



Enghouse
Interactive

Get off to a
flying start

with our
30-day trial

Make 2021
yours



The 30-day trial with Enghouse is **free** and you will receive a **bespoke service** that will help you get your contact centre **fit for purpose** this 2021!



Enghouse Interactive can offer existing users the opportunity to add additional functionality to their existing contact centre environment. This Enghouse solution has applications such as quality management (call recording) survey, call back, web call back, snapshot and CRM integration. It is simple to configure and can dramatically improve operations in quality, efficiency and control. Users have the ability to add media channels such as email and/or web-chat, to build their bespoke omni-channel strategy and open new access for their customers to their business.

Sign up today for your free trial and see the difference 30 days can make to your contact centre!

This Enghouse offer includes:



Enghouse Communication Center

A modular, flexible and low-cost solution perfectly suited to voice or multimedia contact centres of 10-250 agents. This can be connected across multiple locations and PBXs, including Microsoft Skype for Business/Microsoft Teams, Cisco, Avaya and NEC.



Snapshot Wallboard

Have greater visibility of your operations with your own customised wallboard. Keeping you up-to-date with the status of the contact centre activity in real time.



CRM integration

Offer a faster and more personalised service as agents have the caller's details and history available when they answer the call.



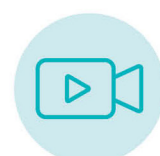
Quality Management Suite

Use call recording and quality monitoring to help businesses resolve customer disputes, improve customer service, comply with legal requirements and increase customer productivity. Other features include screen recording, text recording or agent evaluation.



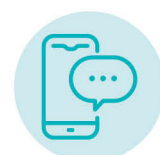
Workforce Scheduler

Provides contact centre supervisors with an intuitive user interface allowing them to forecast contact centre requirements based on historical call traffic data from the Enghouse Communications Center system. Configure agent schedules and remind agents when they have a break – assisting with their adherence to the schedule.



Vidyo Connect

Vidyo video call enables fast and clear communication and collaboration between customers and colleagues. Video enriches people's lives by embedding real-time video into digital communications in the moments that matter most. Importantly, it will help you stay connected and remain resilient in the face of disruptions.



Call-Back

Callers request automatic call-back while retaining position in the queue. Agents can handle call-backs as queue interactions.



Multimedia/ Single Media Licence

- Email
- Vidyo
- SMS
- Web call-back
- Web-chat

Expand your customer's communication channels by allowing agents to handle and manage all supported media types through the same application the agent uses to manage existing voice interactions.



Survey

Survey your customers regardless of how they contact you. With Contact Centre Survey, you can now capture feedback from customers who interact with your agents using email or webchat.



Operator Console for MS Teams

Enhance your callers' frontline experience with a fully-integrated Enghouse-Teams' solution. Advanced call-handling capabilities matched with Teams' outstanding collaboration options ensure your callers are always assisted in a timely and efficient manner. Microsoft Team's native messaging and presence help Operators to effortlessly engage back-office assistance and deliver each call to the best destination available.



Proteus Call Analytics

Proteus call analytics provides business analysis tools focused on interpreting the complex usage and costs associated with communications and collaboration platforms. It achieves this using a fully-customisable dashboard and a comprehensive set of reporting features.

Commit to the 30-day challenge before it's too late!
Offer ends February 2021.

Step into our 30-day challenge today

Rise to the challenge that lies ahead in 2021 and get ready to win with streamlined, sustainable solutions!

Sign up for our free 30-day trial today!

TERMS AND CONDITIONS

1. 30-day timed trial licences applies only to qualifying modules as listed.
2. Up to 10 licence quantity limit on multimedia modules (unless otherwise agreed).
3. The 30-day Communications Center software is up to 10 agents (unless otherwise agreed).
4. The 30-day Call Recording/Quality Management Suite software is up to 10 agents (unless otherwise agreed).
5. The 30-day Operator Console for Microsoft Teams software is up to 10 agents (unless otherwise agreed).
6. The 30-day Proteus call billing software is up to 10 agents (unless otherwise agreed).
7. Enghouse Vidyo software is up to 50 users (unless otherwise agreed).
8. The customer is responsible for the provision of all required server infrastructure, operating systems, databases and any third party components.
9. The right to use the trial modules will expire after 30 days unless purchased.
10. Charges will apply for Professional Services if required.
11. Offers as listed are valid from January 2021 until further notice.
12. The 30 days will begin on day of licence implementation.
13. Trial modules FREE for 30 days only (unless otherwise agreed).
14. This promotion cannot be combined with any other promotion.
15. Enghouse Interactive reserves the right to change, amend or end the promotion at any time.
16. The decisions of Enghouse Interactive in respect of any and all aspects of the promotion will be final and binding.

About Enghouse Interactive

We are the world's most reliable customer contact technology provider. Our global brand is built on our track record of consistently honouring 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 customer contact 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.



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