

# CxEngage

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Helping You Fulfill  
Modern Customer  
Expectations



# Fulfill the Expectations of the Modern Customer

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Enghouse Interactive's CxEngage helps you manage today's customers' increasingly demanding expectations. Modern customers expect a connected, omnichannel experience with highly responsive and informed agents, and effortless problem resolution. With CxEngage, we'll help you exceed these expectations.

CxEngage is a highly secure, true multi-tenant, multi-channel cloud Contact Center as a Service (CCaaS) solution, that is instantly scalable. Application Programming Interfaces (APIs) manage a platform's connections, and the API-first architecture of CxEngage means it can connect seamlessly with internal and external applications, transforming the way businesses and individuals interact with your organization. CxEngage is designed to handle the everyday challenges contact centers face while delivering true omnichannel support with all the up-to-date capabilities required for each unique environment.

## Improve Your Customer Experience Performance

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### **True omnichannel support to deliver an unmatched CX**

Immediately implement voice and digital channels, with dynamic switching across channels while maintaining the conversation with your customer. CxEngage provides a truly connected customer experience (CX) with retained history on all channels.

### **Single pane of operation for great agent experience**

Your agents will operate on a highly usable platform with a single pane of glass for activities across all channels. All information pertinent to the call, such as contact details and interaction history, is served up on the same screen, so agents don't need to alternate among multiple applications or views.

### **Reporting and analytics to easily visualize important metrics**

Use historical reporting and real-time dashboards to gain deep insights into your contact center performance. CxEngage's comprehensive analytics help you to easily monitor operations, make data-driven decisions, and optimize customer interactions.

### **Easily customizable call flows**

Quickly create, manage, and optimize interaction workflows using CxEngage Flow, a visual interface that allows you to design complex workflows without deep coding knowledge. Based on predefined permissions, CxEngage empowers both technical and non-technical contact center leaders to customize call flows to meet your business needs.

### **Native video capability for high-touch use cases**

Improve your engagement with customers, expanding use cases and addressable market with CxEngage's native video capability. Effortlessly engage with customers with pivot to video at the click of a button from any channel and on any device. With nothing to download, it is just as easy for your customer to switch to a video conversation, personalizing and significantly enhancing the engagement.

# Empower Your Employees with an Optimal EX

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## **Extensive WEM capabilities for improved agent performance and EX**

Enghouse's Workforce Engagement Management (WEM) has all the capabilities you need to improve not only agent productivity and performance but also the overall employee experience (EX). Monitor and develop your agents using our seamlessly integrated Quality Management tools for evaluation, training, and coaching. Effortlessly improve employee satisfaction with our Workforce Management (WFM) tools, forecasting and creating optimized work schedules while giving agents autonomy to make easy and painless shift swaps.

## **Connect and Protect Your Organization**

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### **Ultimate flexibility to fit your environment with an API-first approach**

We understand that no two business environments are alike. You'll benefit from CxEngage's pre-built integrations to applications such as Salesforce, Zendesk and many more, or you can leverage our robust API-first design to integrate with your proprietary applications and build custom solutions to accelerate your digital transformation goals.

### **Global and secure service**

True global deployments offer security, compliance of traffic routing in-region, and consistent solution parity across all regions. The CxEngage API includes robust security features, such as OAuth 2.0 for authentication, ensuring that only authorized users can access and interact with the API.



## Work With a Provider You Can Trust

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### **Extensive industry knowledge and expertise**

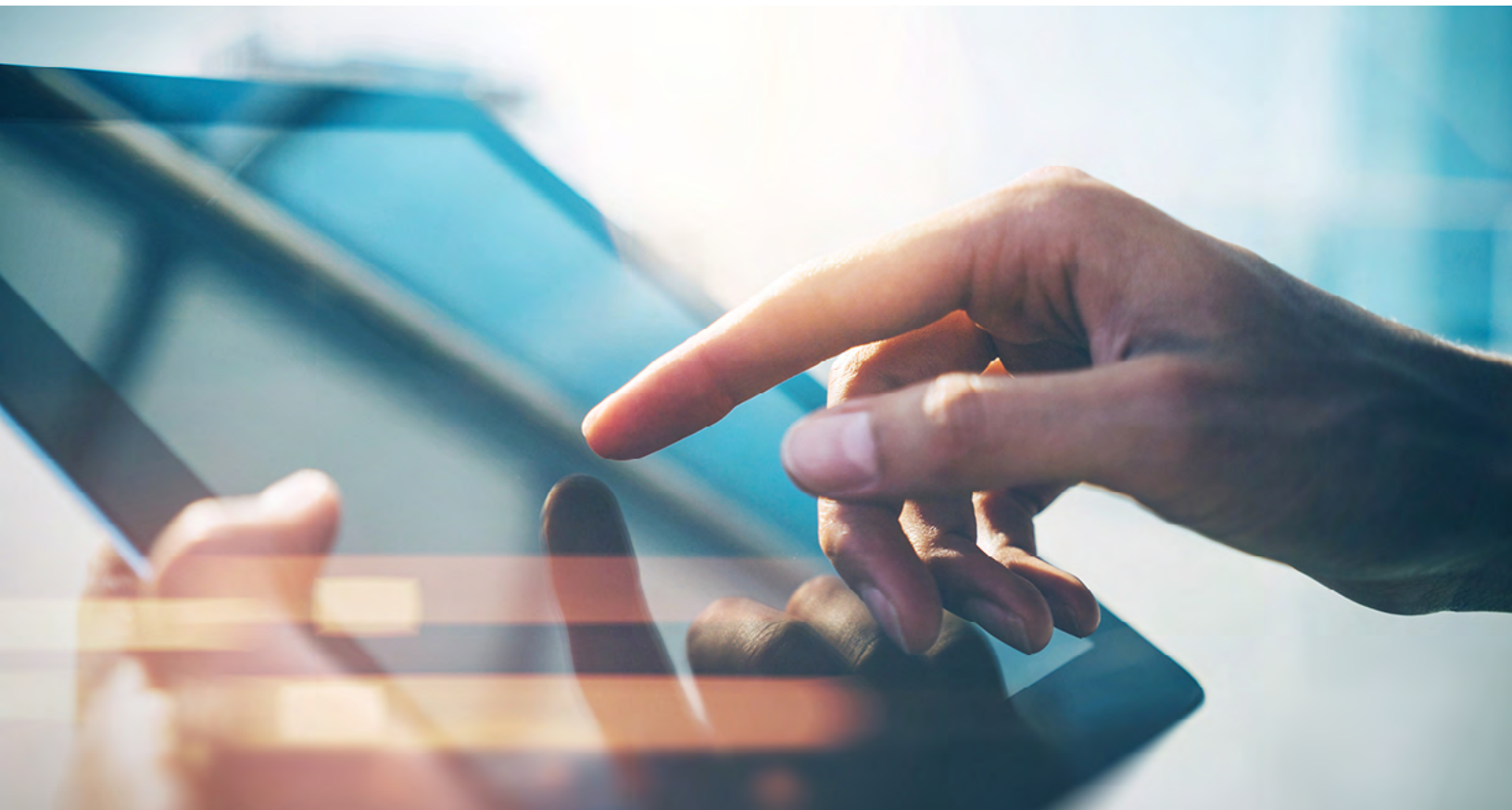
The skilled and experienced professionals at Enghouse pride themselves on delivering an exceptional experience to all customers. Our extensive industry experience comes from almost 40 years of deploying contact centers of all sizes, all around the world, across multiple industries. We have local teams deploying and supporting customers in each region, as well as a follow-the sun support model for out of hours.

### **Unparalleled migration and post-deployment support**

Whether it's your first cloud experience, or you're moving from another cloud provider, Enghouse has you covered. Your migration is supported through a documented implementation plan with clear deliverables and an assigned professional to help meet your goals. And post-implementation, your business is treated with white-glove service with our dedicated customer success teams.



[Contact us](#) today to learn more and schedule a demo.



# About Us

Enhouse Interactive (EI), a subsidiary of Enhouse Systems Limited (TSX: ENGH), is a leading global provider of contact center software, services, and video solutions, serving thousands of customers for over 35 years. Enhouse Interactive solutions enable customers to deliver winning customer experiences by transforming the contact center from a cost center into a powerful growth engine.

Enhouse Interactive's core values – Reliability and Choice – are key differentiators in the global marketplace. Reliability speaks to Enhouse Interactive's reputation for consistently honoring its commitments to its customers, staff, partners, and investors. Choice is reflected in the unparalleled breadth of its CX portfolio, which enables customers to choose from a wide array of solutions, whether deployed on-premise, in the cloud, or on a hybrid platform. By leveraging a broad range of technologies and capabilities based on open standards, Enhouse Interactive simplifies the advanced integrations customers require.

Respecting local regulatory requirements, and supporting any telephony technology, Enhouse Interactive ensures that its customers can be reached by their customers – anytime, anywhere, and via any channel.

## Contact Us to Learn More

With over 35 years of extensive contact center expertise, our team of experts are ready to optimize a solution that's right for your contact center, today and tomorrow.

Visit us at [enhouseinteractive.com](https://enhouseinteractive.com)

[hello@enhouse.com](mailto:hello@enhouse.com)



**Enhouse  
Interactive**



More information about CxEngage



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