

Introducing EnghouseAI

Practical AI for Smarter CX

Today's Speakers



Steve Nattress

VP Product Management



Paul Stanczak

VP Sales, Americas and APAC



Enghouse Systems

Software engineered for results



\$ 2.0B
Market Cap
Zero Debt



+2 000
Employees



+120 Countries
Represented



+10 000
Customers



+1 Billion
Daily Interactions

Global Communications Powerhouse

Enghouse Interactive

Improving customer experience through omnichannel contact centers and associated technologies.

Enghouse Video

Enterprise video for health care, secure collaboration, large-scale virtual meetings, video management, and room systems.

Enghouse Networks

Technology solutions for communications and media, utilities and defense organizations.

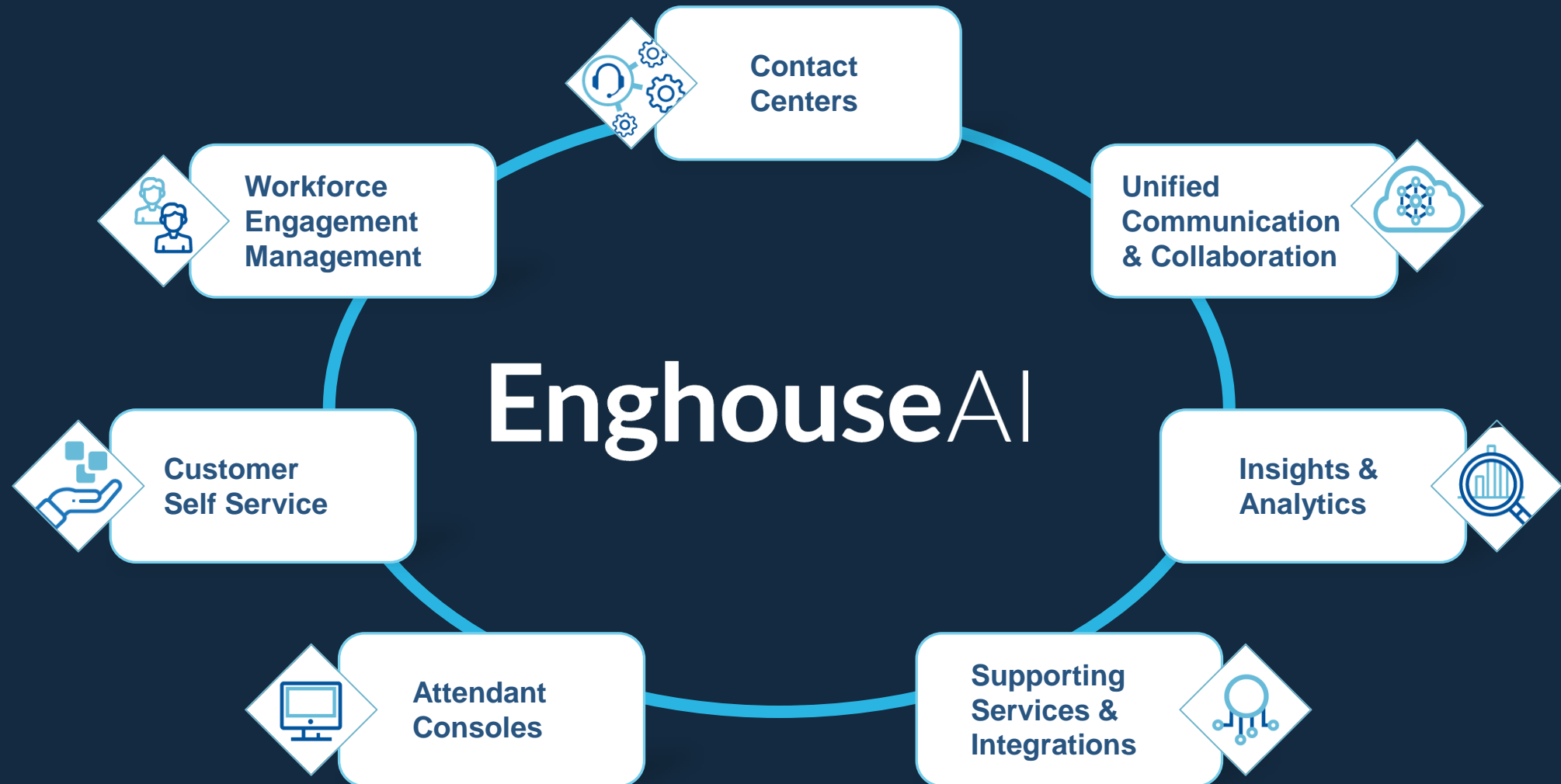
Enghouse Transportation & Public Safety

Critical solutions for transit, supply chain, and public safety bodies.

Enghouse Specialized Group

Two focused divisions: mobile device management and market research/surveying technology.

CX Solutions Portfolio – Powered by EnghouseAI



Expectations around Artificial Intelligence

80%

Organizations
will adopt AI
by 2026

Gartner

79%

CX specialists say
AI is important to
their strategy

Hubspot

73%

Customers are
open to use of AI
to improve CX

Salesforce

Why Artificial Intelligence (AI)?

It's not just about cost-cutting – it's about doing things better



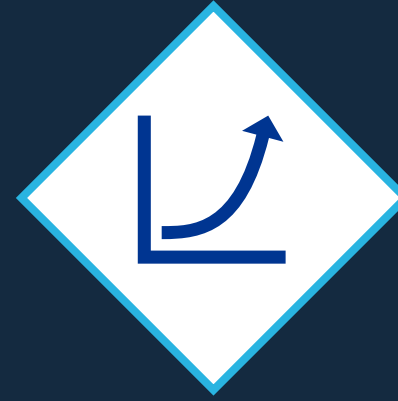
Speed and
Efficiency



Availability



Personalization



Scalability



Consistency

Poll Question

Where are you on your AI journey?



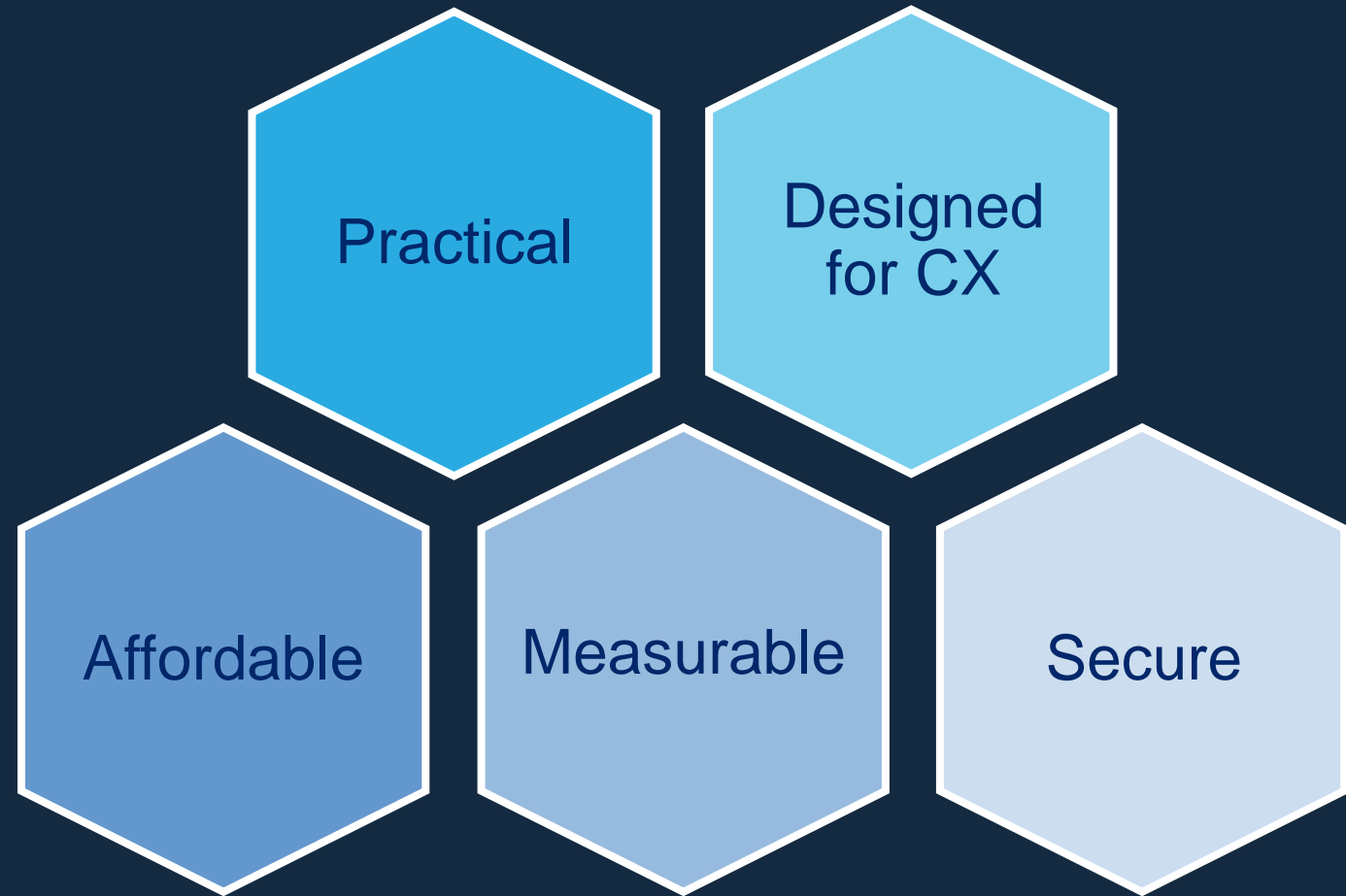
1. Still dubious about AI security
2. Concerned about cost
3. Building a business case
4. Not sure where to start
5. Ready to go!



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TO LEARN THE ATTENDEE POLL RESULTS**

Why EnghouseAI?

Real solutions that
make an impact



EnghouseAI Solutions – Available Today



EnghouseAI Transcription Service

Reduce costs for fundamental AI services

- Enghouse-developed, cost-effective solution
- Foundation for additional EnghouseAI services

Automatic Webchat Translation



Optimize multilingual engagement

- Assist customers in their native language
- Any agent is able to assist any caller



Learn how Hitachi Energy uses
Automatic Webchat Translation

Real-Time Agent Coaching

Support your agents with real-time speech analytics

- Perform automatic assessments for
 - Stress level
 - Tone analysis
 - Cross-talk detection
- Flag conversation clarity and script adherence concerns

Virtual Agents

Expand coverage and improve CX

- 24x7 availability
- Use natural language dialog to provide more consistent and human-like responses
- Automate common inquiries; reduce agent fatigue
- Free up human resource for higher-value or more complex interactions

EnghouseAI Summarization

Save hours across your Team

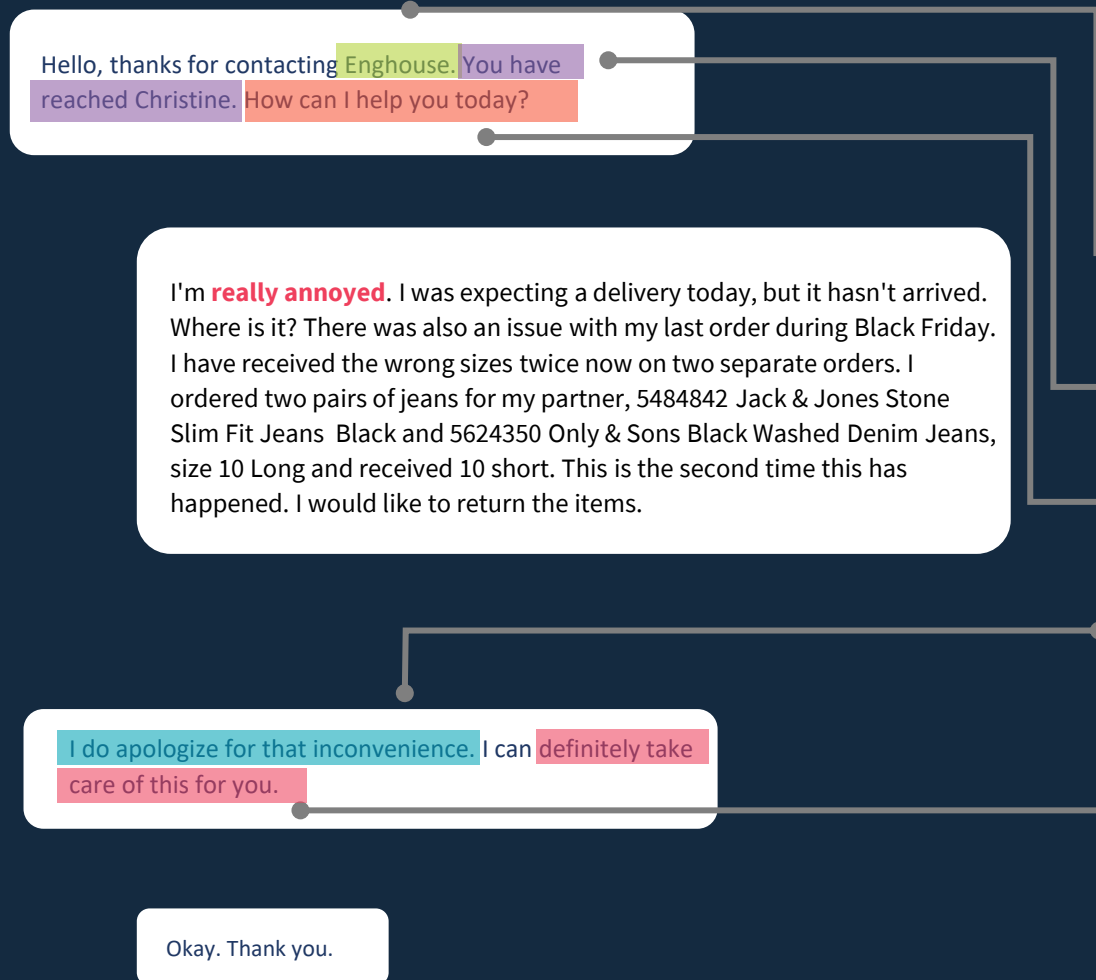
- Condense interactions – up to 4 sentences
- Reduce overall handle-time (AHT) Keep in?
- Identify next actions
- Eliminate oversights and inaccuracies

EnghouseAI Automated Agent Evaluation

Improve customer service quality
and agent development

- Assess up to 100% of your agents' interactions
- Deliver consistency and eliminate bias
- Reduce QA costs and overhead
- Improve agent performance

AI-Enabled Scorecard



Score card		5:6	83%
Did the Agent greet the customer with the company name?	Yes		
Did the agent greet the customer by introducing themselves?	Yes		
Did the Agent offer assistance to the customer?	Yes		
Did the Agent Demonstrate empathy during the call?	Yes		
Did the Agent take ownership of the issue being raised?	Yes		
Did the Agent ask for the customer's account number?	No		

Voice of the Customer (VoC) Insights

Learn what Customers really think, and act on it

- Analyze all customer interactions
- Detect actionable insights
- Identify issues that impact customer satisfaction

Where do you begin your AI Journey?

An AI implementation is both an internal and an external journey

- Identify the need (use case)
- Understand the appetite and tolerance – internally and externally
- Set clear goals and measurements
- Be agile: Measure performance and adapt as needed
- Communicate! Keep all stakeholders up-to-date and engaged



Where do you begin your AI Journey?

Success Factors

- Stakeholder engagement
- Communication
- Continuous training and support
- Iterative improvement

Pitfalls to Avoid

- Underestimating change management
- Setting unrealistic expectations about AI
- Ignoring data privacy
- Overreliance on AI

Why choose Enghouse for your AI journey?

- Extensive in-house expertise and strategic integration of top-tier AI
- A CX partnership, not just products
 - Foster a more satisfied workforce
 - Elevate your business to new heights

Let EnghouseAI be the catalyst for your AI transformation.

EnghouseAI Resources



[Request a Demo](#)



www.enghouseinteractive.com/products/enghouseai/



[New Report: The Inner Circle Guide to AI-Enabled Agent Assistance](#)



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