Enghouse
Interactive
Contact Centre
Solutions
...your way

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Interactive

...your way

Benefits
Features
Deployment Options

Up and running fast, for long-term result!

Peace of mind knowing that confidential data is stored in-house safely and securely, along with maximum control over functions are some one of the foremost gains of on-premise solutions. More and more companies however value the flexibility and cost-efficiency of the cloud. When it comes to considering the variety of benefits and challenges involved to make the best choice, organisations across the world rely on Enghouse to support them with their years of experience and extensive range of solutions.

Businesses choosing to virtualise their customer experience without discarding all physical legacy systems, can benefit from Enghouse expertise and flexible migration approach. When it comes to deployment and integration, Contact Centre solutions by Enghouse work to fit our customer's unique requirements and their budgets.

Service that customers want, with the tools employees love!

Now more than ever, Attendant Console and Contact Centre solutions are essential elements of a comprehensive customer engagement strategy. In order to meet even the most demanding customer expectations in a cost-effective manner, companies need a communications platform that is flexible enough to respond quickly and effectively to inquiries at any time and across all channels, as well as empower customers to self-serve. Giving service advisors a single, easy-to-use application that handles every interaction, including customer details the moment the customer makes contact, eliminates the need to repeat information, which frustrates both customers and agents.

Benefits of Enghouse Interactive Contact Centre Solutions

The Contact Centre – the very heart of the business!

The contact centre's role has long since changed from being a mere switchboard directing customer enquiries – now it is the beating heart of a business. Not only does it track all customer engagement wherever and whenever it happens, but it also lets teams across the organisation collaborate by communicating individually or in groups, or searching for the expert they need to resolve the issue at hand.

Enghouse Interactive Contact Centre solutions help organisations to better connect resources, expertise and tools.

Given that more information flows daily through a contact centre than in any other part of the business, it is more important than ever to capture and evaluate all activity to maximise performance and improve the level of service. Detailed reporting supported by smart AI and automated processes deliver accurate and meaningful information to aid decision-making, planning and prioritisation, and helps to mitigate costs and unnecessary expenses. This is the key to achieving sustainable growth and increasing profitability.

Satisfied customers are loyal customers

Reliable and competent service is of uttermost importance, increasingly overtaking price and quality as the decisive factor in the battle for customer loyalty.

Customers want their issues to be resolved quickly and satisfactorily. Some like the more traditional approach of a personal conversation with an agent, while others prefer digital channels such as web chat or email.

With Enghouse Interactive Contact Centre solutions advisors can cost-effectively communicate with customers via their channel of choice, gain insights into customer history and resolve issues with the right resources at the first point of contact.

Offering each customer a first-class service experience every time they interact with a business leads to high customer satisfaction that can greatly impact the positive reputation of an organisation. Empowered by the right customer contact technology, a business emerges as an industry leader unleashing its full profit potential and setting itself apart from the competition.

Agents who fully realise their potential

Well-trained, competent staff positively affect customer satisfaction as well as the entire team's motivation. The right resources, tools, training and real-time feedback mean agents can unfold their full potential and become more productive. Home office workers and distributed teams are easily on-boarded and integrated with Enghouse customer contact technology.

The professional quality assurance features of Enghouse Interactive Contact Centre solutions record and evaluate calls and screen interactions. The insights gained can not only be used to identify individual training needs and more effective resource planning, but also contribute to process optimisation and increase efficiency and legal compliancy within the business.

A company's most valuable asset is their people: long-term success rests on the quality and the loyalty of employees. Reducing staff turnover and retaining talented and motivated employees long term is key to running a profitable business. Technology from Enghouse Interactive empowers advisors to accelerate heir careers with the ability to work remotely or in an office-based environment.
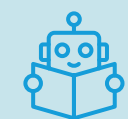
Benefits at a glance:

- Ensure top-quality customer service
- Reduce costs and administrative tasks
- Improve efficiency and legal safeguards within the company
- Platform agnostic
- Scalable from 10 to 10,000 seats
- Flexibility and agility in rapidly changing environments, making it future-proof
- Sustainable growth and improved profitability
- Optimise resource and personnel deployment planning

Features of Enghouse Interactive Contact Centre Solutions

Attendant Console

Enghouse Interactive Attendant Console solutions are particularly suited to help front-desk staff or receptionists handling high-value, person to person, and 'first-time' interactions with uttermost professional care, individual attention and efficiency. Powerful queuing, presence and directory features ensure that calls are routed promptly to the right, available point of contact reducing the cost to the business through lost calls and increasing the sales opportunity for revenue generating calls.

Omni-channel

Enghouse Interactive Contact Centre solutions deliver seamless customer contact across all channels without any media disruption.

Intelligent Routing

Queue-based routing ensures that customer contacts are not only routed according to skills, times or priorities, but also benefit from automatic overflows and intelligent channel switches. If the predefined KPIs are at risk, the contact centre reacts automatically and optimises the routing, for example by expanding the agent pool or offering virtual waiting or callback.

IVR

Enghouse Interactive's IVR systems offers callers more than just a self-service solution. Qualifying callers using DTMF or voice input as well as the use of intelligent KPI-dependent announcement features reduce costs, increases customer satisfaction, and allow the contact centre to handle large contact volumes efficiently.

Self-Service

Empowering customers to find answers to their own questions frees up your staff to focus on more complex or emotionally charged requests. This not only improves satisfaction ratings from both customers and agents, but also has a positive impact on productivity and revenue. Experts at Gartner have found that self-service can reduce support costs by up to 25%.

Business Intelligence (BI)

Leveraging Enghouse Interactive Contact Centre solutions, business intelligence transforms data into actionable insights that aid an organisation's business decisions. BI accomplishes data visualisation and interaction in order to answer complex queries in just seconds.

Artificial Intelligence (AI) and Chatbots

Enghouse Interactive Contact Centre platforms drive productivity and business growth. Our technologies are able to effectively evaluate contact centre data, identify customers' preferences and emotions, and even detect urgency (VoC – Voice of the Customer) by incorporating Microsoft AI or IBM Watson cognitive services. For example, chatbots act as a concierge-bot in customer communication, pre-analysing contacts or serving customers on routine matters 24/7.

Outbound Dialling

Enghouse Interactive's automated dialling options increase agents' efficiency while complying with legal or regulatory requirements and improving customer satisfaction. Multiple dialler configurations such as preview, progressive, power and predictive dialling improve agents' productivity by increasing net talking time and automatically blending inbound and outbound calls within the legal framework. Call Process Analysis maximises the potential of available contacts.

Call Blending

Enghouse Interactive Customer Experience Solutions automatically place outbound calls or inbound channels (e.g. emails) to free agents when inbound traffic, for example on the voice channel, slows down and overall staff utilisation decreases smoothing out fluctuations in contact volume.

Automatic Contact Distribution (ACD)

Automating incoming contacts, Enghouse Interactive Contact Centre solutions can handle all customer interactions, from self-service, pre-qualification and distribution of contacts to agents - selecting those with the appropriate skills and displaying the right information - to post-qualification, call recording and follow-up surveys.

Proactive Outbound

Customer relationships can be nourished by timely, personalised and contextual proactive communication using telephone, email or SMS. Contacting customers at the right time via the most effective or preferred channel using timely and targeted notifications can provide relevant information and ongoing support to prevent problems before they even occur. While reducing costly agent interactions, proactive outbound communication can improve payment receipts and increase overall satisfaction with customer service.

Video

Video takes the customer experience to a new level, whether for product support, live demos, personal consultations or medical advice. Enterprise teams can collaborate with remote colleagues and engage with their customers delivering the highest quality experience that strengthens teams, builds trust, fosters long-term relationships and improves quality of life.

Web Chat

Web chat is increasingly becoming the channel of choice for many customers. Enghouse Contact Centre solutions enable this fast and convenient form of real-time communication. Enghouse solutions support different platforms and merge these into a unified processing interface on the agent side.

Social Media

When integrating social media such as Facebook Messenger, WhatsApp, Twitter or Slack into your digital customer care, the contact centre becomes an integral part of an effective customer retention strategy. An Enghouse Contact Centre brings real-time written communication together in a standardised interface, thus facilitating your presence on all platforms.

Media Escalation

With Enghouse Contact Centre solutions media transitions are easily completed during contact handling. Information can be sent to the caller by email, or a web chat can be converted into a video call via a single mouse click. A complex problem – which might be difficult to explain in a chat or call – can be resolved easily using a co-browsing session.

Real-time Monitoring and Reporting

Each Enghouse Contact Centre platform has a reporting engine for historical and real-time statistics. Various standard reports and key figures are available for needs-based, meaningful evaluation. User-defined reports and real-time statistics for individual queries can also be created or company-wide reporting tools can be integrated.

Recording and Coaching

Enghouse provides recording and coaching functionalities, from mobile phone recording, recording for training purposes or legal compliancy such as MiFID II and PCI by adhering to record-keeping requirements, even for cross-media contacts. Recorded contacts can be enriched by selected meta-information and archived in encrypted form. Transcription or real-time voice analytics can be added for further training purposes.

Integration of other Applications

Enghouse Interactive Contact Centre solutions can be easily and quickly integrated with standard platforms such as SAP CRM, MS Dynamics, Siebel CRM, Sugar CRM, Salesforce (including Lightning), Teleopti WFM, and many other services via standard interfaces and plug-ins.

UC Agnostic

All Enghouse Interactive Contact Centre solutions are platform independent. We integrate and are certified with a range of industry-leading systems including Cisco, Avaya, Microsoft and NEC.

Microsoft Skype for Business / Teams

Enghouse Interactive Contact Centre solutions with their natively integrated Skype for Business functionality deliver personalised service perfectly tailored to meet customer needs. With more than 600 SfB deployments and nearly 20,000 users, Enghouse is regarded a leading provider in this field. Enghouse has recently become the first Customer Contact solutions provider also certified for MS Teams.

Accessibility

Enghouse Interactive Contact Centre solutions are compliant with the highest standards for accessibility. With the support from the JAWS screen reader and the SuperNova Magnifier, it is possible to adapt the workstation to the needs of visually impaired agents. The high-contrast display, as well as the renouncement of fast colour changes is also available for Supervisor interfaces.

Enghouse Contact Centre Solutions Deployment Options

1 On Premises / Local Installation

Enghouse Interactive offers the adaptability, ease of integration and reliability of a customised solution tailored to individual or complex needs with a locally installed Contact Centre system allowing for control over data and infrastructure requirements.

2 Cloud

Enghouse Cloud Contact provides flexible scalability in order to respond quickly to internal changes or market demands. This makes it easy to absorb fluctuations in daily or seasonal business. Our cloud-based solutions offer the ability to connect new locations, home-office employees or freelancers worldwide without the need for major technical or administrative effort. Enghouse Cloud Contact allows organisations to benefit from maximum flexibility at a comparatively low cost.

3 Hybrid

The hybrid option gives organisations the combined benefits of both delivery models – extra flexibility and the ability to provide additional services. Local Enghouse Interactive installations integrate cloud services into the local infrastructure resulting in greater integration flexibility, local data management and direct control over tenants without the need for high initial investment and complete local infrastructure.

4 Software as a Service

Short-term spikes in contact volume that exceed a business' normal capacity can be quickly and easily responded to. Simple pricing offers absolute flexibility and liquidity, guaranteeing maximum efficiency, data security and legal compliancy.

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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