



Enghouse Interactive



About Enghouse Interactive

MAKE EVERY CUSTOMER INTERACTION COUNT
PRODUCT SHEET

Do you have what it takes for great customer communications? Today's customer expects to get the easy answers themselves, over the web or on their smartphone. And when they do need assistance, they expect you to know who they are, what they need, and who can help them. Can you keep your customers happy and your communication workers productive?

Enghouse Interactive Portfolio

Enghouse Interactive is a global leader in providing solutions that deliver differentiated customer experience and maximise the value of every customer interaction. All Enghouse Interactive solutions are platform independent and can be deployed in the cloud, on premise or in a hybrid environment.

Omni-Channel Contact Centres

Enghouse Interactive's omni-channel contact centre solutions provide a comprehensive, integrated toolbox for managing multiple interactions across a variety of channels, letting your customers choose how they want to communicate with you: voice, email, fax, SMS, web or social. Managers can access real-time graphical data even while mobile, helping them to instantly respond to priority situations, and proactively resource for future events. Available as both on premises and cloud-based deployments, inbound and outbound, our contact centre solutions help you improve the customer experience by getting each customer to the right agent in the shortest possible time, with the best available information.

"It has given us a global contact centre that provides the optimum customer experience with speed and agility that beat our expectations."

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IVR / Self - Service

Studies show that most callers prefer self-service to waiting on line. Give customers what they're looking for while reducing costs, removing agent tedium, decreasing wait times and improving efficiencies with Interactive Voice Response (IVR) and self-service solutions from Enghouse Interactive. A friendly, graphical interface lets administrators easily design and maintain callflows. Callers can opt out of the fully integrated IVR Queuing solution at any time to a live agent.

Operator / Attendant Consoles

Enghouse Interactive's Operator / Attendant Consoles combine superior call handling features with rich directory and dynamic presence information. Advanced solutions for leading voice providers (including Avaya, Cisco, Microsoft and NEC) help ensure every customer, supplier and business associate receives consistently prompt, informed and professional service.

Call Recording and Quality Management

Enghouse Interactive offers voice and computer recording and quality management solutions that are scalable and affordable for companies of all sizes. Our fully integrated solutions include secure IP call recording across multiple PBX platforms, computer desktop and application recording, and evaluation software to coach agents and improve quality of service.

Knowledge Management

Whether you are looking for community forums or a knowledge base software application, Enghouse Interactive offers an all-in-one knowledge management solution for your business. Offer self-service to customers over the web, or confidence and support to agents on the desktop, with dynamic FAQs available via an impressively intelligent search function. Managers can devise customised scripts to walk agents through various interaction scenarios, increasing agent productivity and reducing errors and customer frustration, while promoting first contact resolution across all channels.

Speech Analytics

Deploy a customised, multilingual software solution from Enghouse Interactive to optimise your business communications to achieve the perfect match for your needs. Enghouse Interactive's Speech Analytics offer fully automated quality assurance, monitoring all calls—both real-time and recorded. Coach agents to stay on-script and become more effective communicators. Monitor stress levels, speech clarity and script adherence with easy-to-understand graphical metrics showing agent and campaign performance. Identify and flag problem or non-compliant calls, or even portions of calls, for future investigation or evaluation, improving business security and agent confidence in your contact centre.

Integration and Optimisation Solutions

Accelerate your time-to-market and time-to-revenue by automating your interaction management and workflow with tailor-made solutions for your business. Integration to CRM or to your organisation's specific back-office solution, including bringing them into a single agent interface, will shave precious seconds from every interaction, while at the same time improving accuracy and eliminating tedious, repetitive tasks to lower costs. Develop, optimise, integrate and deploy dynamic communications solutions with Enghouse Interactive solutions and services, including CRM-directed routing, CRM & ERP screenpop, real-time productivity metrics and custom workflow.

Predictive Dialer

Increase productivity up to 300% by continuously providing outbound agents with genuine live calls, using an intelligent algorithm that starts new calls in the background while the agent is still on a call and connects the new call as soon as an agent becomes available. Enghouse Interactive's Predictive Dialer only transfers genuine calls to agents, effectively turning outbound calling into straightforward inbound telephony from the agent perspective. Configure your dialer to conform with any national regulations, globally.

Enghouse Interactive solutions power more than **1,000** of the world's leading partners, who support over **10,000** customers globally, who run more than **1,000,000** seats, that handle more than **1,000,000,000** customer interactions daily

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Enghouse Interactive's integrated suite of solutions includes omni-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.

