



EnghouseAI Virtual Agents

Digital employees that transform
customer self-service

Intelligent automation that resolves customer
needs, not just responds to them.



The shift to intelligent automation

Move beyond scripted interactions to AI that drives resolution

Customer expectations are rising while operational costs and complexity continue to increase. Traditional bots and IVR systems struggle to manage nuanced, multi-step interactions efficiently.

Enghouse Virtual Agents operate as digital employees, replacing rigid automation with outcomefirst AI that understands context, resolves customer needs, and works within existing operations



Why traditional automation falls short

- ✓ Long handle times and repeated customer effort
- ✓ Fragmented interactions reduce first contact resolution
- ✓ Slow deployment and high IT dependency
- ✓ Rising service costs and pressure to scale efficiently
- ✓ Limited ability to handle complex requests

Digital employees that drive customer and business outcomes

Enhouse Virtual Agents are AI-powered digital employees that engage customers and complete work across the contact center.

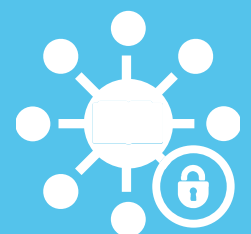
Operating within your existing environment, they drive measurable outcomes by resolving requests end to end, not just automating interactions.



Context-Aware Conversations



Autonomous Task Completion



Source-Validated Responses



Seamless Human Collaboration



Secure Enterprise Integration



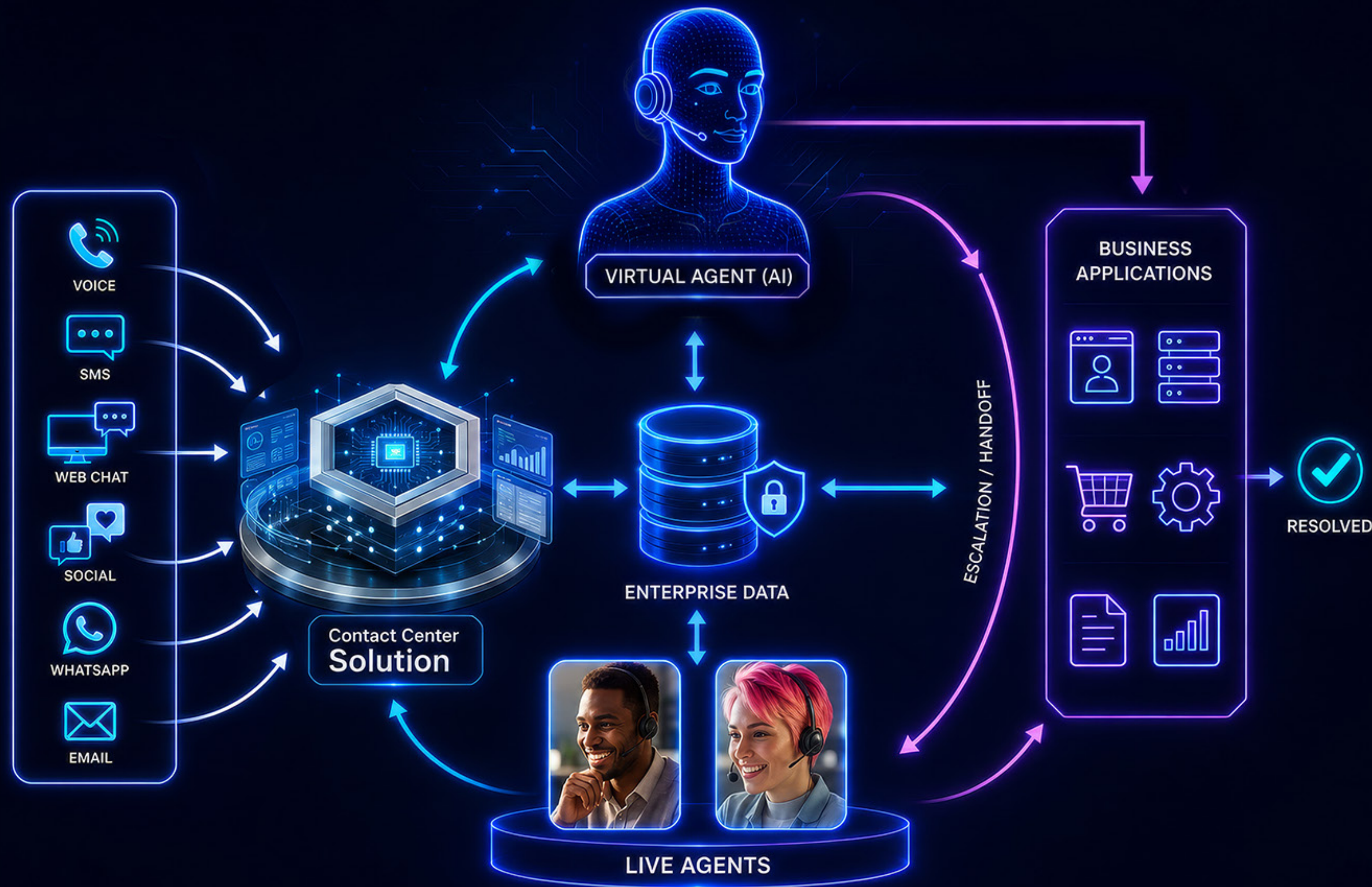
KPI-Aligned Performance Management

Built for better Customer experiences at scale: Deliver fast, natural, and outcome-focused interactions where Virtual Agents resolve customer needs in a single, seamless experience.

- ✓ **Single-interaction resolution:** Resolve multi-step requests in one conversation without unnecessary handoffs
- ✓ **Context continuity:** Eliminate repetition with full conversation memory across the interaction
- ✓ **Adaptive conversations:** Adjust in real time as customers change direction or refine their needs
- ✓ **Consistent omnichannel experience:** Deliver the same high-quality interactions across voice, chat, and messaging
- ✓ **Lower voice processing latency** delivered by native LLMs for faster, more natural conversations

Supporting the Contact Center team: Complement agents as a digital teammate, reducing workload while improving efficiency and service consistency.

- ✓ **Workload reduction:** Offload repetitive and time-consuming interactions to free up agent capacity
- ✓ **Context-rich escalation:** Transfer conversations with full history and intent for faster resolution
- ✓ **Focus on high-value work:** Enable agents to prioritize complex, sensitive, and revenue-generating interactions
- ✓ **Productivity acceleration:** Reduce handle times and improve performance without increasing headcount



Engineered for Business growth and control: Scale operations while maintaining control, visibility, and alignment with company performance metrics.

- ✓ **Operational scalability:** Expand service capacity with digital employees without increasing headcount.
- ✓ **KPI-aligned performance:** Measure and manage virtual agents against the same metrics as human teams.
- ✓ **Seamless deployment:** Operate within existing infrastructure without disruption.
- ✓ **Governed AI operations:** Maintain control with explainable, auditable AI, controlled data handling, and built-in guardrails.

Enghouse Virtual Agents extend the contact center team, resolving customer needs faster while improving consistency, efficiency, and cost control.

Measurable outcomes that drive ROI

Your business needs

**Reduce
operational
costs**

**Improve
first contact
resolution**

**Increase
customer
satisfaction**

**Accelerate
time to value**

**Improve agent
productivity**

**Scale service
operations**

How Enhouse Virtual Agents create business value

Handle high-volume interactions and backend tasks as a digital workforce, reducing reliance on human agents and lowering cost per interaction

Resolve complex, multi-step requests in a single interaction using context awareness and real-time access to enterprise systems

Deliver fast, accurate, and personalized responses with less repetition, helping create consistent experiences across every channel

Activate existing knowledge sources instantly without restructuring content, minimizing IT effort and speeding deployment

Offload routine work while enabling faster, context-rich escalations so agents can focus on higher-value interactions

Scale service capacity with digital employees, maintaining service standards without adding headcount

Enhouse Virtual Agents deliver measurable impact across efficiency, cost, and customer outcomes.

By combining intelligent conversations with backend action, organizations can achieve faster resolution, lower cost per engagement, higher containment, and more consistent customer experiences. The result is measurable business value across both operations and customer outcomes.



Industry-ready virtual agents

Resolve different industry-specific needs with flexible Enghouse Virtual Agents' capabilities built to support real business outcomes.



Telecommunications

High-volume service inquiries; billing support; plan changes; technical troubleshooting

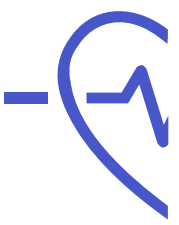
Resolve common issues and complete account changes; integrate with OSS/BSS systems; reduce call volumes while improving resolution speed



Financial Services

Account inquiries; payments and transfers; fraud alerts; secure customer interactions

Automate secure, compliant self-service; access real-time financial data; support fast, accurate resolutions with full auditability



Healthcare

Appointment scheduling and changes; billing inquiries; patient communications

Manage scheduling and payments; provide accurate, compliant responses; enable seamless escalation with full context transfer



Retail & eCommerce

Order tracking; returns and exchanges; product inquiries; purchase support

Deliver real-time order updates; guide customers through purchases and returns; improve conversion while reducing service workload



Travel & Hospitality

Reservations and itinerary changes; customer inquiries; disruption management

Manage bookings and rebooking; provide real-time updates; deliver consistent, personalized support across channels



Utilities & Energy

Billing inquiries; service requests; high-volume event handling

Add digital agents to help manage peak demand; automate customer updates and service interactions to maintain consistent response times

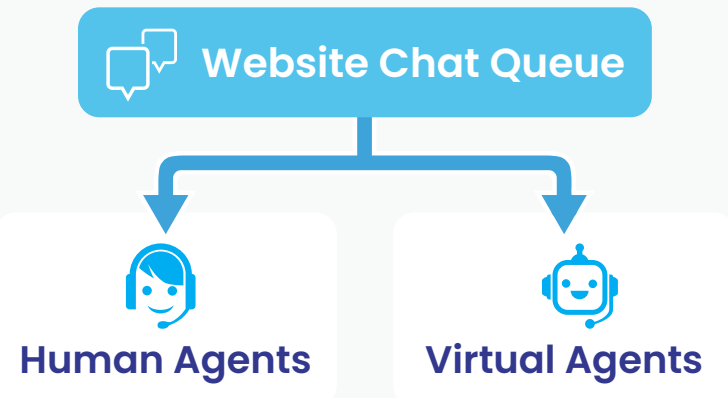


Managing virtual agents in your contact center

Supervisors use the same admin workflows to schedule, monitor, and continuously improve both virtual and human agents.

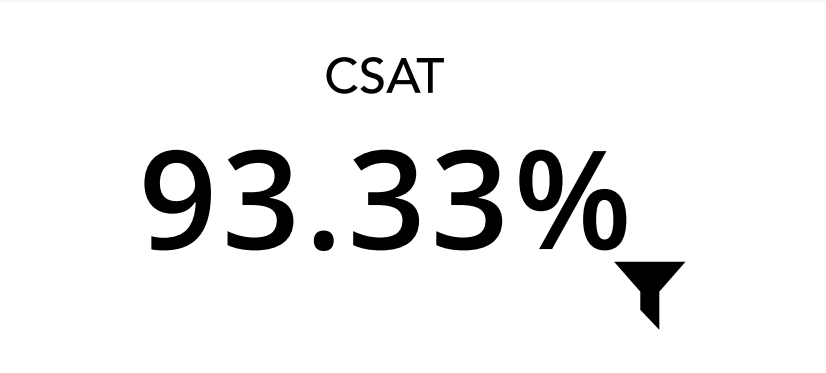
Optimize service delivery

- Route customer interactions to virtual and human agents in the same way
- Align virtual agents automation capacity with customer demand



Improve customer satisfaction (CSAT)

- Measure how customers rate virtual agent interactions
- Identify opportunities to improve experiences



Maximize operational visibility

- Track current utilization by state, interaction type, and queues
- View digital interactions in real-time

Agent State Monitoring

Channel	Agent	Presence State	Presence State
Channel		State	
☐	Virtual Agent Eva	Busy	03:10:32
☐	Amanda Martin	Busy	00:00:52
☐	Mark Bartello	Away	00:07:57
☐	Maria Garcia	Idle	00:01:15

Interaction Monitoring

Agent	Customer Id	Start Time	Elapsed Time
☐ Virtual Agent Eva	Peter Williams	11:10 am	00:00:17
☒ Virtual Agent Eva	Bob Ashmore	11:09 am	00:00:52
☐ Virtual Agent Eva	Jenny Barber	11:09 am	00:01:03

Access every customer interaction

- View live interactions or review past conversations
- Understand customer journeys and escalation points

Interaction Details

Inbound message interaction from Peter Williams started at 11:09am. Customer reached Virtual Agent Chat and was directed through the Customer Service flow.

Active Participants

Virtual Agent Eva is handling this interaction

Interaction Monitors

Ann Hersey is currently monitoring this interaction and had not participated in the conversation.

11:10 am - Now

Virtual Agent Eva 11:10 AM

Hello Peter. Thank you for contacting Acme Delivery. My name is Eva, your Virtual Agent. I am sorry to hear that your parcel has not yet arrived. I can help you with that. Please tell me the tracking number and zip code of the delivery.

Peter Williams 11:10 AM

39471451

Virtual Agent Eva 11:10 AM

And the zip code please?

Peter Williams 11:10 AM

28604

Virtual Agent Eva 11:10 AM

Information shows that the package was delivered yesterday. I will help you with options to help resolve this to your satisfaction.

Ensure virtual agent performance

- Evaluate interactions against your defined criteria
- Ensure consistency, compliance, and continual improvement

Agent: Virtual Agent Eva

Evaluator: AI Quality Process

Mode: Final

Date Created: Today 11:18:34

Date Modified: Today 11:18:34

Score: 88.89%

Progress: 100.00%

Scorecard

Greeting — Company Name (100.00%)

In the opening stages of the interaction, did the agent greet the customer in a clear and professional manner that specifically mentioned the company name "Acme Delivery"?

Displays Positive Attitude (75.00%)

Did the Agent demonstrate empathy during the call?

Turn customer engagements into completed outcomes

Enghouse Virtual Agents apply outcome-first AI to real operational challenges, helping organizations improve efficiency, scale service operations, and enhance customer experience.

[Book a demo](#) to see how Enghouse Virtual Agents can enhance your CX outcomes



[Enquire about becoming an Enghouse Partner](#)



About Us

Enghouse Interactive is a leading global provider of AI-powered contact center software and services, serving thousands of customers worldwide for over 40 years. Its portfolio spans cloud, on-premises, and hybrid CX platforms along with quality management, workforce optimization, outbound communications, and video technologies. Enghouse Interactive is a subsidiary of Enghouse Systems Ltd (TSX: ENGH).

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