Combine the power of Microsoft Teams, and the flexibility and security of private hosting, with Enghouse Interactive's highly regarded Communications Center application. This fully featured, proven contact center solution is privately administered and fully managed by Enghouse within the secure, highly available Microsoft Azure infrastructure, ensuring a premium experience for your customers, agents and admin team.

## Why Choose a Cloud-Hosted Contact Center for Microsoft Teams from Enghouse?

Enghouse experts have experience in delivering and supporting Teams voice in a critical environment and have deployed and supported hundreds of Microsoft Teams contact centers around the world.

As well as our outstanding Microsoft pedigree, Enghouse Interactive has been designing, developing, delivering, and supporting CX solutions globally for over 40 years. We understand the challenges that contact centers work with every day, and our aim is to support them with the right tools to achieve success.

- **Microsoft Gold Partner:** Enghouse has been partnering with Microsoft since 2008, delivering tightly integrated Microsoft contact center functionality as part of the elite Microsoft Technology Adoption Program (TAP).

- **Native Teams Calling:** Streamline configuration and potentially save on Microsoft license costs.

- **Enhanced Collaboration:** Leverage Teams' rich collaboration infrastructure for seamless integration and improved communication.

- **Predictable Cost Model and Cost Efficiency:** Even out costs and eliminate heavy capital investments.

- **Reduced IT Infrastructure and Management:** Free up IT resources from infrastructure and maintenance concerns.

- **Keep your software up to date:** No more costly on-premises upgrades; software will be updated as needed to ensure ongoing version support.

- **Agility and Flexibility:** Easily adapt to changing environments within the business.

Cloud-Powered Contact Center Excellence with Microsoft Teams

- **Premium Contact Center and QA Capabilities:** Enghouse's Private Cloud Contact Center for Teams is designed to meet the needs of contact centers of all sizes and industry sectors. Users will access Enghouse's superior and mature Communications Center and Quality Management Suite (QMS) solutions, which offer an extensive range of CX tools including omnichannel queuing, comprehensive reporting, outbound dialing, interaction recording, agent evaluation, and self-service.

- **Natively-Integrated with Teams-Embedded Agent Interface:** A responsive web-based user interface for multi-channel interactions empowers agents and contact center leaders with real-time visibility of all activities and performance. Native Teams integration delivers native calling and presence, showing status of all Teams users within the contact center app.

- **CRM Integration:** Integrate with Microsoft Dynamics CRM, Salesforce or other leading CRMs to increase agent productivity and enhance your customers' experience with CRM screen-popping and other back-office efficiencies.

- **AI Enablement:** Optionally automate standard functionality with artificial intelligence to increase efficiency, support agents, and improve quality. AI tools include voice of the customer insights (VoC), automated evaluation to deliver 100% conversation analysis, virtual agents and assistants for self-service and agent support, interaction summarization and more.

- **Quality Management and Compliance:** Secure, enterprise-ready, multi-channel interaction recording and evaluation solution for maintaining quality of service and regulatory compliance while supporting and developing agents.

- **Integrated Workforce Management:** Optimize staffing with Enghouse's fully integrated CxWFM solution. CxWFM's easy-to-use interface, low upfront costs and quick deployment enable contact center leaders to easily identify and reduce unnecessary operational overheads, delivering ROI in months.
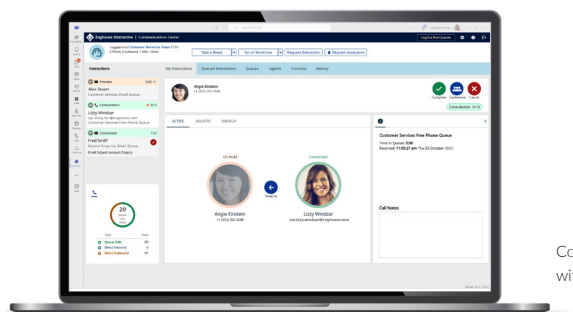
Communications Center Web App within Microsoft Teams

License Packages

Enghouse Interactive offers the most comprehensive portfolio in the customer experience industry. We have a wide range of add-on solutions and services, including AI-enabled productivity tools, voice of the customer insights, Knowledge Management, IVR, Custom Reporting and more. Talk to us if you are interested in learning about additional technology that is not listed in our advanced or premier packages below.

Advanced		Premier
• Inbound Voice Queuing • Outbound Voice Queuing • Omnichannel Queuing • Call Back Queuing • Real-Time Statistics • Self-Administration	• Reporting • Call Recording • Screen Recording • Agent Evaluation • Post-Interaction Survey • CRM Integration for Salesforce	Everything in *Advanced*, plus: • Workforce Management (CxWFM) • CRM Integration for: SFDC, SAP, MS Dynamics, Zendesk, ServiceNow, Oracle CX/Siebel, Epic

Enghouse Interactive Hosted Cloud Offering – Services Provided

Enghouse's Hosted Cloud Offering includes:

- **Fully managed solution** by Enghouse Interactive, with a minimum uptime of 99.95%
- Infrastructure including OS, server hosting, networking and firewalls
- Application monitoring
- Security updates and patching, daily server snapshots/backup services, hourly database snapshot/backups
- Application support for MAC, upgrades and access to our 24-hour helpdesk

Enghouse Services

SDWAN: Secure VPN Communications

Monitoring & Alarming

Maintenance OS Security Updates & Patches	Application Maintenance	App Support for MACs Plus access to 24-Hour Helpdesk

Installation & Configuration
Operating System, Network & Firewall Configuration, Application Installation & Configuration

Iaas

Computer Virtualization	Storage High Performance, Long-term	Network Virtual Private Clouds, Load Balancing

Microsoft Azure