



**Enghouse  
Interactive**

# Communications Center

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 Center is a total contact center solution to help you do just that.

## One Solution for all Interactions

Today's customers expect to communicate with organizations whenever they want, from wherever they are, via their preferred channel. Enghouse Interactive's Communications Center 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, prioritized, routed and transacted expertly, first time, every time. Communications Center is a modular solution which, includes omni-channel contact center, 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.

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

## 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.

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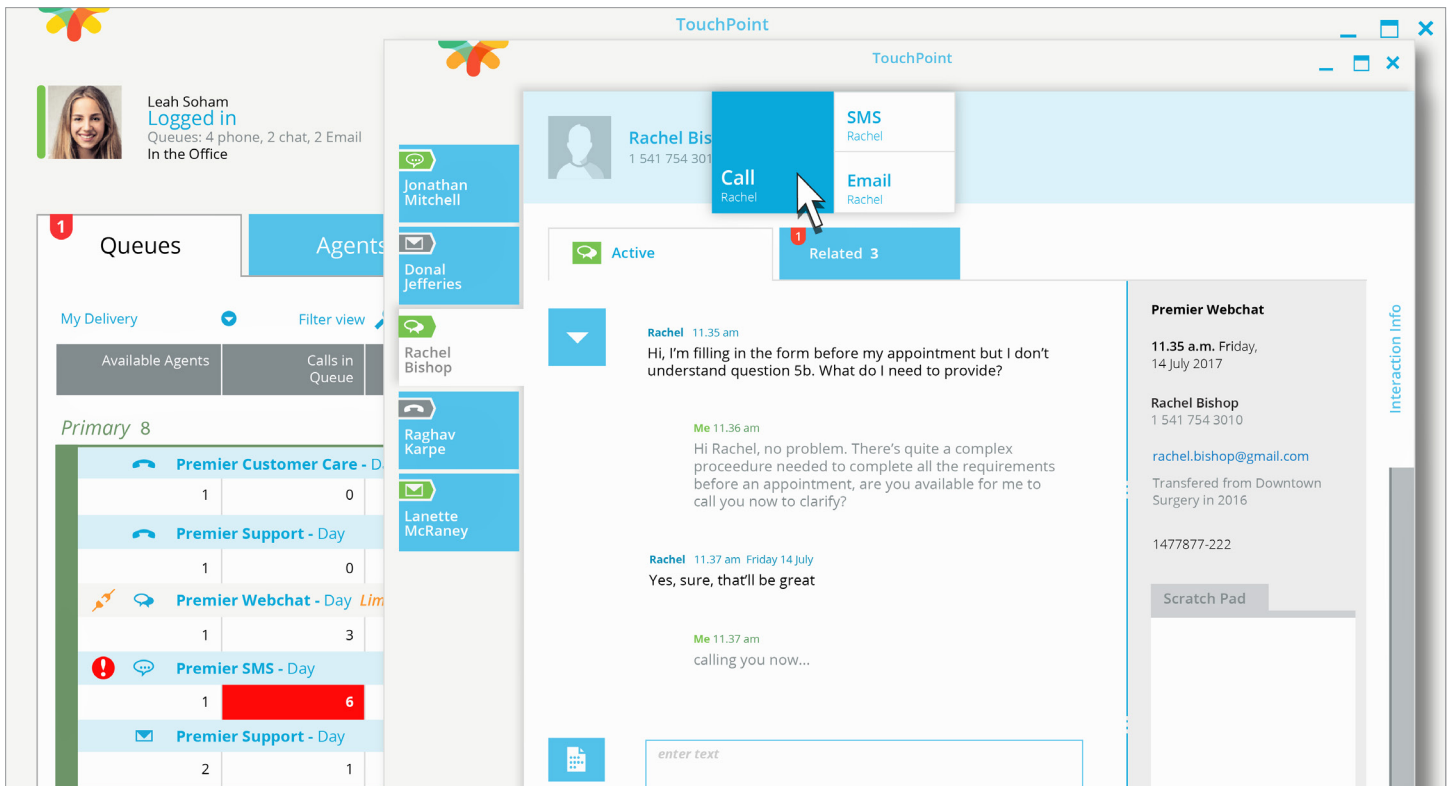
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## Why Choose Communications Center?

- Resolve more calls in less time, increasing productivity
- 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 offering a Callback (queue placeholder)
- Reduce agent attrition by providing the tools they need to achieve targets, minimize stress and expand their capabilities
- Optimize staff resources with comprehensive reporting and automation of repetitive processes
- 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 personalize the customer journey and resolve issues more effectively
- Platform agnostic with tight integration to all key communications technology providers

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

- Yellow Pages



Communications Center - TouchPoint user interface with open Chat dialogue window

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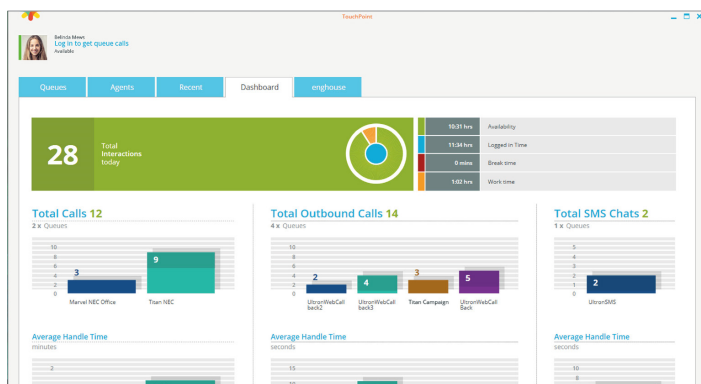
## Leverage the Power of CRM

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 Center can integrate with SAP, Microsoft Dynamics, and Salesforce (amongst others) using our Enghouse Interactive CRM Connector.



## Proactively Manage

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



*Communications Center - TouchPoint Dashboard window*

## UTILIZE BUSINESS INTELLIGENCE

Communications Center 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.

## MAXIMIZE 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 center, while motivating and coaching staff to excel.

## 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 center 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 (CP) to your SMS 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.

## 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 center 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 450 installed Skype for Business sites, giving you a confident and a low risk migration.

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

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

- DAVID REILLY  
Snr VP Operations, HarborOne



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## 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 hybrid requirements.