Enghouse Interactive

There are easier ways!

Migrating to the Cloud

Frequently asked questions

About Cloud Contact Centres

Cloud contact centre solutions are a robust tool for delivering superior customer experiences. With the promise of greater scalability, improved security and lower costs, cloud solutions are an ideal choice for businesses looking to optimise their customer service practices with maximum efficiency.

Are you considering to migrate your customer contact platform to the cloud?
Go for it! The following **frequently asked questions** will help you get your facts straight and decide whether a cloud contact centre solution is right for your business.

See you
in the
Cloud

enghousecloudcontact.co.uk

FAQs

Question 1:
My on-premise solution works well currently, so why should I move?

Answer 1:

Even if you have a functional on-premise contact centre, there may be a host of reasons to consider moving to the cloud. Cloud contact centres have many advantages over on-premise ones. Often, for example, the increasing demand for digital channels can be met by leveraging the frameworks that are already implemented within a cloud contact centre environment. Cloud means you avoid the cost and headache of over-provisioning – it's simply more efficient and cheaper.

Just by using the software, you can scale from literally a handful of agents to thousands (and back again) without downtime.

In contrast, a PBX system needs significant installation resource. The type of efficiency offered by Enghouse cloud contact centres allows agents to be situated anywhere, from their homes to other offices and work locations.

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FAQs

Question 2:

Will moving to the cloud undermine my IT team?

Answer 2:

No. With an on-premise contact centre solution, your communications hardware, software and infrastructure needs a dedicated IT team, with responsibility for the installation, maintenance and upkeep of everything from servers to headsets and desktops. This is not your core business, nor theirs. Cloud-based solutions deliver automatic access to regular software updates and new features and are billed transparently based on what you use. It is better that your IT resources are focused on your primary area of operations as opposed to supporting obsolete cul-de-sac technology.

With Enghouse Cloud Contact, your IT team gains new independence and is able to focus on tasks to help you generate revenue and provide services to your valued customers.

Premises-based solutions usually require intensive hardware and expensive system maintenance plans – as well as significant staff hours – to maintain performance. Cloud means you 'outsource' the hard work to Enghouse Interactive and focus on unlocking your IT productivity and potential.

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FAQs

Question 3:

How does Enghouse Interactive manage inbound and outbound calls from the cloud?

Answer 3:

We use VoIP for voice, delivered via your business-grade internet service provider.

You can make and receive calls from your internet connection via headsets as you would in most traditional office settings or via software-based applications.

By taking advantage of the microphone and speakers in your desktop, laptop or smartphone, you can conduct calls in the same way that you would using a typical handset.

In addition to receiving telephone calls with the built-in softphone on the user's PC, the system also allows telephone calls to be delivered to alternate devices such as standard circuit-switched phones or IP phones. Moreover, if you do not have enough bandwidth to handle VoIP or want to leverage the implementation of an already-existing IP phone setup, Enghouse offers interoperability with a number of IP-PBX and IP-Centrex vendors. An additional benefit of this capability is that it can vary on a user-to-user and on a call-by-call basis.

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FAQs

Question 4:
Are cloud contact centres inherently less secure than on-premise ones?

Answer 4:

No. On-premise systems give you direct control of your software.

You have the ability to install security patches, but there are associated risks. The installation requires both your time and resources which means that features or security updates are delayed, resulting in vulnerabilities.

While initially considered unsuited for sensitive data, constant vigilance and the latest technology means today's cloud environments can offer greater security than on-premise. IBM Cloud Security is robust and complete through pervasive encryption, AI and automation as well as integration. You gain access to a full stack of IBM Cloud Security services and IBM security on a global scale. It is designed, developed and managed according to IBM's strict security policies and implementation guidelines and provided to you under the binding commitments of the IBM Data Security and Privacy Principles. Enghouse and IBM offer you flexibility to adapt to new regulatory changes with a centralised platform for recording, archiving and erasion. The flexibility of our cloud technology lowers costs for adding new features and workflow changes to meet emerging compliance requirements.

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FAQs
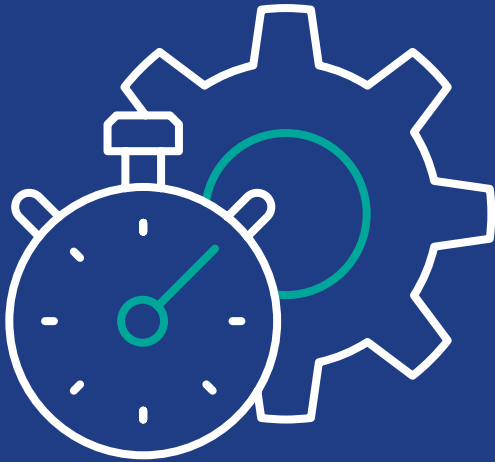
Question 5:

Is it true that businesses using cloud platforms typically experience more downtime than those using on-premise ones?

Answer 5:

No. In general, cloud vendors are committing to and meeting **99.9%** uptime availability thresholds (8.8 hours of downtime per year including planned). These are service levels that cannot be easily replicated on-premise. Enghouse Cloud Contact is highly available at **99.97%**, leveraging the huge power and global credentials of IBM.

Our global support team provides services to you anywhere, 24 hours a day, 7 days a week.

24x7

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FAQs

Question 6:

Does my cloud contact centre need to be omnichannel and manage multiple different interaction types?
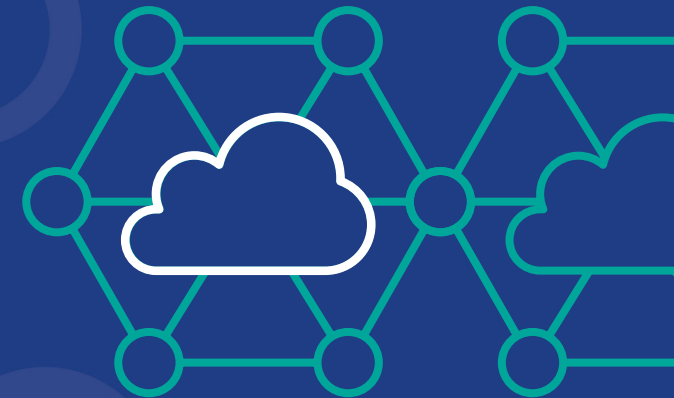
Answer 6:

Ultimately, this comes down to the customer experience you want to deliver.

Customers now use a myriad of channels in their daily communications and they expect to interact with businesses via the channel of their choice.

Consequently, enabling them to choose the channel they want to communicate with is essential for a good customer experience. Having an omnichannel capability in place is important not only in engaging the customer on their channel of choice, but also in having the ability to transition them seamlessly to another as and when required. Access to a variety of channels can also help staff in the contact centre to manage their day. Some customers are happy to send an email outlining their problem to a contact centre agent at the beginning of the day. As a result, when they subsequently get home from work, the answer will be waiting for them. The customer does not have to actively wait and the agent can resolve the issue during quiet times. It's a win-win situation and ticks the customer experience box.

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FAQs

Question 7:

My CRM integration is core to my business. How will this be affected by a move to the cloud?

Answer 7:

The more robust your CRM system, the better picture you'll have of your customer.

Since a full CRM suite requires integration with a host of back-end enterprise services, we offer plug-and-play integration with common CRM applications such as Salesforce.com, Oracle Siebel CRM and Microsoft Dynamics.

We have years of experience combined with a rich API suite and we mitigate risks to help customers to integrate with legacy and proprietary CRM systems.

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Enghouse Interactive

Start your journey now!

About Enghouse Interactive

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-premise or in the cloud, ensuring that our customers can be reached by their customers – anytime, anywhere and via any channel.