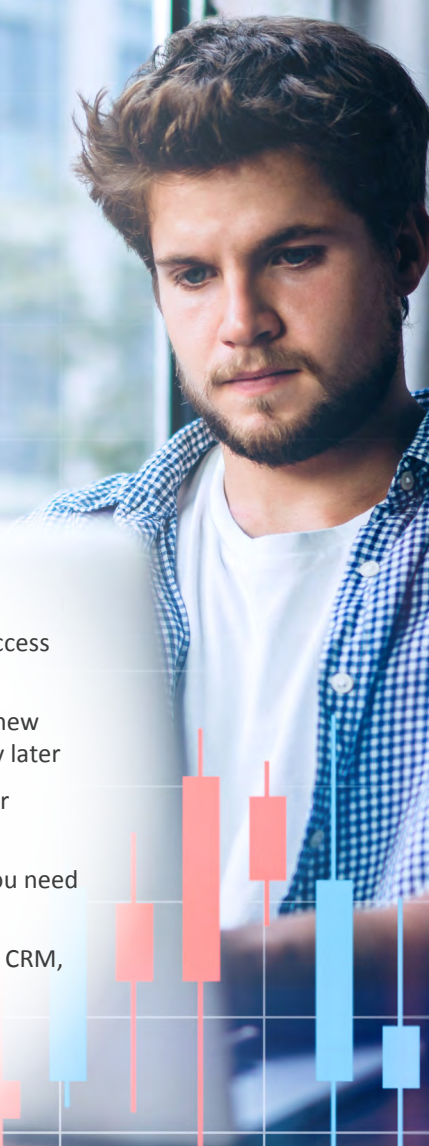




Enghouse CCaaS

Contact Center
as a Service



Why Enghouse CCaaS?

- The world's first true multi tenant cloud contact centre (launched in 1998)
- Offered by key global telephony providers as their own contact centre
- Hosted by premier cloud services such as Microsoft Azure and IBM Cloud with nodes in the UK, Germany, Canada, the US and Australia
- Bring your own telephony carrier or use Enghouse's
- No infrastructure or IT overhead no equipment to be deployed or maintained
- Browser based agent interface access via the internet
- Flex on demand ("burst") Log in new agents as you need them and pay later
- Certified for integration with your Microsoft Teams tenancy
- All the contact centre features you need today and for your future growth
- Rich add on integration including CRM, AI and bots
- The largest customer experience portfolio, globally

All deployed and supported by one of the most experienced contact centre services teams in the world.

Step 1:

How many agents?
Choose the block that fits:

- 5-14 agents
- 15-19 agents
- 20-24 agents
- 25+ agents



Step 2:

Select the desirable
subscription plan:

- 12 months
- 24 months
- 36 months



Step 3: 
Choose your package



IBM Cloud




Azure



Enghouse
Interactive

enghouseinteractive.be

Step 3: Choose your package

	 Voice Only	 Omnichannel
Skills based voice routing	•	•
Skills based omnichannel routing		•
Voice, Call-back, Voicemail	•	•
Call steering menu with routes to 5 queues	•	•
On-Demand Agent Login or 'bursting'	•	•
Includes separate DDI to support dedicated test instance	•	•
Call Recording (30-day retention)	•	•
One Email inbound queue		•
One SMS inbound queue		•
One Web Chat inbound queue		•
Standard historical reports	•	•
Real-time dashboards	•	•
Contact History Gadget	•	•
Named Project Manager	•	•
Tenant onboarding	•	•
User training	•	•
Go live support	•	•
Support for Adds, Moves and Changes	•	•

Step 4:

Get in touch for a
free consultation



EnghouseCCaaS

Watch the video



**Enghouse
Interactive**

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