



The collaborative Contact Centre

Certified with - Microsoft Teams
Future-proof your contact centre



**Enhouse
Interactive**

enhouseinteractive.co.uk

Customers are driving collaboration with **Microsoft Teams**



Global Reality

Teams is pervasive and is growing rapidly



Over 500,000

Enterprise-level organizations including 91% of the Fortune 500 already use Teams, with growth expected to accelerate due to Skype for Business Online being retired on July 31, 2021.



More than

115 Million

use Teams daily

Microsoft Q4 2020



Accenture has deployed

> 500K

Teams only users across their global organization.

Accenture Q2 2020



Expected to quickly surpass

1 Billion

daily Office365 users

Microsoft Q2 2020



Future -proof your contact center

with Microsoft
Teams-Powered
collaboration

Microsoft Teams is the new reality, aggressively moving Microsoft collaboration to the cloud.

As a hub for teamwork, Teams combines what you need for work, chat, meet, email, calls, collaboration and social media all into one place, making it accessible no matter where you are.

This ever-evolving collaboration platform makes it the ideal to

integrate a cloud-based contact center solution.

The combination of Teams and Enghouse Interactive Customer Experience (CX) solutions creates an easy-to-use, highly flexible, and cost-effective option that ensures delivery of a premium experience to all your users.

When combined with Teams, organizations can intelligently leverage a wide range of advanced Contact Center functionality

including skills-based routing, business intelligence (BI), call recording, quality management (QM) and more using a familiar and consistent approach.

Enghouse Interactive Contact Center Solutions enable quick and easy migration from legacy PBX platform or Skype for Business unified communication platform to Microsoft Teams, without service interruption.

Industry analysts predict that Teams will become the predominant collaboration tool, aggressively building on the strong market presence of Skype for Business.

Spiceworks 2020 State of IT

reports the end-user community expects that Teams will become the predominant collaboration platform.

Mio Report 2019:

A significant number of organizations use Microsoft Teams collaboration tools instead of the collaboration tools that came with their PBX. And this trend continues to accelerate.

Top ten benefits

of the Microsoft Teams-Enabled Enghouse Interactive Collaborative Contact Center



Accelerate revenue generation

- 1 Drive Increased Revenues with prioritized handling of high-value customers while reducing call handling times, lost or abandoned calls and operational costs.
- 2 Increase Agent Engagement with an even more intuitive interface, enhanced productivity tools, and real-time performance measurement dashboards.
- 3 Enhance First Call Resolution (FCR) capabilities with the comprehensive range of Teams enhanced collaboration options.
- 4 Decrease Service Time through “always-on” self-service capabilities that ensure increased customer satisfaction.

Maximize agility

- 5 Omni-Channel Interactions leveraging Skills-Based Routing using customer data and agent skill rankings ensures that all queued interactions are routed to the agent best able to deliver a positive customer experience.
- 6 Quality Management and Call Recording ensures that agents adhere to proper scripting, respecting regulatory obligations and restrictions, while recordings provide proof of items discussed.
- 7 Empower Customer Self-Service* using purpose-built IVR apps, touch-tone and speech recognition, AI and BOT-driven interactions, mobile navigator tools, along with direct access to your Knowledge Management Suite to improve CSAT and NPS.
- 8 Improve Business Intelligence and Customer Insight with a wide range of standard and customized reports, from customer history and interaction context, to agent specific and system-wide visual performance dashboards.

Enhance flexibility



Simplified Integrations with Dynamics (or any other CRM) increase agent productivity with automated customer data screen pops (Caller-ID or PIN based) to eliminate manual look ups and authentication dialog.

Additional integration capabilities include a wide range of 3rd-party applications such as Work Force Management (WFM) and other industry specific platforms.



Extend Your Telco Integration Options using Teams Direct Routing to integrate with an existing telephony provider for voice services.

Complementary solutions to consider



Enghouse
INTEGRATIONS



Enghouse
INTERACTIVE VIDEO
COLLABORATION



Enghouse
ANALYTICS



Enghouse
WORKFORCE
MANAGEMENT



Enghouse
KNOWLEDGE
MANAGEMENT



Enghouse
ATTENDANT
CONSOLE



Enghouse
SELF-SERVICE



Enghouse
CPAAS



Enghouse
OUTBOUND
COMMUNICATIONS



Enghouse
CALL RECORDING
& QUALITY MANAGEMENT

Choice of deployment options



EnghouseCloud



EnghouseOn-Prem

Enghouse & Microsoft

An enduring partnership

Enghouse Interactive is proud to be one of the select few companies in the Microsoft Technology Alliance Program (TAP) for Teams

Per Microsoft, Enghouse Interactive is rated in the top 1% of their Partner ecosystem

“Enghouse Interactive is a longstanding successful partner of Microsoft, and is in a select group of contact center vendors in our Technology Adoption Program for Teams...”

Our goal is to evolve our joint solutions to maximize the value of the customer experience.”

Andrew Bybee, Principal GPM
Microsoft Calling and Meeting Ecosystem



About Enghouse Interactive

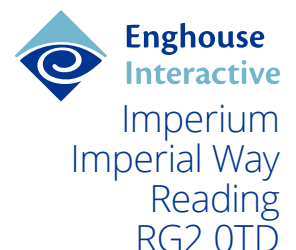
We are the world's most reliable customer contact technology provider. Our global brand is built on our track-record of consistently honouring our commitments to our customers, our staff and our shareholders.

Enghouse Interactive, a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of customer contact 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.

Enghouse Interactive Contact Centers certified for Microsoft Teams

Enghouse Interactive has become one of the first to have passed certification under the “Microsoft Teams Contact Center Certification Program”. This certification is a mark of quality providing customers with the assurance that our solutions have been tested and shown to provide the quality, compatibility and reliability expected from Microsoft solutions.



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