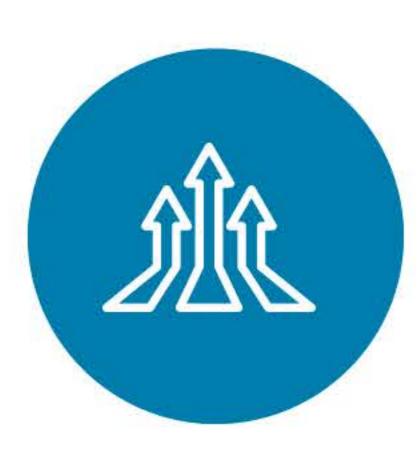
Enghouse and IBM

The perfect cloud combination for reliable contact centers



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.



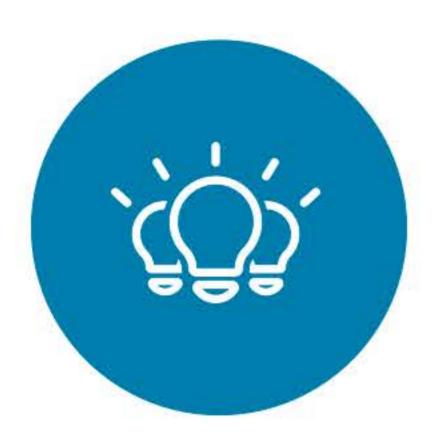
SECURE 02

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.

Comprehensive portfolio

of cognitive customer care

solutions to transform

business processes and

lower operational costs

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.





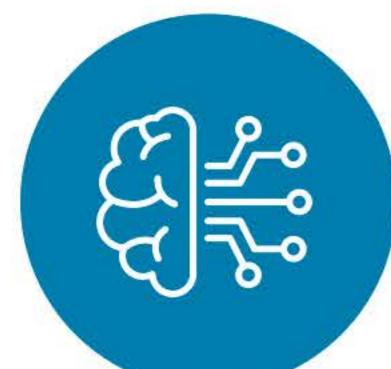


over 10,000 customers in over

120 countries

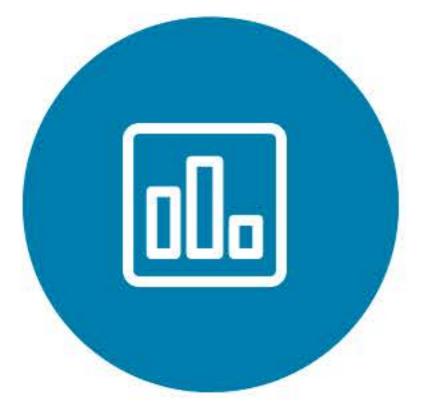
OMNICHANNEL 01

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.

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

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