



Enghouse call recording & quality management



Enghouse
Interactive

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The growing need for **call recording** and **quality management**

Customer experience expectations have changed. Today, customers expect lightning-fast responses across multiple channels and there are new regulatory frameworks are driving business process changes.

As a result, on a global basis 92% (versus 77% in 2015) of business executives* have identified that the customer experience is their primary area of focus in 2020-2021, specifically noting that omni-channel capabilities are key.

Wide ranging regulatory obligations and compliance have become significant drivers as well, with GDPR and other privacy requirements now impacting corporate objectives.

To keep pace, a strong focus on, and management of the customer is key. Understanding issues as they arise, responding quickly, and determining the key learnings from each engagement requires a more comprehensive approach than ever before.

Extracting actionable insights, using automated tools to monitor and train, and analyzing the "Voice of the Customer" will help your organization achieve its business objectives.

*Deloitte – CMO Survey
– Spring 2020

Six key reasons to use



1. Easy to use call, screen and text recording with full indexing for quick search and playback. Simplifies dispute resolution. Meets regulatory and legal compliance requirements.



2. Improve efficiency by unobtrusively evaluating agents, provide training and integrated scoring tools.



3. Derive value from every interaction across any channel – voice, video, text, social media.



4. Scalable, secure and robust platform that consolidates data from multiple channels and data sources, all in one place.



5. Distributed architecture integrates with multiple IP PBX and unified communications platforms.



6. Analyze customer interactions, identify trends, risks and opportunities.

The Benefits of Call Recording & Quality Management



Contact Center quality management teams realize greater returns when using QMS, our customers have reported the following:





What You Can Expect From Enghouse

A comprehensive view of customer interactions across the whole organization

Voice and screen synchronization enables managers to hear what is being said, and view the agent's desktop activity for real-time coaching or historical analysis.

Multi-channel Recording

Improve customer service, enhance employee productivity, resolve disputes, meet compliance obligations, and increase security by capturing and utilizing recorded customer interactions across voice, email, chat and other channels.

Quality Management

Review and continuously assess agents to ensure training and coaching are optimized to align with organizational objectives to deliver a superior customer experience.

Soft Evaluators

Provide agents with real-time feedback on environmental aspects of the call, such as background noise, stress level, cross-talking, domination of the conversation, and speaking too loudly or quickly.

Phrase Evaluators

Monitor clarity of the conversation and script adherence while the call is in progress. Ensures business KPIs are met.

Audio Recording Speech to Text Transcription

Transcribe audio recordings into searchable text transcriptions with high accuracy to meet investigatory, compliance and analytical needs. Supports 30+ languages and 40+ dialects with automatic speaker identification.

Text Analytics

Use audio transcriptions and text-based recordings to analyze customer conversations and to extract trends, identify risks and understand emerging new business opportunities.

Key Benefits

- Improve customer satisfaction by matching demand to skilled agent resources.
- Protect your business against costly disputes, meet your regulatory obligations.
- Improve staff retention and reduce training costs, easily evaluate interactions.
- Reduce escalations, threats and other unpleasant situations.
- Track an interaction using visual cues in the interface connecting transferred interactions.
- Transcribe audio into text, analyze in real-time to extract actionable customer insights.
- Recordings can be stored in various locations (AWS S3, Azure, etc.) enhancing business continuity.

Enghouse provides customer with **choice**

select the platform that best meets your needs:



EnghouseCloud



EnghouseOn-Prem



EnghouseHybrid

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 our 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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