Self-Service

COMMUNICATIONS PORTAL

Solution Overview & Functionality

Enghouse Self-Service increases your overall customer responsiveness by providing them with their choice of service options – voice or digital based - whatever they prefer. From IVRs and Virtual Assistants to Live Agent Support, the customer 'owns' their experience.

Benefit from: 100% 'agent' availability 24/7, with increased efficiency. Self-Service applications scale and extend easily to meet current and future requirements

- IVR's with Natural Language (NLP) speech recognition and speech-enabled commands replace confusing traditional menus
- Mobile IVR is multi-media enabled, with screen-adaptable menus
- Virtual Assistants and Text-to-Speech conversion provide the customer with the information they need, instantaneously
- Open API's facilitate integration with CRM's, CTI Apps and Databases
- Toolkit simplifies the development of unique self-service applications

Target Users

- **All Contact Centers**
- Healthcare Institutions
- All levels of Government
- Banking, Credit Unions, FI's
- Home Healthcare Services
- Tech Support and Helpdesks
- Food Services / Grocery chains
- Emergency/Security Services

Use Cases

- Pandemic Triage/Online Care
- Healthcare Resource Info
- Gov't Assistance Program Info
- Counselling Services/Choices
- Loan/Mortgage Deferrals
- Service and Help Requests
- Grocery Curbside Pick-Ups
- Emergency Pre-Qualification

Benefits

- Offer User Choice of Channel
- Operational Flexibility
- Quickly Adjust Service to Need
- Unlimited Scalability
- Virtual Assistants Lower Costs
- Retain Existing CRM/CTI/DB
- Reliability -Across the Board
- Pre-configured Applications
- Toolkit for Customization

Learn more at **www.EnghouseInteractive.com**
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