



Enghouse
Interactive



EnghouseCloud
simply elevate



A global Trend to Cloud Contact Centres

The Analysts Speak

How many are moving?



Worldwide Contact Centre Applications
Software Forecast, 2018-2022:

**Cloud Reaching
50% by 2022**

IDC October 2018

Global cloud contact centre market
is expected to grow from (GBP billion):

2017 **£5.17**
2023 **£19.25**

at a GAGR of 25%

Marketwatch – September 20, 2018



Cloud telephony use in
2021 will rise to ...



15%
for commercial/
enterprise segment



45%
for small
business segment

Gartner's Forecast Analysis for Unified Communications
Worldwide Q4 2017 update

Why are they moving?

73%

of cloud contact centre users moved
to the cloud for increased uptime,
(due to redundant carrier integration),
enabled by the cloud

62%

of cloud contact centre
users moved to the cloud
to free-up IT to work on
strategic initiatives

70%

of cloud contact centre
users moved to the cloud for
improved security and com-
pliance



76.3%
say cloud helps
them save costs



74.6%
say cloud improves
integration capabilities



76.7%

say cloud drives
innovation



Aberdeen Group Survey of 302 contact centres between March
and April of 2018 regarding top trends in customer care

Dimension Data 2019
Global Customer Experience Benchmarking Report

Contact Centre Portfolio



to Elevate *Your* Contact Centre into the Cloud



Premium Security

Benefit from centralised, best in-class, security standards such as Secure Sockets Layer (SSL) encryption and PCI-DSS compliance capabilities.



Cost Certainty

No infrastructure investment or surprise third-party costs – just the same rate per month, per agent for the duration of the contract



Business Agility

Enjoy quick deployments, upgrades and updates with additional features and functionality ready when you need them



Reliability

Geo-redundancy and remote access means your contact centre is always on and accessible from anywhere



Free-up IT

We manage your contact centre applications so your IT staff can focus on the business



Pace of Innovation

Take advantage of emerging technologies such as Artificial Intelligence to keep pace with rising customer expectations



Scalability

Easy to grow with you as your business grows and flexes with seasonality requirements





Enghouse Portfolio

CONTACT CENTER



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OMNI-CHANNEL COMMUNICATIONS

Shift seamlessly between multiple customer interactions via audio, video, email, SMS, mobile, web chat and social media channels, all captured and archived in one place, without losing any data or conversation flow.



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CALL RECORDING & QUALITY MANAGEMENT

Call recording (always-on & on-demand, multi-site) and screen recording modules, full indexing for quick omni-channel data searching, agent evaluation and training tools.



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OUTBOUND COMMUNICATIONS

Intelligent diallers, portals and chatbots increase agent productivity while reducing idle-time.



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SELF-SERVICE

IVR, chatbots, enhanced consoles, portals, voice biometrics and authentication ensure compliance while enhancing customer service and experience.



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INTEGRATIONS

Integrates Customer Relationship Management (CRM), Customer Telephony Interaction (CTI) and third-party applications, so they can communicate and interact with one another.



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ATTENDANT SERVICE

Industry-leading attendant call routing and processing functionality that simplifies call flow management in complex environments.



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ANALYTICS

Collects and analyses call accounting data to deliver key insights into telephony and unified communication system usage. Facilitates optimisation of resources, maximisation of operational efficiency and cost-effectiveness, while minimising fraudulent usage.



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WORKFORCE MANAGEMENT

Enhances internal visibility, adaptability and performance of all agents while optimising resource allocation and campaign planning.



Enghouse Interactive receives the
IBM Think 2019 Excellence Award
for Hybrid Cloud Innovation

IBM Business Partner

'IBM offers the infrastructure and components we need to implement our vision. The two pieces are IBM Cloud and IBM Watson. We leverage IBM Cloud as the delivery platform for Enghouse's cloud solution for our customers and leverage IBM Watson to build functionality into our offering. This is definitely a long-term partnership. It's win-win for both (IBM and Enghouse). And a win-win for our customers. All the capabilities Watson can offer, we can leverage that to help our customers. In fact, it is a triple-win scenario.'

DR. KEVIN MING, PH-D

Director of Growth & AI, Enghouse Interactive

About us

We are the world's most reliable contact centre 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 contact centre 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.

Contact us to Learn More.

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