

# Enghouse CX

## Customer Experience Solutions

### ...yourway

Customer contact solutions to empower your workforce and delight your customers

Customers want to interact with organisations who value their time and provide effortless, quick resolutions at the first point of contact. In order to meet these demands, ensure that you have the right capabilities in place to respond successfully every time. By measuring and monitoring the whole customer experience, you can guarantee overall quality while gaining insights and value from every customer interaction.

## Contact Centre

Enghouse Contact Centre solutions enable your organisation to interact seamlessly with resources across the whole business and deliver effective and efficient customer service.

Customer needs are resolved quickly and competently by accessing your experts wherever they are located and regardless of the devices they use.

Feature-rich and fully secured, companies of all sizes can benefit from Enghouse contact centre platforms which are optimised for SMB, Enterprise or CCaaS implementations. Keeping both your current and future requirements front of mind, we offer you a choice of deployment options ranging from CCaaS, on-prem, hybrid and cloud (private or public) with public cloud options including IBM Cloud, Amazon AWS, Microsoft Azure, Google Cloud or the customer's preferred provider(s).

- ✓ Inbound and outbound call centre
- ✓ Automatic Contact Distribution (ACD)
- ✓ Intelligent routing
- ✓ Video and web chat
- ✓ Call blending
- ✓ Messaging and SMS
- ✓ Omnichannel
- ✓ Reception and call handling

Capabilities include

## Self-Service

Industry-leading, highly effective self-service options enable your customers to manage simple or routine tasks at a time of their convenience while freeing up advisors for more complex interactions requiring empathy or a more customised approach.

Capabilities include

- ★ Chatbots & AI
- ★ Knowledge management
- ★ Actionable notifications
- ★ Voice biometrics and authentication
- ★ Interactive voice and visual response

## Quality Control & Insight

Cost-effective, intuitive reporting and quality monitoring solutions support the management and improvement of the overall quality of service while evaluating and training your workforce.

Enghouse provides recording and coaching functionalities that ensure legal compliancy and reduced liability by adhering to record keeping requirements. Using AI helps you to gain actionable customer insights and to optimise your CX.

Capabilities include

- ✓ Call and screen recording
- ✓ Call billing and accounting
- ✓ Real-time speech analytics
- ✓ Survey management
- ✓ AI Insights
- ✓ Voice of the Customer (VoC)

## Video Collaboration

Enrich your digital customer experiences and connect via the most secure, highest quality video conferencing solution.

By enabling virtual face-to-face interaction between colleagues as well as customers, you can save expenditure on physical facilities and travel while building emotional connections and better customer engagement.

Capabilities include

- ✓ Live video chat
- ✓ Enterprise meeting solutions
- ✓ Healthcare-grade privacy
- ✓ Embedded video for use in Telehealth, Financial Services, eCommerce or other applications

## Integrations

Capitalise on your existing technology investments and enable greater efficiency across your organisation.

Integrations for industry-leading CRM and CTI systems, as well as applications for customer-specific interoperability requirements, help you to streamline your contact centre and back-office processes.

Whatever your specific challenges, we can help to connect people, processes and systems.

Capabilities include

- ✓ CTI
- ✓ CRM Integration
- ✓ Directory integration
- ✓ Collaboration tools

## When choice matters

Enghouse provides flexible deployment options: either on premises, as a private (hosted) cloud, or as Enghouse Cloud, a true public cloud service.

## From cost centre to revenue generator

Enghouse is committed to ensuring that our customers attain a positive ROI with lower TCO. As such, our solutions are designed for quick installation and ease-of-use.

Enghouse solutions are UC/telephony platform agnostic, allowing them to fit easily into existing environments and provide connectivity migration strategies.



Enghouse  
Interactive

Contact us  
Tel: +44 (0) 20 3357 3040  
Email: [marketingemea@enghouse.com](mailto:marketingemea@enghouse.com)  
visit [enghouseinteractive.co.uk](http://enghouseinteractive.co.uk)