Self-Service Solutions
VOICE & MOBILE IVR APPLICATIONS

Self-service is a key and increasingly important part of an integrated customer experience, It enables contact centres to focus on higher value human to human interactions increasing productivity, efficiency and customer experiences whilst simultaneously creating the agility needed to stay ahead of ever changing customer needs.

Enghouse Interactive has a wide range of speech recognition, touch-tone, mobile IVR and web self-service solutions that are quick to implement, powerful and extremely cost effective. Our solutions include configurable IVR applications, mobile IVR navigator tools, an easy-to-use knowledge management suite, corporate web directories and a development platform that enables organizations to quickly deploy self-service applications for web, telephony, video messaging, SMS, and email. All can be used as standalone solution or implemented as part of the overall contact center strategy.

Empower your customers to self-serve

The key benefit of self-service solutions is contact avoidance, whereby you push customers to self-help instead of tying up expensive agent resource. Automate simple, repetitive calls and interactions, allowing agents to handle the more complex and valuable enquiries. Usually the routine calls are also the most frequent and they can easily be dealt with by a voice, text or web-based self-service approach, providing a quick and effortless experience to the customer and significant cost savings to you.

Today's customers prefer the fastest path to get what they need. Empower customers to complete their own simple operations such as paying bills, obtaining account information, changing address etc., without waiting for a live operator. Where specialist skills are required, the self-service interface can direct callers to the best-skilled groups of agents for their enquiry.

Self-service options also allow the contact center to extend business hours, allowing your customers to self-serve 24 hours a day, 7 days a week. By provisioning a self-service system, customers can get the best possible service from your organization at anytime, anyhow.

Benefits

- Increase efficiency and satisfaction by enabling customers to self-serve

- Cut operating costs by at least 75%

- Boost productivity and reduce staff turnover by better utilizing employee resources

- Improve customer experience by providing a fast, reliable service 24/7

- Maximize the ROI of your knowledge base

- Significantly reduce lost and abandoned calls

- Improve productivity of support calls

- Speed up call resolution times and increase customer retention

- Increase revenues by enabling transactions to be processed around the clock

- Create resilience and business continuity by virtualizing your operations

- Benefit from fast, proven return on investment, with easy quick deployment and low maintenance cost

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Communications Portal

Enghouse Interactive Communications Portal is an open standards-based development platform that significantly reduces the time, cost and complexity of creating and deploying tailored voice self-service and communications solutions.

EICP's integrated application development and management components enable organizations to deploy voice, video messaging, SMS, mobile IVR navigator and email communications on a single, cost-effective platform.

IVR applications are also monitored around-the-clock for reliability issues so that you are informed immediately of any problems before they adversely affect service levels.

Mobile IVR Navigator

The frustration of calling a contact center and being faced with a string of voice menus and options may not be the best experience, especially when your customer is using a mobile or smart device. To give customers the mobility and access they need. Enghouse Interactive has introduced Mobile IVR Navigator; which quickly allows a user on any device to participate in a self-service session through a mobile app. The app visually navigates customers through your customer service options seamlessly offering your customers a better end-user experience and reducing customer frustration.

• Leverage mobility to communicate with your customers

• Save time by providing a simple interface with no learning time required

• Reduce customer frustration by presenting information quickly

• Reduce call times by making sure that the customer only connects when an agent is available

• Leverage your existing IVR capabilities to quickly get a mobile app in use by customers

Configurable Self Service Applications

Enghouse Interactive has developed a range of pre-packaged, configurable applications using Communication Portal that are quick and easy to deploy and maintain. They require no expert coding or expensive professional services. All our applications are scalable and extendable, enabling you to integrate them with your own systems and join any number of applications together to create a complete service solution for your customers.

Speak in Natural Language

Speech recognition and speech-enabled IVR now have the capability to replace the traditional menu-driven IVR experience with a natural conversational customer interface. Not only can calls be answered and identified by an intelligent and friendly automated system, but they can directly ask for what they want without wading through multiple levels of IVR hierarchy.

Speech Recognition

Natural language solutions are sought after for speed and ease of use. Our speech-enabled IVR flattens or eliminates IVR menu structure and provides optimal customer-directed self-service. Speech-enabled caller identification, along with skills-based routing takes time off the call. This greatly improves customer satisfaction, reduces operating costs and elevates the experience of the customer.

Text-to-Speech

Rather than prerecording prompts, which can be time consuming, our text-to-speech-enabled IVR can dynamically transform text into natural speech prompts and informational messages. Our solution extract variable information (in text formats) and converts it to natural language. Providing customers with up to date information such as account information, weather updates, sports scores, or any dynamically constructed text message can have an immediate impact on reducing your message recording times, increasing message personalization and improving overall automated self-service.

Recording Services

Our specialized media voice services help capture brands in all their richness, crafting the words that shape and define brand persona, then casting and recording the right voice that best represents your business. Using the optimal professional voice can have an immediate impact on your customers perceived level of service.

Custom Applications

All our applications are designed to be extensible to allow customization based on your business needs. With decades of best practices knowledge and expertise, we offer an unparalleled IVR engineering and professional services team that can build and support customized applications that seamlessly integrate and extend any of the pre-built suite, so your investment is secure.

Ensure Service Quality

Gauge the quality of your customers' experience in real-time with powerful reports, monitoring and analytical tools. Get a complete overview of how customers and agents are using your knowledge base and forums platform. Collect important information on your IVR applications' call flow and usability, with a range of flexible reports detailing call traffic patterns, often and infrequently used call paths, abandon rates and other metrics for driving performance and customer satisfaction. IVR applications are monitored around the clock for reliability issues so problems can be addressed before they affect service levels.

Flexible Deployment

Unlike other vendors, Enghouse Interactive offers both on-premise and hosted cloud deployment options with the ability to easily switch from one to the other. Enghouse Interactive can also provide a hybrid deployment, blending on-premise and cloud-based solutions, to meet specific business requirements, such as disaster recovery or overflow capabilities.

Why choose Enghouse Interactive?

With over 25 years experience developing solutions that consistently exceed the expectations of our customers and partners, Enghouse has an unparalleled track record of success in helping our clients optimize communications with their customers.

Our solutions scale from a single site call reception console to multi-tenanted, multi-media contact centers with users in excess of 10,000. We have more than 1 million agent seats handling over 1 billion interactions through our systems daily – making Enghouse Interactive one of the biggest providers of customer contact solutions in the world.

> This system has given us a new and intelligent touch point for our customers, enabling us to improve our overall services and customer satisfaction.
>
> Patrick Lung, Chief Executive
> MICROSOFT ASIA PACIFIC OPERATIONS CENTER

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. 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.

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