

# Enghouse and IBM

The perfect cloud  
combination for  
reliable contact  
centers

**SINGLE  
ENVIRONMENT**

**BOOST REVENUE**

Leverage analytics to  
detect and resolve  
pain points within the  
organisation

**COGNITIVE CUSTOMER CARE**

Comprehensive portfolio  
of cognitive customer care  
solutions to transform  
business processes and  
lower operational costs

## Proven. Reliable. Flexible.



### **| RAPIDLY DEPLOYED 01**

Anywhere, with a fast time-to-market and robust network infrastructure. Hugely reliable and includes disaster recovery, ensuring business continuity.



### **| SECURE 02**

Ensure security and data sovereignty in the Cloud for your mission critical contact center application, supported by a global team of support professionals.



### **| COST-EFFECTIVE 03**

By improving interaction resolution time using AI agent automation, assistance bots, and intelligent response.



### **| DRIVES INNOVATION 04**

With advanced analytics, simplify business processes, increase business agility and drive customer satisfaction.

## **Faster Return on Investment**

Confidently drive business improvement strategies, leveraging analytics to identify and resolve challenge areas in your organisation. Improve pace of workflow, execution speed and agent performance by applying AI-driven routing, bot assistance and promotion of continuous learning and improvement initiatives.

## **Improved Customer Experience**

**Create customer loyalty, leverage insights, drive revenue**

Enable customers to choose their preferred channel and engage whenever and wherever they need, via phone call or digital channels such as social messaging, email, or chat. Avoid repetitive and unproductive tasks by using AI to allow agents to provide customer service excellence.

# Enghouse Cloud Contact Center

Transform how you deliver customer care

## GLOBAL AVAILABILITY

- Intelligent Routing
- AI Insights
- Self-Service
- Omnichannel
- Outbound Dialing
- Quality Management
- Multichannel Recording
- Third Party Integration

## IBM CLOUD

2018 Global VMware Partner Innovation Award for Integrate Public Cloud

## ENGHOUSE STATS

Over 1 Billion Transactions Processed Daily

Over 1 Million Seats Implemented Globally

Over 1,000 partners supporting over 10,000 customers in over 120 countries

## Delivered in the IBM Cloud

Using decades of experience and a full-stack cloud platform that spans public, private and hybrid environments, we will leverage the vast expertise gained from award-winning VM deployments and more than 100,000 migrations to accelerate your journey to the cloud.

## Enghouse Interactive

We strive to deliver the most reliable contact center solution possible to increase the value of any communication. We will increase customer retention and identify new product and revenue stream opportunities and release the full potential of one of the most important functional areas inside your organisation.

## Contact Us

Imperium, Imperial Way,  
Reading, RG2 0TD  
Elmarketing.cloud@enghouse.com  
EnghouseContactCenter.cloud



### OMNICHANNEL 01

Deliver a seamless experience for all touchpoints: voice, email, chat, social messaging, SMS, fax, video and speech recognition.



### AI AUTOMATION 02

Build on your agents' expertise and augment service delivery through intelligent routing and automated, context-sensitive responses.



### POWERFUL ANALYTICS 03

Provide a holistic customer view and detect pain points in real time to improve your customer service.