



Enghouse Proteus Cloud

*Business Intelligence from your
Communications Data*

Product Sheet

Proteus Cloud, from Enghouse Interactive, is an advanced call accounting solution, conveniently delivered via the Enghouse Cloud and available through software-as-a-service (SaaS). The solution is designed to provide medium to large corporations with detailed analysis of your communications systems, helping you to identify areas for cost saving and cost management, system management and planning particularly around service usage, and finding call routing and productivity improvements.

Proteus Cloud includes real-time dashboards and a comprehensive set of reporting and alerting features to enable on-demand and automated data analysis to be carried out. The solution supports the call detail record (CDR) specifications for many Cloud and on-premise Unified Communications (UC), IP-PBX, and trader-voice systems, plus analysis of quality of service (QoS) data for Cisco UCM, Skype for Business and Microsoft Teams.

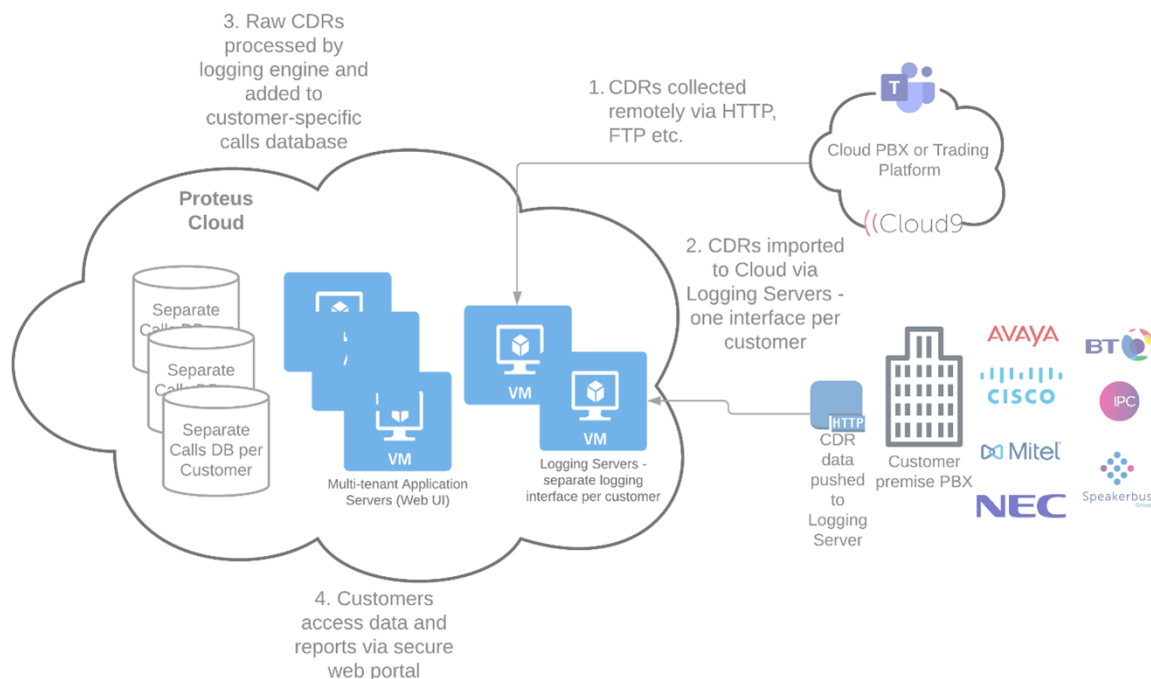
Overview

- Operated from the Enghouse Cloud and supporting both Cloud and on-premise communications systems, such as Avaya, Cisco, Microsoft, Mitel, NEC, Unify, BT Trading, Cloud9, IPC and Speakerbus.
- Secure multi-tenant platform with data segregation per customer.
- Access via a secure web portal.
- Supports both Proteus Enterprise and Proteus Trader.
- Designed for medium to large corporations including single site businesses and multi-site, multi-national firms.
- Supports multiple international and local dial plans and carriers with currency conversion for accurate cost analysis across the entire organisation.
- Flexible and fully customisable dashboards provide real-time analysis and historic trend reporting either across the whole organisation or for selected sites, departments or people.



**Enghouse
Interactive**

enghouseinteractive.co.uk



Key Business Benefits

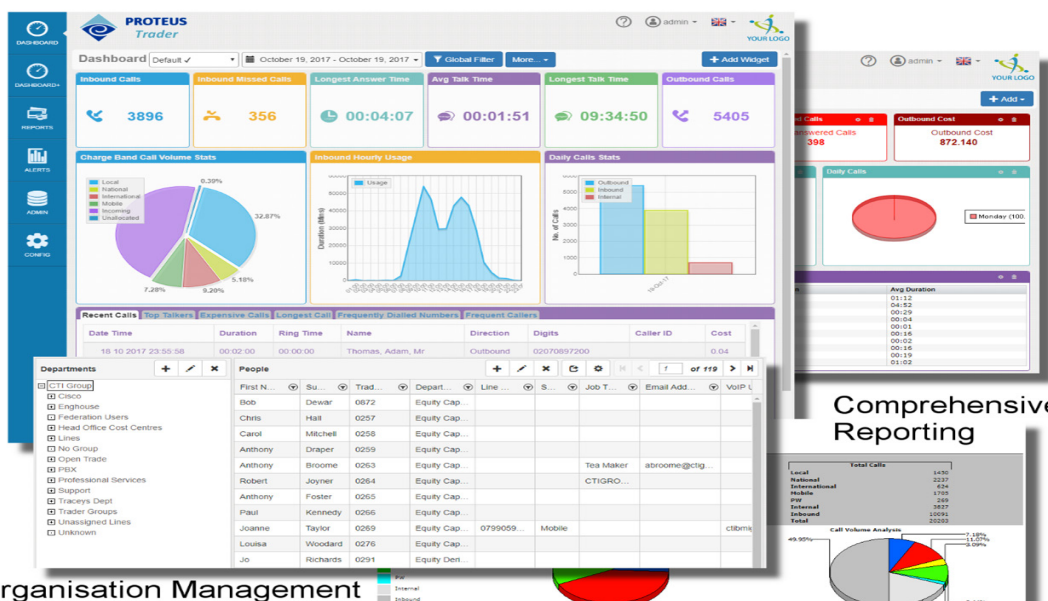
- Rapid identification of cost savings.
- Internal cost allocation.
- Platform optimisation using real-time analysis and historical trend reporting.
- Security and compliance management, from real-time triggers to historic call analysis.
- Productivity and KPI measurement.
- Service billing.
- Fraud tracking, e.g. toll fraud and internal abuse.
- Quality of Service monitoring for selected IP PBX.

Key Business Drivers

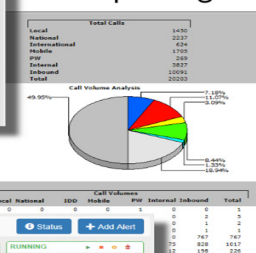
Save Communication Costs

- Compare different carriers and choose the most cost effective provider.
- Identify excessive personal telephone calls.
- Optimise least cost routing across your network.
- Identify high cost calls in real-time and spot fraudulent activity.
- Evaluate the cost benefits of deploying new telephony technology.

Customisable Dashboards

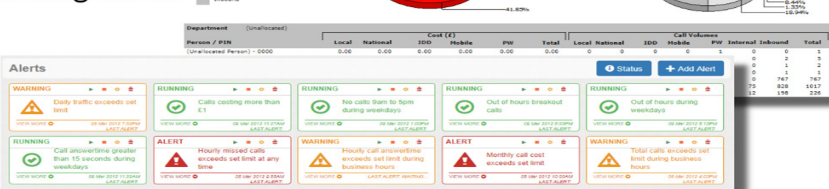


Comprehensive Reporting



Organisation Management

Exception Alerting and Fraud Management



Increase Employee Productivity

- Highlight busy times when resources need reallocation.
- Identify needless long duration calls.
- Monitor the effects of homeworking on call handling and answer times.

Improve Customer Service

- Set targets for key performance indicators, like time to answer and length of call, and track them on the Proteus wallboard. Return on Investment typically under four months.
- Track incoming, outgoing and missed calls.
- Produce trend reports that highlight the need to increase capacity.

Return on Investment

- Businesses deploying call management software typically reduce monthly telecoms spend by 10%-15% (Gartner).
- Return on Investment typically under four months.
- Reduce call and line rental costs.
- Understand business trends and staff allocation.
- Ensure staff are meeting key performance indicators (KPIs).
- Protect against misuse and fraud.

Key Business Benefits

Interface

- Secure, responsive web portal providing access to features and data from a range of devices.
- Fully customisable dashboard options.

Reporting

- Real-time summary and detailed reporting including departmental, person, line, and cost centre reports.
- Powerful custom report builder allowing customers to create reports to their own specification.
- Trend and KPI reporting.
- Carrier invoice cost allocation.
- Large choice of report export options including MS Excel, MS Word, RTF and PDF.
- Scheduled reporting allows reports to be emailed periodically to, maximise convenience.

Costing

- Real-time costing engine with billing reports supporting multiple currencies.
- Carrier comparison tool to ensure optimal telecoms spend.
- Cost allocation and charge back to cost centres.

Alerting

- User defined alerts that target specific types of calls, such as premium rate numbers, calls over a specific duration or cost, response times and no calls over specified period.
- Proactive alerts warning of service disruption or failure, or quality of service issues.
- Notification of unusual activity trends.

Security

- Highly granular access policies, defined and limited by the system administrator, allowing secure access from any point.
- Unlimited secure users.

Platform

- Delivered via the Enghouse Cloud.

Interoperability

- Compatible with enterprise voice platforms such as Avaya Aura, Cisco UCM, Microsoft Teams, Mitel Connect, NEC 9500, and many others.
- Compatible with trader voice platforms such as BT Trade Sense, IPC Unigy, and Speakerbus iTurret.

ABOUT ENGHOUSE INTERACTIVE

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles, quality management, video collaboration and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.