practical CX impact

Every component of the EnghouseAI suite is designed to boost your contact centre's power to deliver excellent customer service and build a stronger business, by focusing on two main areas for customer experience improvements:

Agent Productivity - EnghouseAI helps organizations drive significant business improvement by revolutionizing agent engagement via automation, personalization and assistance.

Insights - EnghouseAI creates real opportunities for business impact by delivering data-driven actionable insights that highlight potential improvements both within and beyond the contact centre.

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Agent Productivity

Improving agent productivity and performance is key to any CX strategy, helping you deliver a better, more efficient and cost-effective experience to your customers that in turn brings increased loyalty and retention — and a competitive edge.

EnghouseAI delivers improvements to productivity by supporting agents with a range of capabilities that automate routine interactions or tasks, provide real-time assistance, and enable personalized customer engagement. Enghouse has a comprehensive development strategy in place for EnghouseAI; if you are interested in any AI functionality for CX that is not covered in this brochure, please talk to us about our roadmap.

Virtual Agents

More than a traditional chatbot

Virtual Agents enabled with natural language processing (NLP) can essentially become integral members of your team, available 24x7x365 and able to handle interactions with the same level of care and understanding as human agents.

Virtual Agents

EnghouseAI's virtual agents work alongside your human agents to handle interactions on any channel, freeing up human resources for more complex or higher-value interactions. Significantly more capable than a standard chatbot, AI-enabled virtual agents use natural language dialogue to make information from your website and other validated knowledge sources instantly available to your customers. They can also automate business processes, such as checking an account balance or changing a delivery location.

Agent Knowledge

Proactively prompt agents with correct and consistent replies to inquiries, going beyond canned responses to provide hyper-personalized interactions with each customer. Information is pulled from your own verified internal knowledge base.

Interaction Summarization

EnghouseAI helps improve agent efficiency by automatically and accurately summarizing each conversation, and identifying next actions to ensure a seamless experience for both customer and agent.

Automatic Translation Assistance

EnghouseAI provides real-time translation to allow agents to respond naturally in chats using their own language, while still conversing in the customer's language of choice. This not only promotes a personalized and efficient customer interaction, it can also reduce resource costs for dedicated language experts.

Automated Agent Coaching

EnghouseAI coaching tools help support agents in real time, using speech analytics to monitor interactions, not only for script adherence, but also for stress and conflict, using tone, volume and talking speed to identify potential issues and instantly offer guidance to assist.

Agent Evaluation

EnghouseAI automatically analyses up to 100% of agent interactions, providing completely objective assessments based on a customizable scorecard that your managers can adapt to suit your specific business needs. Lack of staff development is one of the primary causes of agent attrition. Automating the evaluation process not only allows you to cover all your team's engagement in a fraction of the time it would take for a manual evaluation, but it also removes all implication of manager bias. This allows managers to easily reward and promote great engagement examples — as well as highlight areas for improvement.

Voice of the Customer (VoC) Insights

Call recordings, emails, chats, and social messages can also be used to understand how your customers feel about your company by identifying key themes and trends as well as areas for concern. EnghouseAI uncovers actionable insights across all aspects of your business, including logistical and operational challenges, product issues and more, providing valuable feedback that is not easily obtainable via other methods. Our superior semantic speech analysis capabilities mean that EnghouseAI's VoC is able to detect subtler context nuances than other commercially available offerings.

Voice of the Customer (VoC)

How do your Customers really feel about you?

EnghouseAI's Voice of the Customer automatically mines the treasure trove of all your customer conversations to highlight the insights that really matter: Are they happy with your business, your staff and your products? Are they considering a competitor? Surface all this, and much more, and serve it up to your management with minimal time and effort.

About Us

Enghouse Interactive (EI), a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact centre 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 centre from a cost centre 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 honouring 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**

Hello@enghouse.com

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