



EnghouseCCaaS

Contact Centre as a Service



**Enghouse
Interactive**

A Solution for all Needs

Needs for the Business

Enghouse Interactive's **Contact Centre as a Service (CCaaS)** solution offers businesses an application model with the deployment and agility benefits of SaaS (Software as a Service).

Many organisations are looking for contact centre solutions with rapid, secure, and flexible deployment options that are quickly scalable in emergencies or seasonal spikes – contact centres that can grow with the business and can support multiple contact centre operations on a single application while consistently delivering a high-quality experience. Meeting carbon reduction targets is also becoming an increasing incentive to move apps to the cloud.

Enghouse CCaaS scales from 5 to 1000+ agents, allowing on-demand agent 'bursting' at all times.

With Enghouse CCaaS, new contact centres can be online within hours, and new agents in just minutes.

"We've been able to burst up from a 10 or 12 seat centre to 150-200 agents on some days, which means we've been able to be prepared and respond to our customer needs. We've actually lifted our service level every day!"

Peter Cooke, Head of Customer Service – Lotto New Zealand.

Needs for your Customers

In this era of the increasingly empowered and ultra-connected customer, business customers and consumers alike want a rich and consistent experience, no matter which communication channel they've selected. Using Enghouse CCaaS lets your business subscribe to the many features designed to give your customers a modern and rewarding experience, which they are increasingly coming to expect from every organisation they do business with today.

Needs for Contact Centre Staff

Agent job contentment is critical to both staff retention and your service level: a happy agent really does significantly increase the likelihood of having happy customers. Tools such as intelligent routing, call-back options, a variety of media channels, CRM and bot integration, agent evaluation and coaching and a real-time dashboard enable them to do their job confidently and productively. Meanwhile managers and supervisors are empowered to assist their staff proactively and effectively, and armed with comprehensive reporting are able to ensure the centre is operating efficiently and profitably.

Suitable for any Size or Industry

Enghouse CCaaS is a true multi-tenant SaaS* contact centre solution designed to simplify and enhance the customer journey. A cloud environment allows businesses to serve all their unique, distributed operations with flexibility and scalability. It is well-suited for large contact centres and industries that require high levels of security but can also benefit from the cloud's agility. At the same time a cloud platform can be ideal for businesses with only a handful of agents, unwilling to invest heavily in the staff and infrastructure costs of a premises-based solution.

**Software-as-a-Service*

Business Continuity Planning

Recent years have demonstrated unequivocally the benefits of Enghouse CCaaS along with its cost and scalability benefits: Our customers could not only disperse their workforce to work-from-home at extremely short notice – they could also instantly upscale teams to cope with extra demand.

Enghouse CCaaS also offers a tailored Business Continuity Plan package that enables businesses wishing to retain their on-prem infrastructure to reserve space in the Cloud for temporary emergency situations and includes the capacity for regular transition testing.

Omnichannel Delivery

Enghouse CCaaS offers intelligent routing and queuing for multiple media channels including phone, email, chat, SMS, voice call-back (virtual hold) messages and social media. All channels are seamlessly blended into a single “universal” queue so that agents handle all interactions within a single, unified client: our browser-based TouchPoint user interface.

CRM Integration

The Enghouse CCaaS CRM Connector supports Salesforce and Microsoft Dynamics CRM integration, shaving time off all interaction handling and improving agents’ productivity and accuracy. With caller ID, the associated Customer record is automatically popped on arrival and the interaction can be tracked in Salesforce account history.

Agent and Supervisor Interface

Enghouse CCaaS’ web-based client includes a built-in soft phone or can be used with IP or traditional phones or even mobiles. Users can resize or work full-screen, and add, remove or pop out different gadgets to customise their workspace. A configurable mini-dashboard gadget provides real-time queue and agent statistics. Talk to our team about a demonstration.

Comprehensive Reporting

Detailed, browser-based reports come as standard with an Enghouse CCaaS deployment while an optional add-on Analyst module allows the creation of new, custom-built OLAP reports complete with filters, drill-down, roll-up, pivots and more. Enghouse CCaaS has a single database that enables robust, unified reporting and analytics of all customer interactions.

Outbound Dialling

A state-of-the-art outbound dialler complete with campaign management tools provides preview, progressive, and predictive list-based outbound dialling. Advanced algorithms dynamically control the pacing to comply with silent-call regulations without sacrificing agent productivity.

Recording and Quality

Calls and text interactions can be recorded to meet compliance with legal, government, or industry requirements. For quality monitoring, calls can be recorded selectively based on a variety of factors such as agent profile, group, and skills. In addition, an authorised TouchPoint user can initiate the recording of their own calls on an as-needs basis for later referral.

Chatbot Assistance

Customers are increasingly looking for instant self-service. Our fully integrated bot offers two optional functions: It can front routine chat interactions from your website to relieve your agents of predictable or frequently asked enquiries, and it can also support your agents with prompts for “suggested responses”.

Name	Group	Team	Interaction Type	Interactions	Call State
Angela Long	VIC	Team A	Voice	1	In Call
Matthew Smith	NZ	Team A	MonitoreeInteractionType	0	No Calls
Richard Black (Lunch)	NSW	Team A	MonitoreeInteractionType	0	No Calls
Rita Smitt	NZ	Team A	MonitoreeInteractionType	0	No Calls
Sacha Blake (Lunch)	NSW	Team A	MonitoreeInteractionType	0	No Calls

The Supervisor interface has additional capabilities, including a real-time view of all activities, and access to historical reports. Supervisors can also monitor agents on all communication channels and can whisper-coach or actively participate in a telephone call or web chat.

Enghouse CCaaS Supervisor Interface showing an Agent’s request for assistance

About Us

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

Contact us To Learn More

With over 35 years of deep contact centre expertise, our team of experts are ready to optimise a solution that's right for your contact centre, today and tomorrow.

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