



Enghouse  
Interactive



EnghouseCloud

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# A global Trend to Cloud Contact Centres

## The Analysts Speak

### How many are moving?



Worldwide Contact Centre Applications  
Software Forecast, 2018-2022:

Cloud Reaching  
50% by 2022

IDC October 2018

Global cloud contact centre market  
is expected to grow from (GBP billion):

2017 **£5.17**  
2023 **£19.25**

at a GAGR of 25%

Marketwatch – September 20, 2018



**15%**  
for commercial/  
enterprise segment

Cloud telephony use in  
2021 will rise to ...



**45%**  
for small  
business segment

Gartner's Forecast Analysis for Unified Communications  
Worldwide Q4 2017 update

### Why are they moving?

**73%**

of cloud contact centre users moved  
to the cloud for increased uptime,  
(due to redundant carrier integration),  
enabled by the cloud

**62%**

of cloud contact centre  
users moved to the cloud  
to free-up IT to work on  
strategic initiatives

**70%**

of cloud contact centre  
users moved to the cloud for  
improved security and com-  
pliance



**76.3%**  
say cloud helps  
them save costs



**74.6%**  
say cloud improves  
integration capabilities



**76.7%**

say cloud drives  
innovation



Aberdeen Group Survey of 302 contact centres between March  
and April of 2018 regarding top trends in customer care

Dimension Data 2019  
Global Customer Experience Benchmarking Report

# Contact Centre Portfolio



# 7 Key Reasons to Elevate Your Contact Centre into the Cloud





# Enghouse Portfolio

## CONTACT CENTER



### Enghouse

#### OMNI-CHANNEL COMMUNICATIONS

Shift seamlessly between multiple customer interactions via audio, video, email, SMS, mobile, web chat and social media channels, all captured and archived in one place, without losing any data or conversation flow.



### Enghouse

#### CALL RECORDING & QUALITY MANAGEMENT

Call recording (always-on & on-demand, multi-site) and screen recording modules, full indexing for quick omni-channel data searching, agent evaluation and training tools.



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#### OUTBOUND COMMUNICATIONS

Intelligent diallers, portals and chatbots increase agent productivity while reducing idle-time.



### Enghouse

#### SELF-SERVICE

IVR, chatbots, enhanced consoles, portals, voice biometrics and authentication ensure compliance while enhancing customer service and experience.



### Enghouse

#### INTEGRATIONS

Integrates Customer Relationship Management (CRM), Customer Telephony Interaction (CTI) and third-party applications, so they can communicate and interact with one another.



### Enghouse

#### ANALYTICS

Collects and analyses call accounting data to deliver key insights into telephony and unified communication system usage. Facilitates optimisation of resources, maximisation of operational efficiency and cost-effectiveness, while minimising fraudulent usage.



### Enghouse

#### WORKFORCE MANAGEMENT

Enhances internal visibility, adaptability and performance of all agents while optimising resource allocation and campaign planning.

Gold

Microsoft Partner



## Microsoft Gold Partner

As a Microsoft Gold Certified Partner we are in the top 1% of elite technology providers. As a member of the elite Microsoft Technology Adoption Program (TAP), we have worked with Microsoft for more than 12 years at the forefront of communications technology and more than 600 customers have trusted us to deploy leading-edge contact centres in a Microsoft environment.

## About Us

We are the world's most reliable contact centre technology provider. Our global brand is built on our track-record of consistently honouring our commitments to our customers, our staff and our shareholders.

Enghouse Interactive, a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact centre software and service solutions that deliver enhanced customer service and transform the contact centre from a cost centre into a powerful growth engine. Our practices and solutions enable businesses to leverage meaningful, daily customer interactions to extract key insights used to deepen customer loyalty and uncover new opportunities to add value, profitably.

Supporting over 10,000 customers, in 120+ countries, Enghouse Interactive works within any local regulatory environment and supports any telephony technology, whether deployed on premises or in the Cloud, ensuring that our customers can be reached by their customers – anytime, anywhere and via any channel.

## Contact us to learn more:

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