



EnghouseCCaaS

Contact Center
as a Service




An omnichannel cloud
contact centre that delivers
service excellence and
supports your team
in the hybrid world



**Enghouse
Interactive**

enghousecloudcontact.co.uk



Contact Center as a Service will hit mainstream adoption for customer service and support organisations by 2023, according to **Gartner**, *predicting that at least*

50% *of contact centres will migrate to a cloud-based model though 2022.*

The increased readiness to migrate to the cloud is not least due to trends such as remote working and the digitisation of customer service.

Source link
www.gartner.com



The technology offers greater software agility with a lower cost of ownership, making it a key area of investment in innovation and customer service applications that surpasses the offers of legacy premises-based or server technology.

Drew Kraus, Vice President Analyst
in the Gartner Customer Service
& Support Practice

Organisations need to switch to service delivery models that adapt to changing consumer preferences and demand shifts. However, this transformation doesn't have to be intimidating.

With the right guidance and a trusted partner by your side, migrating your contact centre to the cloud can be an exciting and successful journey.



**Enhouse
Interactive**

A solution for all needs

Requirements of successful businesses



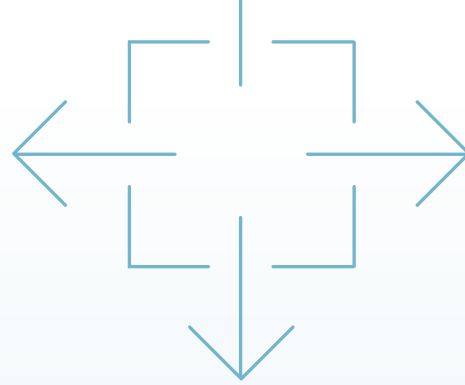
Quick to set up and easy to scale

Enhouse Interactive's Contact Centre as a Service (CCaaS) solution offers businesses an application model with the deployment and agility benefits of SaaS (Software as a Service).

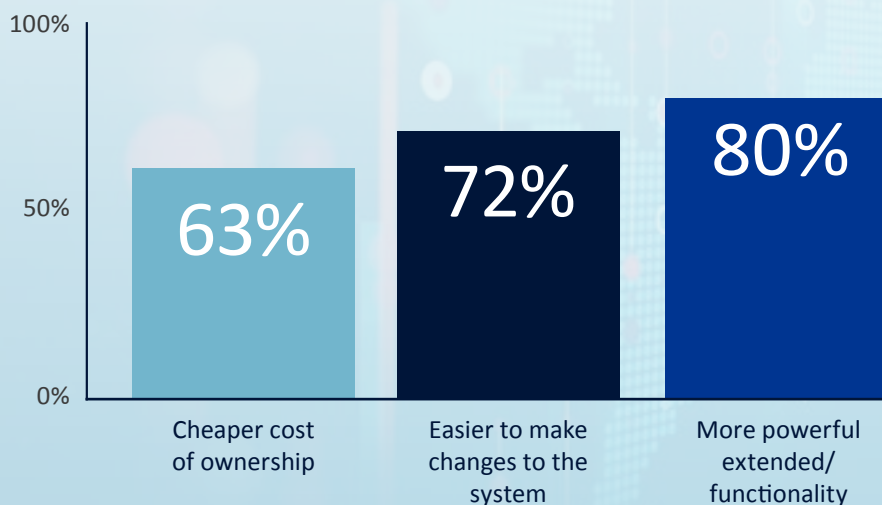
Many organisations are now relying on contact centre solutions with rapid, secure and flexible implementation options that are quickly scalable in emergencies or seasonal spikes. A future proof contact centre that can grow with your business and can support

multiple contact centre operations on a single application while consistently delivering a high-quality experience. Meeting carbon reduction targets is also becoming an increasing incentive to move apps to the cloud.

Enhouse CCaaS scales from 5 to 1000+ agents, allowing on-demand agent 'bursting' at all times. With Enhouse CCaaS, new contact centres can be online within hours, and new agents in just minutes.



Have cloud-based solutions made any difference to your contact centre?



Source link

The 2022 UK Contact Centre Decision-Makers' Guide by ContactBabel



Highly customisable and tailored to your business needs

Enhouse CCaaS consists of multiple functional components and can be tightly integrated with CRM tools or collaboration platforms such as Microsoft Teams and other third-party applications, helping you build the most efficient, feature-rich solution for your contact centre.



Intelligent insights and actionable data

Enhouse CCaaS provides managers and supervisors with a comprehensive overview of operations and performance and centralised reporting uncovering meaningful insight that drive decision-making. Those decisions often make a huge impact on customer experience.

A data-driven customer experience strategy increases the value of your brand, the loyalty of your customers, and the strength of your word-of-mouth marketing.

Expectations of happy customers



Omnichannel experience

Business customers and consumers alike want an effortless and consistent experience, no matter which communication channel they choose to connect with your business. The reality is, if you want to cater to the modern

consumer, you simply have to adopt an omnichannel approach that enables customers to begin their experience with your brand in one channel and continue it on another channel seamlessly.



9 **OUT OF** 10

consumers want an omnichannel experience with seamless service between communication channels.

Source link
CX Today, 2019



Personalised service tailored to their needs and preferences

We are moving towards a fully connected world enabled by technology. Today's customers demand immediacy, connectivity and simplicity in every interaction on their buying journey.

Enghouse CCaaS enables you to provide the relevant and personalised customer experiences that customers have come to expect.

*When a company makes customers feel appreciated, **76%** indicate they'll keep their business with the brand, **80%** say they will spend more with the brand, and **87%** will recommend the brand to friends and family members.*

Source
Forrester, 2021



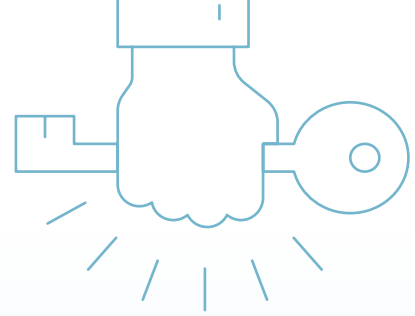
Essentials for efficient agents



Agent empowerment

Agent motivation and job contentment are critical to both staff retention and your service level: a happy agent really does significantly increase the likelihood of having happy customers. Tools such as intelligent routing, call-back options, a variety of media channels, CRM and bot integration, agent evaluation

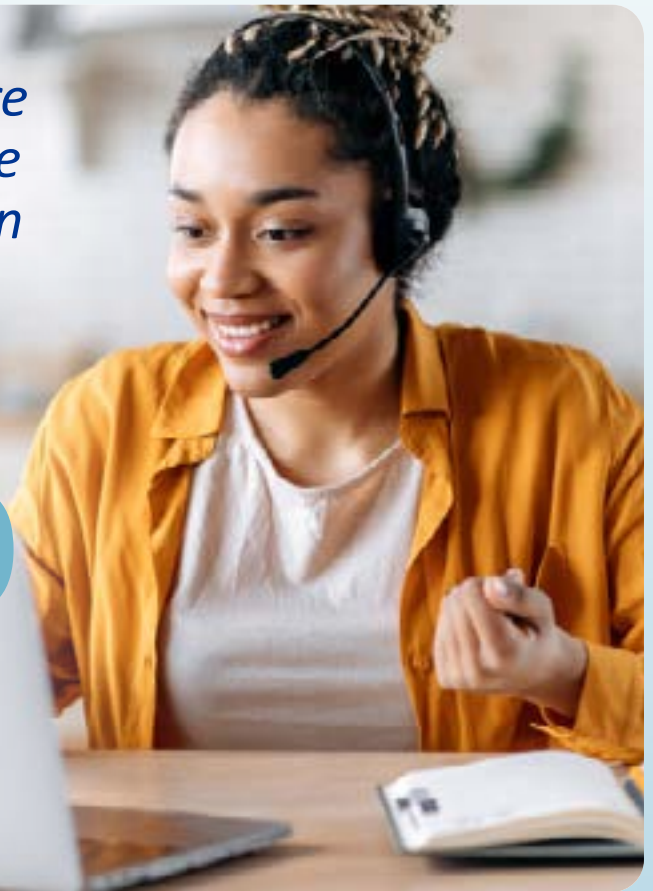
and coaching and a real-time dashboard enable them to do their job confidently and productively. Meanwhile, managers and supervisors are able to offer proactive and effective support to their staff, and armed with comprehensive reporting are able to ensure the centre is operating efficiently and profitably.



Cloud-based call agents are more secure and less prone to downtime in comparison to on-premise models.

91%

of businesses that moved to the cloud confirmed this fact.



Source
Salesforce



360° view of customer interactions

A survey carried out by Forrester Research in 2018, found that 42% of surveyed service agents, said they were unable to efficiently resolve customer issues due to lack of easily accessible and complete customer information. Being able to access all the customer service-

related interactions, such as requests, complaints, enquiries, etc. is paramount in getting a holistic view of a customer, allowing your agents to provide every customer with a faster, more relevant and personalised response.



Support remote workers

Remote working is here to stay. Organisations embracing the new Normal and investing in cloud technology are able to cultivate a happier and more productive workforce.

Enghouse CCaaS enables contact centre agents to work from anywhere as long as they have access to an internet connection while maintaining security and aiding productivity. Moreover, having a certain percentage of employees work remotely helps organisations reduce ongoing business costs as the need for a large office space is no longer a necessity.

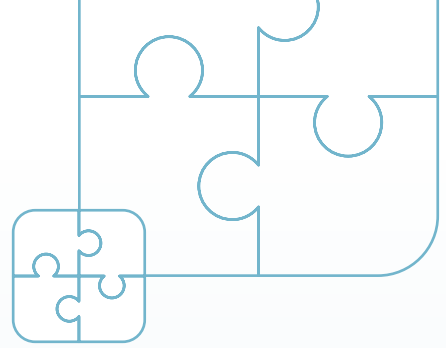


Bigger talent pool

Working in a contact centre can be fast-paced, stressful and competitive. It is difficult to find skilled, reliable workers and expensive to train new team members. Having a cloud-based contact centre allows organisations to gain

access to a bigger talent pool and have the freedom to hire the best talent from across the country or even globally, strengthening your team and the service you bring your customers.

Suitable for any size or industry



Enghouse CCaaS is a true multi-tenant SaaS contact centre solution designed to simplify and enhance the customer journey. A cloud environment allows businesses to serve all their unique, distributed operations with flexibility and scalability. It is well-suited for large contact centres and industries that require high levels

of security but can also benefit from the cloud's agility.

At the same time, a cloud platform can be ideal for small to medium sized businesses with only a handful of agents, who are reluctant to invest heavily in the staff and infrastructure costs of a premises-based solution.

Business continuity planning

Recent years have demonstrated unequivocally the benefits of Enghouse CCaaS along with its cost and scalability benefits: our customers could not only disperse their workforce to work from home at extremely short notice, they could also instantly upscale teams to cope with extra demand.

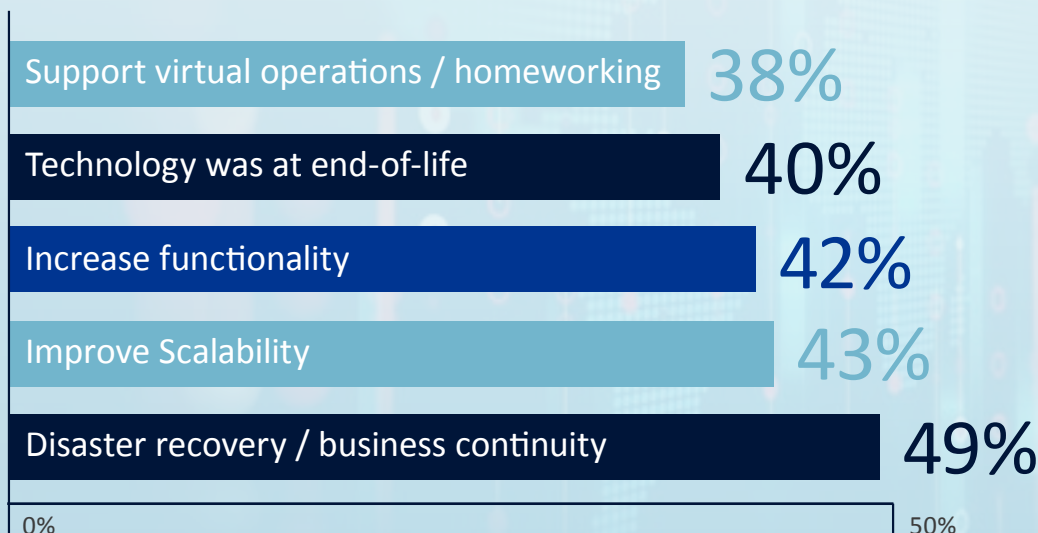
Enghouse CCaaS supports your business continuity planning by enabling businesses wishing to retain their on-prem infrastructure to reserve space in the cloud for temporary emergency situations and includes the capacity for regular transition testing.

Disaster recovery and business continuity are the

#1

Reasons for choosing cloud.

Reasons to choose cloud-based solutions



Source link
The 2022 UK
Contact Centre
Decision-Makers'
Guide by
ContactBabel

Omnichannel delivery

Enghouse CCaaS offers intelligent routing and queuing for multiple media channels including phone, email, chat, SMS, voice call-back (virtual hold) messages and social media.

All channels are seamlessly blended into a single “universal” queue so that agents handle all interactions within a single, unified client: our browser-based TouchPoint user interface.

Source link
Invesp, 2019



89%

of customers are retained by companies with strong omnichannel customer engagement.

Comprehensive reporting

Detailed, browser-based reports come as standard with an Enghouse CCaaS deployment while an optional add-on Analyst module allows the creation of new, custom-built OLAP reports complete with filters, drill-down, roll-up, pivots and more. Enghouse CCaaS has a single database that enables robust, unified reporting and analytics of all customer interactions.



Microsoft Teams integration

Enhouse Interactive has been a Microsoft Gold Partner for over 15 years, recognised as being in the top 1% of elite technology partners. Enhouse CCaaS is fully certified for integration with your Microsoft Teams tenancy so you can benefit from greater collaboration and teamwork by connecting the collective expertise of your entire business to your contact centre.

Increasing efficiency and driving real performance and productivity gains, this will further enhance your service delivery.

**Microsoft
Gold Partner
15 years**



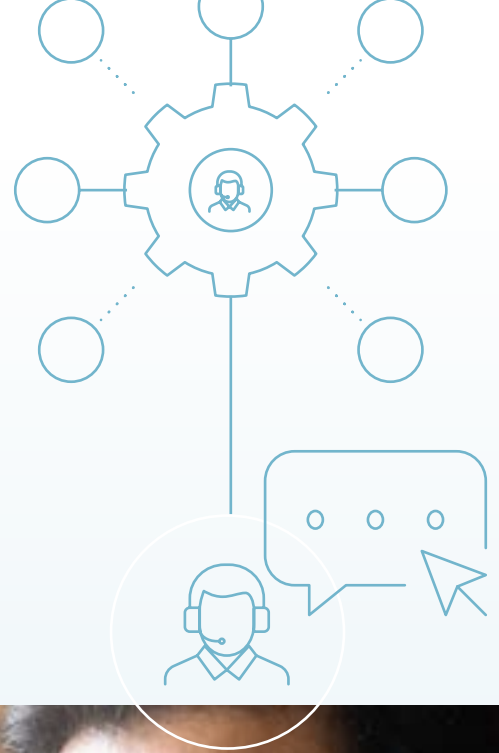
Recording and quality



Calls and text interactions can be recorded to meet compliance with legal, government, or industry standards. For quality monitoring, calls can be recorded selectively based on a variety of factors such as agent profile, group and skills. In addition, an authorised TouchPoint user can initiate the recording of their own calls on an as-needs basis for later referral.

CRM integration

Enghouse CCaaS can integrate to any CRM system such as Salesforce or Microsoft Dynamics, shaving time off all interaction handling and improving agents' productivity and accuracy. With caller ID, the associated Customer record is automatically popped on arrival and the interaction can be tracked in the Salesforce or Microsoft Dynamics account history.



Outbound dialling

A state-of-the-art outbound dialler complete with campaign management tools provides preview, progressive, and predictive list-based outbound dialling.

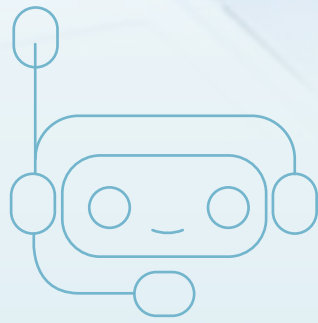
Advanced algorithms dynamically control the pacing to comply with silent-call regulations without sacrificing agent productivity.



**Increase sales
performance by
150%**



Chatbot assistance



Customers are increasingly looking for instant self-service. Our fully integrated bot offers two optional functions: it can front routine chat interactions from your website to relieve your agents of predictable or frequently asked enquiries, and it can also support your agents with prompts for “suggested responses”.

Agent and supervisor interface

Enhouse CCaaS’ intuitive web-based client includes a built-in soft phone or can be used with IP or traditional phones or even mobiles. Users can resize or work full-screen, and add, remove or pop out different gadgets to customise their workspace.

A configurable mini-dashboard gadget provides real-time queue and agent statistics.





Have it your way
contact us to learn more!

With over
35 years
of deep contact
centre expertise,
we know one size
doesn't fit all.



Our team of specialists is here to discuss your specific painpoints and business requirements in order to offer you a contact centre solution that is tailored to suit your needs.

A feature-rich omnichannel solution paired with an exceptional, highly intuitive user experience that maximises your agents' potential and delights your customers, today and tomorrow. Contact us now for a complimentary consultation and demo.

Visit us at

enghousecloudcontact.co.uk



or contact us at:

Tel: +44 (0) 20 3357 3040



Email: marketingemea@enghouse.co.uk

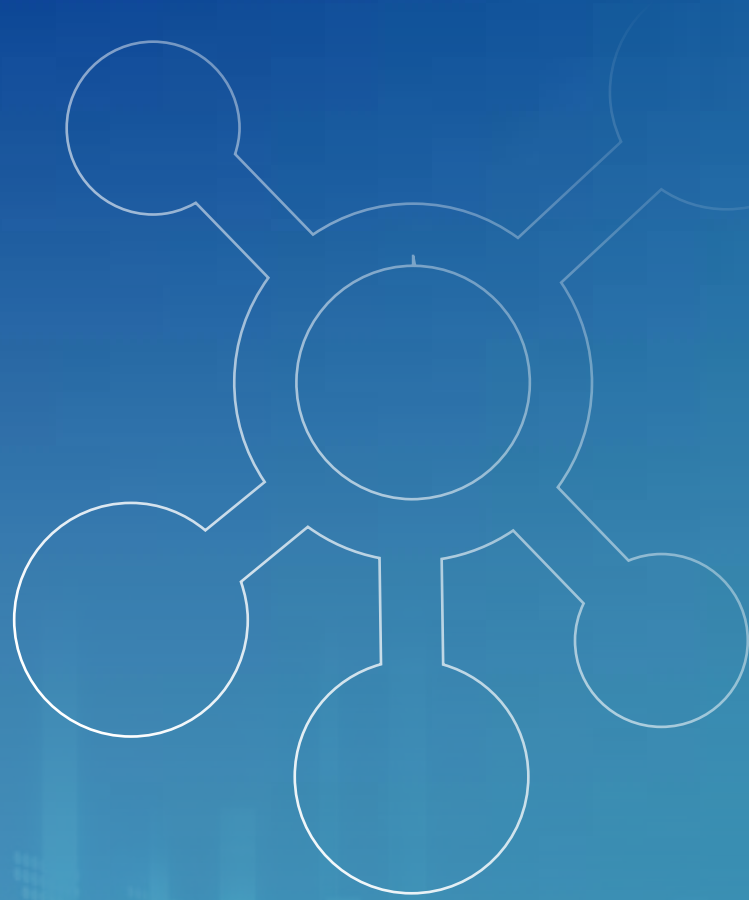


About Us

We are the world's most reliable contact centre technology provider. Our global brand is built on our track-record of consistently honouring 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 centre software and service solutions that deliver enhanced customer service and transform the contact centre from a cost centre 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.

Supporting over 10,000 customers, in 120+ countries, Enghouse Interactive works within any local regulatory environment 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.



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