



Enghouse  
Interactive

# Customer Contact Communications

**Improving the Customer Journey**

Enghouse Interactive Solutions Portfolio

# Enghouse Interactive Index

Overview & Key Solutions .....	03
Multi-Channel Contact Centres .....	04
Self Service.....	07
Reception & Call Handling .....	9
Quality Management .....	11
Integration Tools .....	14
Why Enghouse Interactive .....	16

## Overview & Key Solutions

*Delivering a positive customer experience is a must to any business that wants to maintain that competitive edge and stay ahead of the game. Today's customers want to be served at a time that suits them and through the channel of their choice whether by traditional means or self serving on-line. To meet these demands, businesses need to ensure they have the right mechanisms in place, not only to respond to customer enquires but also to measure and monitor communications to get the best out of their customer interactions.*

### Key Solution Areas

Enghouse Interactive, whose unique approach of one size does not fit all offers choice, flexibility and scalability in deployment, size, complexity and integration to ensure successful and effortless customer interactions whatever your budget.

The integrated suite of solutions include multi-channel contact centres, both inbound and outbound, self service, operator consoles, quality management and advanced integration. This enables organisations to increase revenues, reduce costs, improve call handling and retain customers.

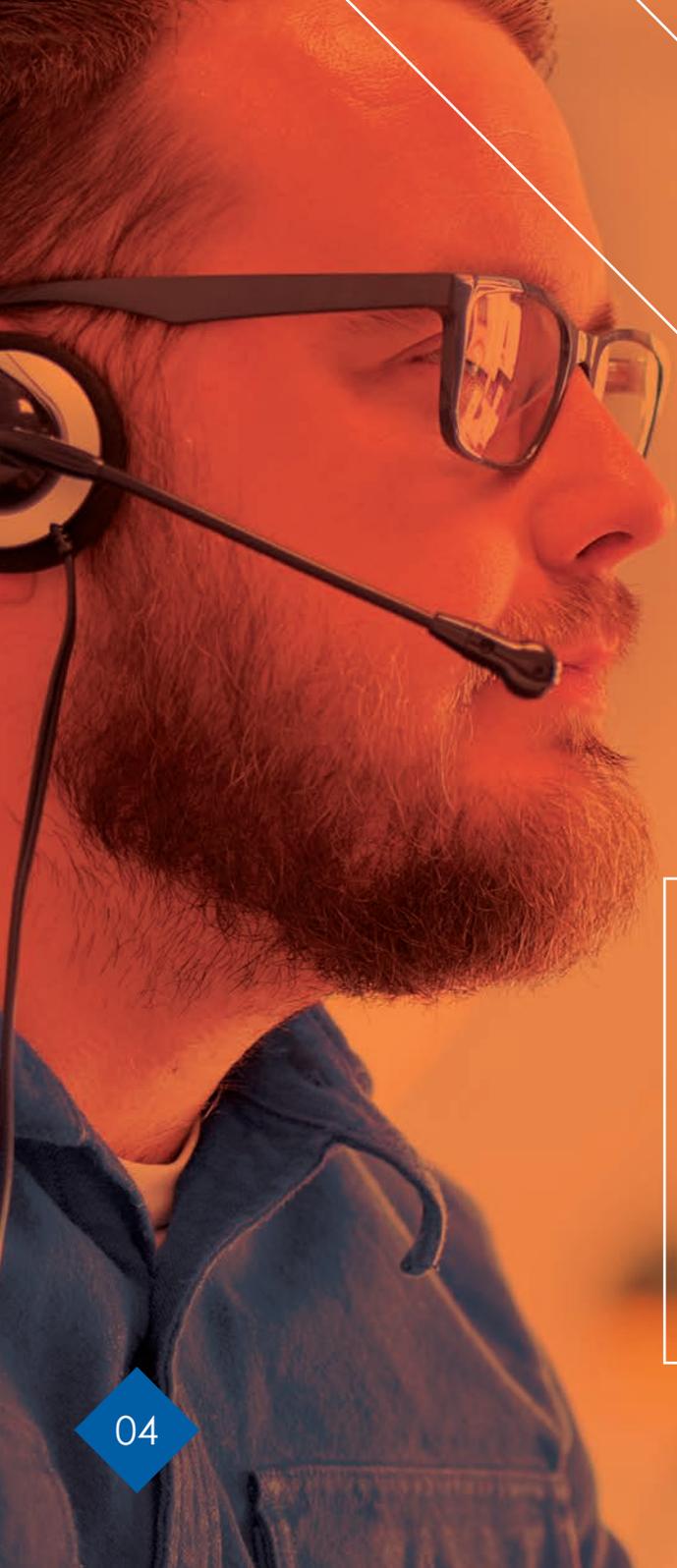
Currently Enghouse Interactive is helping more than 15,000 organisations globally to handle over 1 billion interactions across all sizes and industries.



### Rich Portfolio for great Customer Contact Communications:

All our solutions are:

- Simple, intuitive to use and cloud ready
- Modular by design and work together or standalone
- Scalable from 10 to 10,000 seats
- Delivered by an experienced and financially credible company

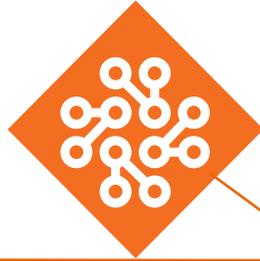


1

# Multi-Channel Contact Centres

## Multi-channel Contact Centre Solutions - Make every interaction count

*It would be great if you could guarantee that every customer was transferred to the correct person every time, who had the right information at their fingertips, leading to effective customer communication. Depending on your requirements Enghouse Interactive offers a range of multi-channel contact centre solutions that ensure effortless customer interaction whatever the budget.*



### Key Benefits:

- Increase customer loyalty and average spend
- Reduce cost of transaction without affecting service quality
- Increase first contact resolution and agent efficiency
- Support multiple contact media, improving customer perception

### Multi-channel Contact Centres

Enghouse Interactive's Contact Centre solutions can intelligently streamline and centralise all contact media types – in a single, fully integrated solution with omni-channel queuing and skills-based routing, ensuring all types of interactions are identified, prioritised, and routed professionally, first time, every time. At the same time improving productivity, efficiency and optimisation of staff resources through comprehensive reporting and automation.

All our solutions are modular and you can add functionality such as self-service IVR, survey, call recording, quality monitoring and outbound to name but a few, as requirements and budget dictate. Our multi-channel solutions are:

#### Communications Center: (CC)

10 - 500+ agents  
Omni-channel capabilities  
Redundancy  
Connectivity across multiple locations  
Compatible with Microsoft Skype for Business, Cisco, Avaya and NEC.  
On Premise / Private Cloud options

#### Contact Center: Enterprise: (CCE)

50 - 10,000+ agents  
Omni-channel capabilities  
High availability, scalable, resilient architecture  
Platform agnostic  
On Premise / Private Cloud options

#### Contact Center Service Provider: (CCSP)

5 - 50,000+ agents  
Omni-channel capabilities  
Multi-tenanted carrier grade platform  
Platform agnostic - accessible from anywhere  
True Hosted / Cloud options

## Outbound Solutions - Be proactive with customers

Simply add outbound capabilities to your contact centre. Automated management of outbound calling campaigns provides a powerful tool for streamlining those critical, high volume business processes. With an advanced solution for outbound communications, organisations can grow and strengthen their customer relationships and uncover new sales opportunities – turning every customer conversation into a fruitful one.



### Outbound Communicator

Enghouse Interactive's award-winning Outbound Communicator with predictive dialler technology, offers high performance, extraordinary flexibility and user-friendly operation for your dynamic outbound campaigns. The software allows you to quickly set up and implement tailored campaigns without extensive programming skills, and complete them successfully while making the most efficient use of available resources, saving time and costs.

### Why Choose Outbound Communicator

- Answer more calls in less time, increasing productivity
- Stay fully compliant with an OFCOM focused solution
- Achieve first contact resolution through intelligent routing
- Reduce abandonment rates, queues and call times by offering a callback
- Reduce agent attrition and stress by providing the tools they need to achieve targets
- Optimise staff resources through comprehensive reporting and automation
- Increase profitability and reduce costs with shorter set up times for new campaigns
- Improve customer satisfaction through real-time interaction monitoring and coaching



# Self Service

2

## Self Service - Allow your customers to serve themselves

Create an effortless customer experience by empowering your customers to self-serve 24/7. By offering a choice of self service channels your customers can manage routine tasks such as paying a bill, leaving your contact centre agents free to focus on higher value interactions whilst simultaneously increasing productivity, efficiency and reducing costs.

### Communications Portal (CP)

CP is an open standards-based IVR platform with integrated application development and management components enabling organisations to deploy voice, SMS, and email automated communications on a single, cost-effective platform.

Each business is different and requires a unique business process for automation. CP helps create self help applications.

Common applications include:

- Identification and verification
- Card payment
- Direct debit set-up
- Balance/information read-out
- Address change
- Intelligent Routing



### Outbound Notifications

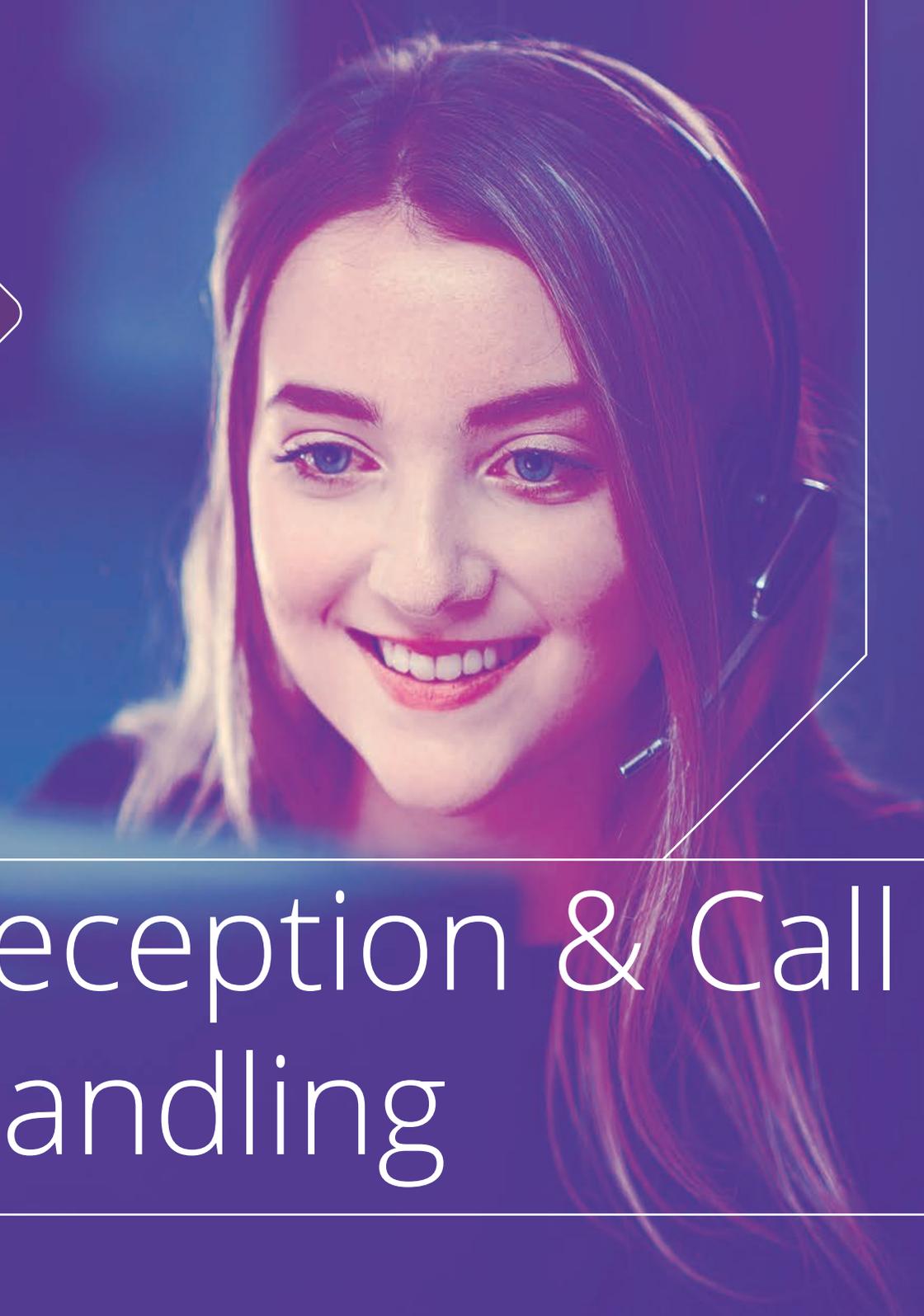
Automated outbound notifications ensure that customers are efficiently informed and up to date on their interactions with your business, for example: order notifications, reminders, renewals etc. Enghouse Interactive's Outbound Notifications module will enhance your customer experience via automated and self service processes while driving down operational costs associated with inefficient use of resources.

### Mobile IVR Navigator

Enghouse Interactive Mobile IVR Navigator quickly allows a user on any device to participate in a self service session through a mobile app. The app visually navigates customers through your customer service options seamlessly offering your customers a better end-user experience.

### Key Benefits:

- Reduce cost and resource by automating simple, repetitive tasks, allowing agents to handle the more complex and valuable interactions
- Increase revenues by enabling customers to self-serve 24/7
- Speed up caller response times and increase customer retention by eliminating queues
- Reduce development time and faster time-to-market – developers can create voice solutions 50% faster than they can with other graphical development tools



3

Reception & Call  
Handling

## Reception and Call Handling - Keep your business connected

*With over 25 years' experience developing the worlds most widely deployed console solutions, we understand the crucial role that receptionists or operators play in providing callers with an exceptional first impression of your business.*

*Enghouse Interactive's high performance operator consoles utilises powerful directory or presence information to enable operators to respond to caller enquiries with accurate, up-to-date information, ensuring that each caller is connected to the most appropriate person.*



**Enghouse Interactive has developed one of the first consoles to market for Microsoft Skype for Business Online and Office 365.**

### Operator Consoles

Our advanced reception, operator and call handling software solutions are created for leading PBXs (including Cisco and Avaya), unified communications (including Microsoft Skype for Business and NEC) and mixed-switch environments helping to ensure that every customer, supplier and business associate receives consistently prompt and professional service.

By combining product expertise with local support and training services, Enghouse Interactive delivers solutions that help clients increase business efficiency, responsiveness and competitiveness, whilst improving customer service and reducing costs throughout the organisation.

### Key Benefits:

- Fast, professional call answering and efficient call transfer ensures an excellent customer experience
- Reduce operational costs by processing higher volumes of calls and reducing call handling times
- Presence enabled directory ensures callers are transferred to the best available contact, first time, improving caller satisfaction and efficiency
- Important calls and busy queues can be prioritised to meet service level requirements

# Quality Management



# 4

## Quality Management - Monitor, measure and improve

*Balancing the goals of the business and the customer is a difficult and ever changing task. To help organisations provide consistent, quality of service while remaining profitable, efficient and compliant, Enghouse Interactive provides a range of multi-channel, call and screen recording, speech analytics, workforce and business optimisation tools.*



### Quality Management Suite (QMS)

The Quality Management Suite offers a comprehensive view of customer interactions right across the business. Voice and data synchronisation allows managers to hear what is being said on the telephone as well as view what is being executed on the agent's desktop.

**Call and Screen Recording** - enables organisations to improve customer service, enhance employee productivity, resolve disputes, meet compliance obligations, and increase security. Supports multi-site deployments, is scalable and can be managed as a single system from any location.

**Agent Evaluation** - quickly and objectively evaluate how agents are performing on calls. Flexible scorecard templates allow managers to align quality monitoring efforts with strategic business goals.

**Soft Evaluators** - brings emotional intelligence to bear into interactions with customers, achieved through real-time soft evaluator capability. This innovative technology helps encourage agent empathy and gauges the emotional intelligence of both customer and agents by evaluating their voice and improving conversations in real-time.

**Computer Recording** - supervisors can silently monitor agents in real-time, relieving stress on the agent and making the observation more natural. Managers can hear what is being said on the telephone as well as view what is on the agent's desktop. Videos can be exported as .wmv files, played back using standard desktop media players and attached to e-mail or CRM records.

### Key Benefits:

- Improve customer satisfaction by matching demand to skilled agent resources
- Protect your business against costly disputes
- Improve staff retention and reduce training costs
- Gauge the emotional state of both agent and customer in real-time



### **Real-Time Speech Analytics (RTSA)**

Enghouse Interactive's Real-time Speech Analytics is the first software solution offering fully automated quality assurance and call optimisation for every call.

RTSA analyses agent and customer speech to provide live feedback to agents and team leaders about what is being said, and how it's been said. It monitors stress levels, speech clarity and script adherence, all whilst the call is in progress. In parallel, RTSA searches for phrases, keywords and dialog pairs in calls, to ensure predefined call criteria is met.

RTSA is intuitive and easy to use, requiring no programming or phonetic knowledge for configuration. RTSA evaluates the quality of all calls in an automated and 100% objective way. This leads not only to time savings and a higher efficiency of quality management, but also allows for resources such as agents and service team members to be planned very specifically.

### **Workforce Management**

Workforce Management helps contact centre managers optimise the balance between customer service, profitability and satisfied employees. It includes all the tools to manage staff, forecast demand accurately, schedule automatically and report on performance and adherence.

### **Call Billing and Reporting**

Call Billing and Reporting provides the means to collect, analyse and report on call data and its associated costs through a standard web-browser. By providing a clear and precise picture of call handling performance and costs, Call Billing and Reporting helps you plan for change and build an efficient call handling system based on accurate information rather than costly guesswork.

# Integration Tools

5





## Integration Tools - Connect your systems

*Enghouse Interactive's Integration and Optimisation Solutions help system integrators and developers accelerate the time-to-market and time-to-revenue for your interaction management solutions.*

*Enghouse Interactive can help with it's out of the box APIs and development platform for CRM and 3rd party integration. Proven with hundreds of deployments across all industries and contact centre sizes it can help you to provide a personalised service experience that builds customer loyalty while simultaneously lowering costs.*

### **CTI Connect**

Enghouse Interactive's CTi Connect is a standards-based CTI software solution that allows application developers and system integrators to create voice self service, contact centre and unified communications solutions for IP and TDM networks at a dramatically lower cost by providing out-of-the-box integration with all major communications systems.

### **CTI for CRM**

Enghouse Interactive CTI for CRM significantly enhances agent efficiency and performance by providing click-to-dial and screen pop capabilities that can reduce call time and help personalise customer service. Today, CTI for CRM routes calls to more than one million agents worldwide and provides the most robust and reliable CTI solution on the market.

### **Key Benefits:**

- Reduce call time by 20 seconds per call
- Instantly retrieve and screen-pop customer related information to resolve issues quickly
- Provide a better and more immediate response to the customers
- Build customer loyalty by personalising interactions with customers
- Increase first call resolution
- Offer a more personalised experience to the caller
- Dial out automatically and faster with a single mouse click
- Handle higher call volumes with a reduction in handling times
- Out-of-the-box integration reduces CTI project time and costs



# Why Enghouse Interactive



With over 30 years' experience developing solutions that consistently exceed the expectations of our customers and partners, Enghouse has an enviable pedigree.

Our solutions enable organisations to leverage existing technology and applications, overlaying additional functionality and enabling the contact centre to flex with demand. Ultimately we enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

**Enghouse Interactive is recognised by Gartner as a Challenger in the Magic Quadrant for Contact Centre Infrastructure, and by DMG Consulting, as one of the leading Cloud Contact Centre providers. Enghouse are also leads the way in Contact Centre on Skype for Business, with over 450+ deployments.**

This wide portfolio places us in a unique position to offer complete, fully featured customer contact solutions from a single vendor. These solutions support the full range of deployment methods from premise-based, through to private, public or community cloud and even hybrid requirements.

All certified with the leading UC and PBX vendors including Microsoft, Cisco, NEC and Avaya, along with open APIs allowing for quick and robust integrations to other enterprise applications.

Through our extensive network of partners, we are helping thousands of organisations of all sizes, industries and complexity across the world to improve their customer service, productivity and operational efficiency whilst reducing costs.





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