



**Enghouse  
Interactive**

# Communications Centre

## Optimal Customer Communications

- Easy-to-use, modern Agent and Supervisor interface
- Choice of communication channels for customers
- Work from anywhere with web-based agent interface
- Central, remote, web-based administration
- Flexible, advanced skills-based routing
- Rich contextual information and history for all interactions
- Integration for AI and Chatbots, Recording and CRM
- Sophisticated, flexible announcements, including auto attendant
- Callback option included
- Supervisor or Agent-configured KPIs
- Comprehensive reporting across all media channels
- Outbound campaigns
- Automation of repetitive enquiries and processes
- Live monitoring and coaching
- Platform-agnostic, on premises and in the Cloud

Create an environment where all interactions are handled with insight, and by the right person, the first time – every time. Build a reporting system that helps drive constant improvement. Enghouse Interactive’s Communications Centre is a total contact centre solution to help you do just that.

## Modern, Context-Rich, User-Friendly

Today’s customers expect to communicate with you whenever they want, from wherever they are, via their preferred channel. Enghouse Communications Centre allows intelligent handling and management of all interaction types in a single, fully-integrated solution with a smart, user-friendly web interface and rich-featured supervisor application that allows threshold and agent KPI setting with enhanced dashboards. Omni-channel queuing and skills-based routing ensure all interactions are identified, prioritised, routed and transacted expertly, first time, every time.

Enghouse Communications Centre is a modular solution that includes omnichannel contact centre, dashboard, operator console, self-service, IVR, post-interaction survey, CRM-integration, artificial intelligence/bot integration, interaction recording (text and screen), quality monitoring – and more! Our range of additional components and integration tools allows you to simply add functionality and scale as requirements and budget dictate.

## Deliver Outstanding Service Across Voice, Chat, Email, Video and more

Ensure every customer receives the same level of service whether they choose to contact you by phone, email, web chat, mobile text (SMS), social media or video – from your website, Facebook page or mobile app. Agents can seamlessly escalate contact channels for greater resolution or deal closing, e.g., from web chat to voice or video. Enghouse Communications Centre’s omni-channel queuing lets you route, manage and measure all types of interactions using one workflow engine.

## Augment Agents using AI and Bots

Communications Centre offers integration to both Chat bots and Enghouse’s own Voice of the Customer (VoC) solution, Vecko, to handle basic enquiries while enhancing more complex interactions.

## Improve First Contact Resolution

By matching agent skills and experience to queues, delivering each interaction to the most appropriately skilled agent available, and attaching complete contextual and historical information to each interaction that’s delivered, you ensure customers get the response they need at first point-of-answer.

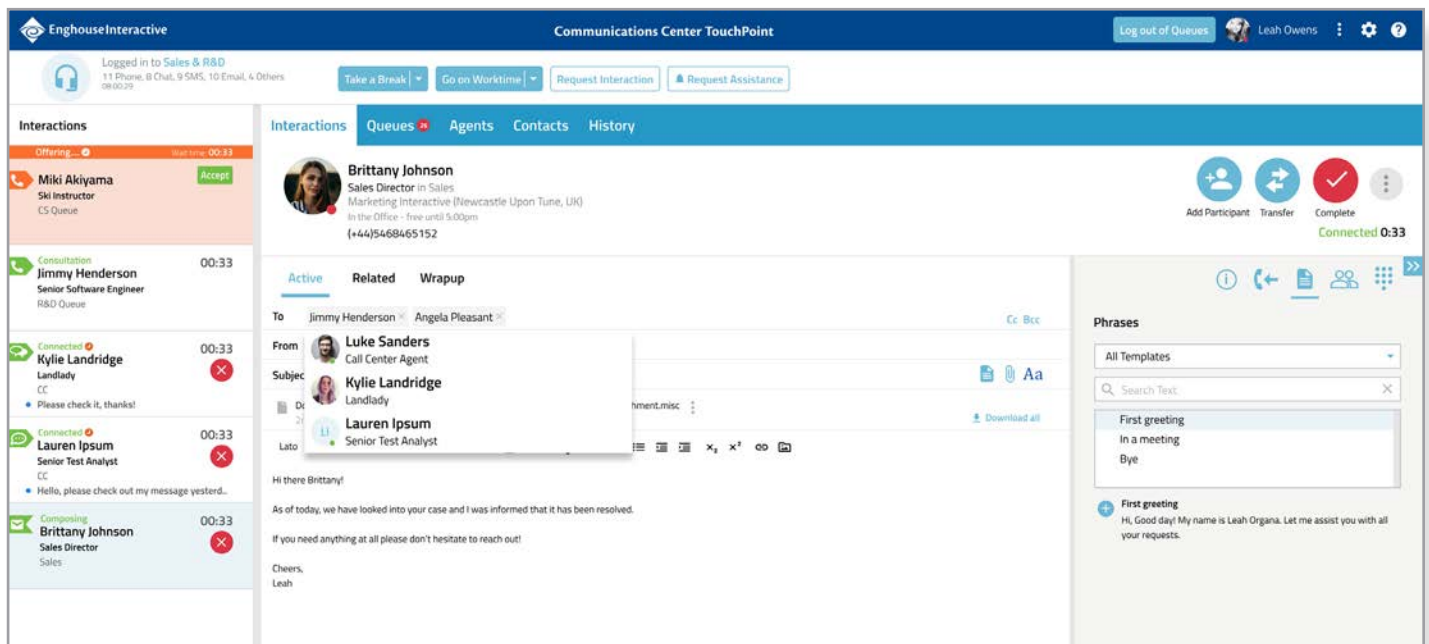
## Why Choose Enghouse Communications Centre?

- Increase productivity with efficient processing and context, helping resolve more calls more effectively, and in less time.
- Continue to offer customers their choice of communication method, now and as technology evolves, while ensuring service delivery and reporting are consistent across all channels.
- Achieve superior first contact resolution through intelligent skills-based routing and better context for the customer journey.
- Reduce abandonment rates, queues and call times, and keep callers happy by allowing them to lodge a Callback request (“virtual hold”) that takes their place in queue.
- 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 the automation of repetitive enquiries and processes.
- Improve customer satisfaction through real-time interaction monitoring and coaching.
- Ensure compliance and provide conflict resolution with fully integrated interaction recording, along with quality management.
- Create loyal customers by providing agents with the right information, when they need it, to personalise the customer journey and resolve issues more effectively.
- **Communications Centre has tight integration to all key communications technology providers, including Microsoft Teams, and can be deployed in the Cloud or on premises.**
- Be assured of continued access to the very latest technology with Enghouse Interactive. Ask us now about Enghouse’s comprehensive CX Portfolio and successful growth strategy.



Enghouse Communications Centre – Call Bar

Agents log in from anywhere, on any device, via a web browser interface



Enghouse Communications Centre – TouchPoint web user interface with open email interaction window

## Leverage the Power of CRM

Automatically popping the relevant Customer Relationship Management (CRM) screen for any recognised contact interaction that an agent is working with, is estimated to save an average of 15 seconds per call, when the alternative is for the agent to search and locate the contact manually. This time-saving empowers your agents to offer a significantly superior level of service that enhances their own job satisfaction as well as the customer experience.

Enghouse Communications Centre can be configured to identify customers via their calling line number or email address, or require them to enter an account number or PIN ID, which can be validated by the system before processing.

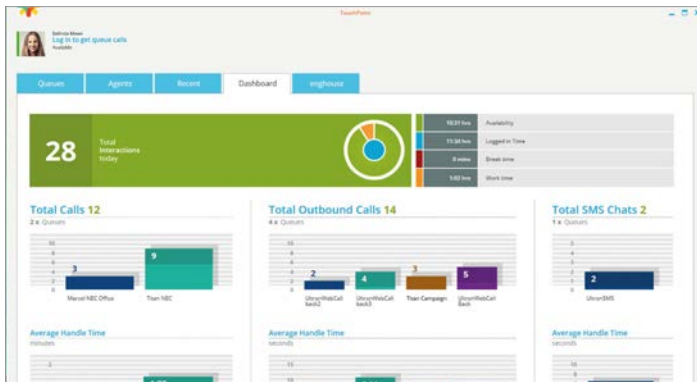
Enghouse Communications Centre offers integration with the top global CRMs including Microsoft Dynamics, Salesforce and SAP, among others, using Enghouse's CRM Connector.



"I have nothing but admiration for the service and support we get from Enghouse. We have had a long association with Enghouse and we have always loved how the Enghouse team is so passionate and responsive in helping us grow with the tools they provide.

It's a huge benefit for us too, that the full Enghouse portfolio has so much potential for our future growth."

– **Bruce Horsefield, Manager Customer and Business Support at Greater Wellington Regional Council**



*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 destination, and to 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.

### AUTOMATE ROUTINE CALLS

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

“Having Enghouse Interactive in the bank has been a streamlined approach to contact centre that I have not seen in the 30 years I’ve been in the business.”  
– **David Reilly, Senior VP Operations at HarborOne**

### ACTIONABLE SMS

Fuller portfolio integration brings the power of Enghouse Interactive’s Communications Portal (CP) to your SMS (mobile text) channel. Adding CP 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.

### DEPLOYMENT OPTIONS

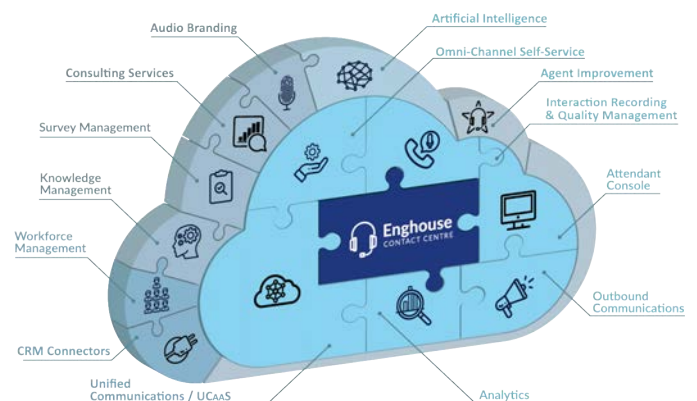
Enghouse Communications Centre offers multiple deployment options: it can be delivered on premises or in the Cloud, or in a hybrid or managed environment. Talk to us about your needs.

### PLATFORM INTEGRATION

With tight integration to multiple voice platforms, including Microsoft Teams, you’ll have the confidence to migrate your platform as needed, and to operate in a multi-platform environment. Enghouse Interactive is a long-time Microsoft Gold Partner with Microsoft customers around the world, giving you a confident and a low-risk migration to a Teams environment.

Communications Centre integrates with the Enghouse Interactive CX Portfolio to provide a range of solutions to enhance your CX delivery, such as quality management (interaction recording and evaluation/coaching), self-service and artificial intelligence, customer insights, knowledge management and real-time speech analytics, advanced business intelligence.

### ENGHOUSE CUSTOMER EXPERIENCE PORTFOLIO



## About Enghouse Interactive

We are a leading provider of customer experience technology. Our technology is designed to help businesses maximise the value of their customer interactions using any form of digital or voice communication, making customer experience teams more productive, leaving more time for proactive customer engagement. Our products include both cloud and premises-based solutions giving our customers the alternatives and flexibility they desire.

## Enghouse Communications Centre

Learn more at [enghouseinteractive.com.au](http://enghouseinteractive.com.au)