



**Enghouse  
Interactive**

# Communications Centre

Optimal Customer  
Communications

Wouldn't it be great if you could guarantee every customer got through to the right person, with the right information, and resolved the issue, the first time, every time? Enghouse Interactive's Communications Centre is a total contact centre solution to help you do just that.

## One Solution for all Interactions

Today's customers expect to communicate with organisations whenever they want, from wherever they are, via their preferred channel. Enghouse Interactive's Communications Centre allows intelligent handling and management of all contact types in a single, fully-integrated solution with a user-friendly interface.

Omni-channel queuing and skills-based routing ensure all interactions are identified, prioritised, routed and transacted expertly, first time, every time.

Communications Centre is a modular solution which includes omni-channel contact centre, operator attendant/console, self-service IVR, call recording and quality monitoring. A range of additional components and integration tools allows you to add functionality and scale as requirements and budget dictate.

## Outstanding Service Across All Channels

Ensure every customer receives the same level of service regardless of whether they choose to contact you by phone, email, web chat, SMS (mobile text), social media, or video.

Agents can seamlessly escalate contact channels for greater resolution or deal closing, from web chat to voice. Communications Centre's omni-channel queuing lets you route, manage and measure all types of contacts using one workflow engine.

## Proactively Manage

Managers, supervisors and agents can view in real-time what is happening in the contact centre so that they can manage issues as they arise, before they impact service levels.

## Improve First Contact Resolution

By matching agent skills and experience to queues and delivering each interaction to the most appropriately skilled agent available, you ensure customers get the response they need, first time.

"Before Communications Centre we had 50% of calls being abandoned, now our abandonment rate is consistently 1-2%"

- Yellow

## Leverage the Power of CRM

Screen-pops can save an average of 15 seconds per call by automatically searching and displaying the matching customer information from your CRM application. Communications Centre can integrate with SAP, Microsoft Dynamics, and Salesforce (amongst others) using our Enghouse Interactive CRM Connector.



Communications Centre - Call Bar

## Why Choose Communications Centre?

- Resolve more calls in less time, increasing productivity
- Enhance your customer experiences with new native web engagement tools such as web chat, video chat, screen sharing and new integrations with Magic and Jaws for the vision impaired
- Offer customers their choice of communication method and ensure service is consistent across all channels
- Achieve superior first contact resolution through intelligent skills-based routing
- Reduce abandonment rates, queues and call times by allowing callers to request a Callback (queue placeholder)
- Reduce agent attrition by providing the tools they need to achieve targets, minimise stress and expand their capabilities
- Optimise staff resources with comprehensive reporting and automation of repetitive processes, all managed on one screen through the Advanced Queues View
- Improve customer satisfaction through real-time interaction monitoring and coaching
- Create loyal customers by providing agents with the right information, when they need it, to personalise the customer journey and resolve issues more effectively
- Platform-agnostic with tight integration to all key communications technology providers
- Integration with MAGIC and JAWS for visually impaired users

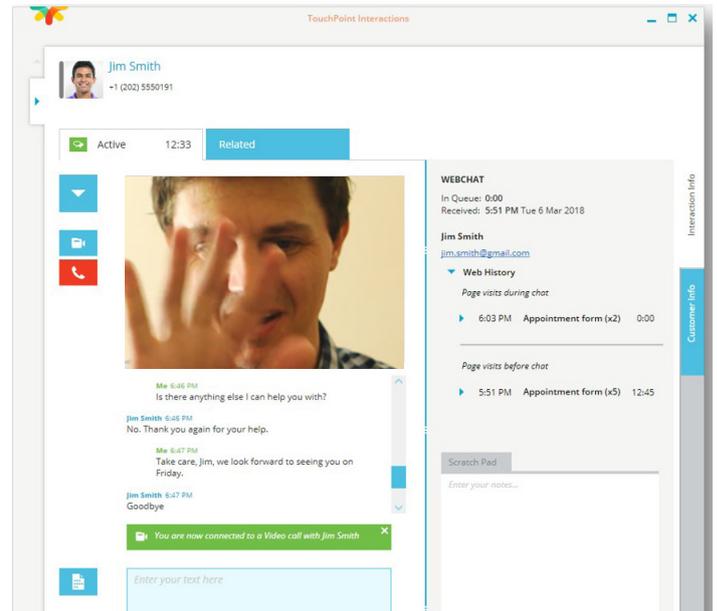
## The Latest Features Now in Communications Centre 10.1

### Communicate Instantly with Web Chat

Web chat is quickly becoming the channel of choice for customers compared to other channels of communication within a contact centre. Communications Centre facilitates customer interactions that are instant, easy and convenient. No matter where on your website a customer goes, they can now have a consistent chat experience across all of your organisation's web pages.

### See What Your Customer is Talking About with Video Chat

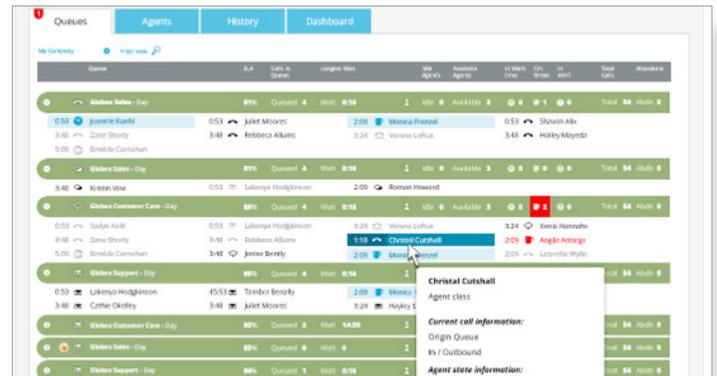
Video chat is becoming an essential part of the live chat which helps businesses to take the customer experience to the next level. Whether your business is offering product support, conducting a demo or even providing medical advice, video chat adds a personal touch that builds trust and delivers better outcomes.



Communications Centre - Video Chat Interaction

### Enable Agents to Better Help Customers with Page Sharing

If a customer is having a problem at your website that is too difficult to diagnose or resolve over chat, the agent can now request the customer to allow a page sharing session. By using the Communications Centre 10.1 page sharing features, an agent can view the customer's screen to guide the customer to complete their task. An agent can even, in real-time, fill out forms with the customer.



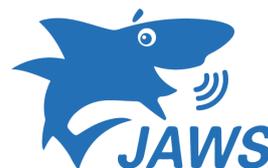
Communications Centre - Advanced Queues View

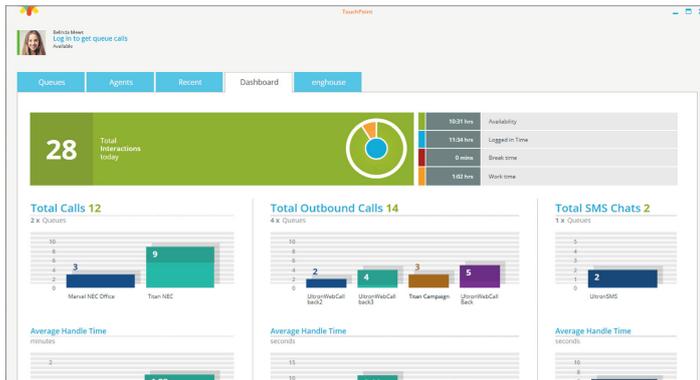
### Get Insight into Your Contact Centre from One Place

Providing superior visibility of the contact centre for your supervisors is critical to ensure continued smooth operation and management. Communications Centre 10.1 offers an Advanced Queues view that provides a complete and focused view into agent productivity and overall contact centre performance – all from one screen.

### Integration for the Visually Impaired

Visually impaired users can now access screen magnification and text-to-speech capabilities via Communications Centre's integration with industry leaders JAWS and MAGic.





Communications Centre - TouchPoint Dashboard window

## UTILISE BUSINESS INTELLIGENCE

Communications Centre provides a comprehensive range of reports to track customer experience and agent performance.

## AVAILABILITY AND PRESENCE

An extensive directory of contact information enables operators to quickly find the right contact and know at a glance if they are available to take a call – as well as the best method to contact them.

## MAXIMISE PRODUCTIVITY WITH OUTBOUND CONTACT

Balance out the periods of low inbound call traffic by delivering a blend of inbound/outbound calls to agents depending on their skill-set, availability, and time of day.

## INTEGRATED RECORDING

An integrated voice- and screen-recording solution makes it easy to create a customer-focused, regulatory compliant contact centre, while motivating and coaching staff to excel.

“...Having Enghouse in the bank has been a streamlined approach to contact centre that I have not seen the 30 years I’ve been in the business...”

- DAVID REILLY  
Snr VP Operations, HarborOne

## AUTOMATE ROUTINE CALLS

Routine and repetitive calls can easily be automated using IVR to provide self-service options for the caller and significant cost savings to the contact centre while allowing agents to focus on customer issues critical to your business.

## ACTIONABLE SMS

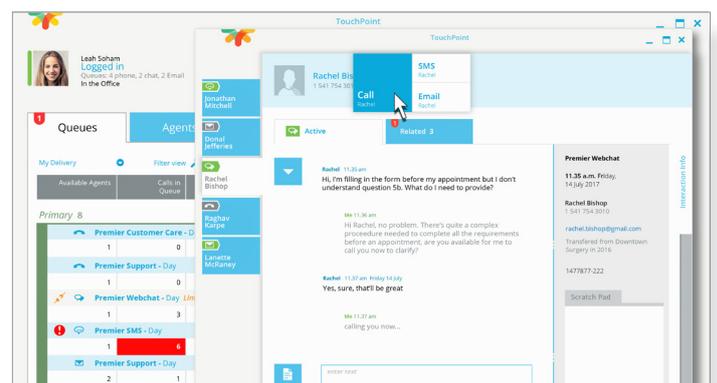
Fuller portfolio integration brings the power of Enghouse Interactive’s Communications Portal to your SMS/mobile text channel. Adding Communications Portal to your solution facilitates intelligent handling of SMS campaign responses – without bespoke development. SMS responses that require a human touch, e.g., rescheduling of an appointment, are automatically routed to an agent queue, creating a seamless customer journey.

## PLATFORM INTEGRATION

With tight integration to Avaya, Cisco, NEC and Microsoft Skype for Business voice platforms, we take advantage of best-of-breed voice communications technology to deliver exceptional contact centre functionality.

Our PBX-agnostic architecture gives you peace-of-mind for platform migration and confidence operating in a multi-platform environment. Enghouse Interactive is a Microsoft Gold Partner with over 500 installed Skype for Business sites, giving you a confident and a low risk migration.

Communications Centre integrates with other Enghouse Interactive products including Quality Management Suite, Communications Portal, Knowledge Management Suite and Real-Time Speech Analytics (RTSA) to create a complete solution for your contact centre.



Communications Centre - TouchPoint user interface with open Chat dialog window

## About Enghouse Interactive

Enghouse Interactive’s integrated suite of solutions includes multi-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 hybrid requirements.