

Solutions for Cisco Unified Communications

ADVANCED SOFTWARE FOR PERSON TO PERSON COMMUNICATIONS

PRODUCT SHEET

More and more organisations rely on Cisco Unified Communications Manager as a cost-effective, reliable, and powerful enterprise call and session management platform.

Enhouse Interactive's range of solutions for Cisco UC boast a wealth of advanced features to help customers around the world leverage the platform's capabilities, deliver the best communications experience, boost productivity and efficiency across the organisation.

A Powerful Experience

With more than 200,000 customers worldwide and more than 60 million Cisco IP phones and tens of millions of soft clients deployed, Cisco Unified Communications Manager (UCM) is an industry leader in enterprise call and session management platforms. It delivers people-centric user and administrative experiences while supporting the full range of collaboration services including video, voice, IM and presence, messaging, and mobility.

Enhouse Interactive enables organisations of all sizes to benefit from their investment in Cisco by extending the platform with a range of advanced solutions that meet an expanding variety of business and communications requirements.

With over 14 years experience in selling voice applications for Cisco Unified Communications Manager platforms and as a Preferred Solution Developer, Enhouse Interactive has worked closely with Cisco to develop these enhanced solutions that are proven to help organisations dramatically reduce call answer times and improve the customer experience.

Enhouse Interactive's powerful and scalable applications for Cisco use a modular base system which can be extended by features and functionalities that enhance productivity and customer service, including real-time monitoring, call reporting and analysis.

Contact us about how we can help you deliver a true unified communications enabled customer experience.

Benefits

- The right solution for every requirement
- Improved first call resolution
- Significant reduction in lost and abandoned calls
- Positive experience means more customers call again
- Streamlined processes for a better customer experience
- Boosts customer satisfaction levels
- Significant performance improvements
- More transparency across the organisation
- Intuitive and flexible user interfaces
- Fast, proven return on investment
- Quick to deploy and easy to maintain

The front door to your business

Attendant Operator Consoles for Cisco

Enghouse Interactive's attendant operator consoles for Cisco provide a wealth of advanced features that inform and empower the operator, allowing them to deliver exceptional customer service, first time, every time. The intuitive, feature-rich software consoles enable operators and receptionists to consistently provide callers with excellent service, and handle calls quickly and efficiently. Powerful call queuing, presence and directory features ensure callers are transferred to the right available contact, first time.

Enghouse Interactive offers three solutions so you have the choice of deployment method and size:

BUSINESS EDITION

Due to the low total cost of ownership Console for Cisco - Business Edition makes it suitable for small and medium-sized businesses. A powerful and scalable solution that enables attendants to manage their interactions on-screen. All call handling services are available on the software client, and attendants can extend some of this functionality out to users' IP phones. A range of applets designed especially for IP phones further boosts business productivity for desktop users. The solution components can be enabled individually and the user interface adapted on each attendant console depending on the attendant's needs.

ENTERPRISE EDITION

Console for Cisco - Enterprise Edition is an advanced, feature-rich attendant operator console designed for large enterprises. It can scale to support up to 500 clients, up to 175,000 contacts, multiple tenants and server clusters and multiple user roles. Each attendant can handle multiple incoming call routes (queues). This extends to the availability in a hosted environment, the user can enjoy the same rich collaboration feature-set, whether the application resides on the customer's premises, in the service provider's data center, or a combination within Cisco's Hosted Collaboration Solution.

Enghouse Interactive's leading operator console solutions for Cisco, are used by thousands of organisations across the world to provide professional call handling and exceptional customer service.

"Enghouse Interactive's console displays all the relevant information we need on screen, and combines this clear presentation with a simple and intuitive user interface....the clear winner for us".

Kelly Mole, Switchboard Supervisor,
DTZ

HELPDESK EDITION

For organisations wanting to extend their console further and add advanced IVR capabilities, Enghouse Interactive offers Console for Cisco - Helpdesk Edition, a voice-only call centre and helpdesk solution for Cisco that supports up to 200 agents per server. With quick and easy installation on the same server as the operator console, Helpdesk Edition is a comprehensive and scalable solution that helps organisations manage their customer interactions fast, intelligently and efficiently, maximising resources and increasing customer satisfaction. Incoming calls are allocated to agents based on predefined criteria, such as availability, priority and skill level, so callers are connected to the right person straight away.

Helpdesk edition has been deployed as a no-fuss solution by hundreds of customers who want helpdesk functionality but do not want to invest in expensive consultation or customisation.

Whether managing an internal helpdesk, customer service centre, or sales department - Console for Cisco - Helpdesk Edition helps organisations provide the best possible customer service, every time.

CISCO UC PROVISIONING

Provisioning is the process of preparing the communications network to provide services to users and handle daily tasks like assigning new phone numbers, renaming user names or removing communications services. Enhouse Interactive's provisioning tools greatly simplify the process and speed up daily administration tasks.

- Save costs and improve efficiency
- Consolidated view of users, phones, locations
- Reduce errors and maximise productivity
- Increase the quality of changes in the communications network

Up to 75% time savings can be achieved in many daily provisioning activities through the use of this software, allowing your highly skilled UC technicians to focus on what they were actually trained to do.

PHONE APPLICATIONS FOR CISCO

Enhouse Interactive also offers a range of advanced phone applications for Cisco that provide added functionality.

- Office services with extended functions for office administration
- Broadcast - leveraging the existing communications infrastructure for zone paging, emergency broadcasts and phone conferencing at the touch of a button
- Phone Lock - secure phones to prevent misuse and fraud
- Group MA – Manager – assistant functionality entirely on the phone set, allows assistants to manage calls based on the boss's availability
- Phone ACD – perform the functions of a simple call center agent from your Cisco IP phone screen

CALL BILLING & REPORTING

The call handling system is one of the most powerful business tools, so it's important that it always performs at optimum efficiency. Enhouse Interactive Call Billing and Reporting provides sophisticated reporting through a standard web interface to help monitor, manage and analyse call data across the entire organisation. With this information at their fingertips, organisations can monitor performance, detect fraud and misuse, identify unnecessary cost factors such as idle lines and unused devices, complete detailed cost analyses or plan new investments.

Leverage your existing Cisco investment with advanced contact centre functionality

MULTICHANNEL CONTACT CENTRE FOR CISCO

Enhouse Interactive also has a range of solutions for powering advanced, multi-channel contact centres with Cisco UC, that can cope efficiently with large numbers of inbound and outbound contacts, by email, fax, web chat, webbased forums, SMS or phone. With flexible deployment options and are scalable, highly modular and an extremely cost effective choice.

In addition:

- A wide range of Self Service solutions are available such as speech recognition, touch-tone and web self-service that are quick to implement, powerful and extremely cost effective. Our solutions include purpose built IVR applications, an easy-to-use knowledge management suite, corporate web directories and a development platform that enables organisations to quickly deploy self-service applications for telephony, video messaging, SMS, and email. They can be used as standalone solutions or implemented as part of the overall contact centre strategy with Cisco.
- Integration and Optimisation Solutions to help accelerate the time-to-market and time-to-revenue for your interaction management solutions. Your organisation can quickly and easily develop, optimise, integrate and deploy dynamic communications solutions. We provide a number of integration tools including CTI, IP phone applications, database and directory integration, click-2-dial and IVR development and testing tool kits.

“The solution, which integrates a Cisco Unified Communications (UC) platform with Enhouse Interactive software, will allow City Link to save on telecoms costs and improve the way it manages its customer enquiries.”

Listen to your customers and agents

QUALITY MANAGEMENT SUITE FOR CISCO

Understanding the voice of the customer is a powerful tool. Quality management does not have to be an expensive endeavour. Enghouse Interactive's Quality Management Suite for Cisco, as part of the Cisco IP Phones, operator console or call centre, captures interactions across departments and company sites. Helping organisations optimise their business processes and workforce, achieve regulatory compliance, improve customer service and resolve disputes.

- Secure, seamlessly integrated call recording and monitoring
- Agent evaluation and coaching
- Unobtrusive, efficient and reliable
- Multiple recording options including synchronised voice and video
- Encrypted archiving and easy search
- Highly scalable from single location deployments to multiple sites



A trusted Cisco Partner

Enghouse Interactive has been a trusted partner for over twenty years, through our original family of solutions - Arc Solutions, Andtek and Zeacom. All are tested to ensure our solutions are interoperable with Cisco Unified Communications by undergoing regular Interoperability Verification Testing (IVT).

- Cisco Preferred Developer Network partner
- Cisco Compatible

Our solutions are also tested alongside other software solutions to ensure compatibility as part of the wider UC solution.

Modular approach

Pilot, prove and migrate your console, helpdesk or contact centre to Cisco UC when the time is right for you, then add functionality as required.

Bring your customer closer with a Connected Enterprise

Any company wanting to focus on customer service needs to put in place an approach that puts the customer at the heart of their business. They will need to leverage resources across the whole organisation and bring to bear everything from console management to CRM to call recording to ensure this focus is maintained.

See how Enghouse Interactive solutions can help you make savings across the business and allow your more expensive higher-skilled workers scattered across the enterprise to become part of the customer service effort as and when required.

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.



Learn more at www.enghouseinteractive.com

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