



**Enghouse  
Interactive**

# Enghouse Interactive: Communications Center

The New Age of Chat

## TYPE HELLO INTO CHAT

Web chat is quickly becoming the channel of choice for customers compared to other channels of communication within a contact center. Communication Center facilitates customer interactions that are instant, easy and convenient. No matter where on your website a customer goes, they can now have a consistent chat experience across all of your organization's web pages.

## VIDEO CHAT LET'S YOU SEE YOUR CUSTOMER

Video chat is becoming an essential part of the live chat which helps businesses take customer experience to the next level. Whether your business is offering product support, conducting a demo or even providing medical advice, video chat adds a personal touch that builds trust and delivers better outcomes.

## PAGE SHARING EASES CUSTOMER JOURNEY

If a customer is having a problem that is too difficult to diagnose or resolve over chat, the agent can now launch a page sharing session.

By using page sharing features, an agent can view the customer's screen to guide the customer to complete their task. With Communication Center 10.1, an agent can even, in real-time, fill out forms with the customer.

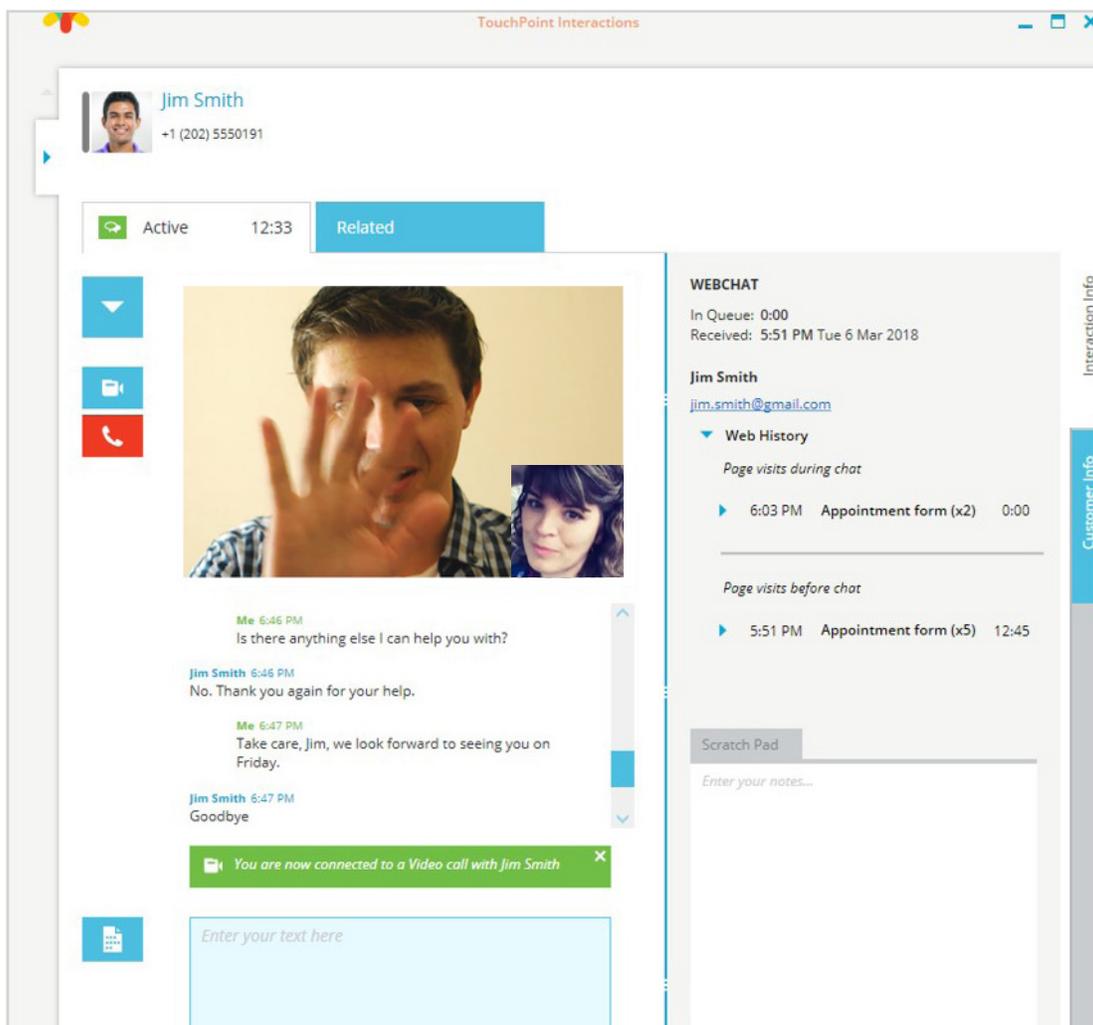


**24% of Businesses will change their existing or add new web chat technology in the next 12 months.**

*-Contact Babel, US Customer Experience Decision Maker's Guide, 2018*

## WHY WEB CHAT?

- Web Chat is overtaking all other forms of interactions and quickly becoming the channel of choice for customer interactions, especially with younger generations.
- Providing an almost instant form of communication with a company, Web Chat offers a superior level of support to the customer, increasing their overall satisfaction.
- An ideal solution, regardless of industry, to engage a customer whenever they reach out to your organization.
- Allows an organization to drive down cost while still allowing a superior level of customer service.
- Page Sharing simply and securely gives an agent the ability to help a customer complete forms or direct them to another part of your website by giving an expert agent control of the chat.
- Video Chat provides another level of interaction to the customer, allowing agents in real time to see exactly what the customer sees, solving problems ranging from diagnosing a broken appliance in a home to providing healthcare feedback to a patient unable to travel to an office.



## ABOUT ENGHOUSE INTERACTIVE

We are a leading provider of customer experience technology. Our technology is designed to help business maximize 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 premise based solutions giving our customers the alternatives and flexibility they desire.