



# A global Trend to Cloud Contact Centres The Analysts Speak

### How many are moving?

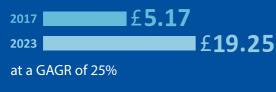


Worldwide Contact Centre Applications Software Forecast, 2018-2022:

Cloud Reaching 50% by 2022

IDC October 2018

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



Marketwatch – September 20, 2018

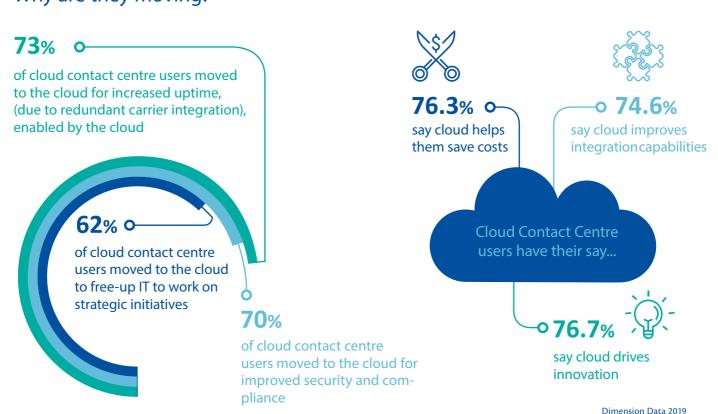
# Cloud telephony use in 2021 will rise to ... 15%

for commercial/ enterprise segment 45% for small business segment

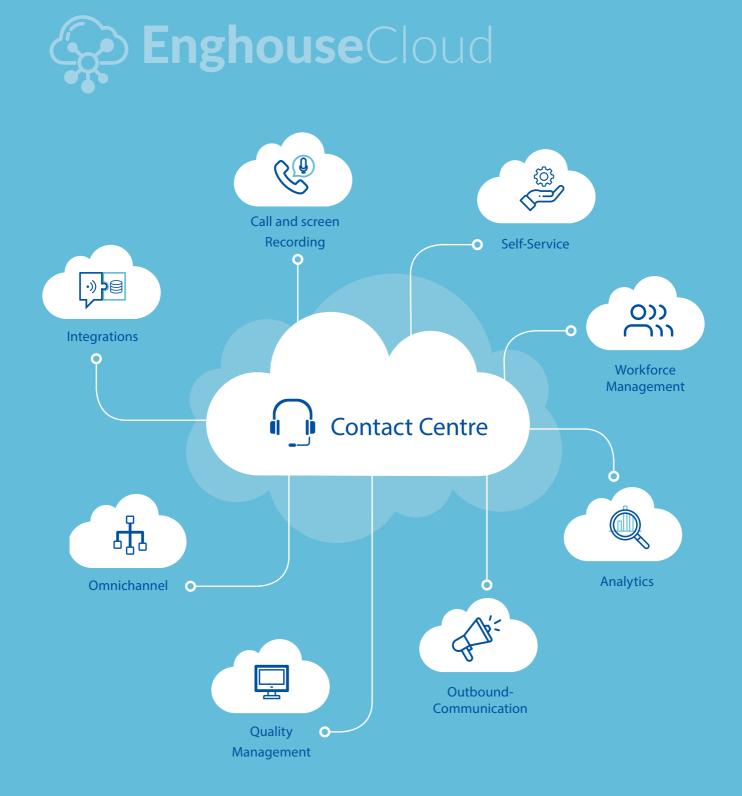
Gartner's Forecast Analysis for Unified Communications Worldwide Q4 2017 update

Global Customer Experience Benchmarking Report

## Why are they moving?



## **Contact Centre Portfolio**



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

### Premium Security

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Benefit from centralised, best in-class, security standards.

### Cost Certainty

No infrastructure investment or surprise third-party costs – just the same rate per month, per agent for the duration of the contract

#### **Business Agility**

Enjoy quick deployments, upgrades and updates with additional features and functionality ready when you need them

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#### Free-up IT

We manage your contact centre applications so your IT staff can focus on the business

## Scalability

Easy to grow with you as your business grows and flexes with seasonality requirements

### Reliability

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Geo-redundancy and remote access means your contact centre is always on and accessible from anywhere



# Pace of Innovation

Take advantage of emerging technologies such as Artificial Intelligence to keep pace with rising customer expectations

# Enghouse Portfolio















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.

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.

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

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

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

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.

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

# Microsoft Partner

Microsoft

## 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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