Enghouse Interactive

Communications Center
CONTACT CENTER FOR SKYPE FOR BUSINESS

Improving the daily lives of the people of the contact center

Wouldn't it be great if you could guarantee every customer got through to the right person, who had the right information, and had their issue resolved first time? Enghouse Interactive's Communications Center (EICC) is a total contact center solution which will help you do just that.

Take Your Business To The Next Level

By combining Microsoft's Skype for Business (SfB) with Enghouse Interactive's omni-channel contact center and you can extend SfB's unique features, achieving exceptional gains in service quality and efficiency, and a compelling return on investment.

EICC intelligently streamlines and centralizes all contact types in a single, fully integrated solution with a user-friendly interface. Omni-channel queuing and skills-based routing ensure all types of interaction are identified, prioritized, routed and transacted expertly, first time, every time.

Low Risk Skype for Business Migration

The contact center is often viewed as risky during SfB deployments, however, EICC will make your migration flexible and worry free. With over 200 installed sites globally and support for migrations from multiple platforms (including Avaya, Cisco and NEC), you can simplify your migration path by choosing EICC. Enghouse Interactive is a Microsoft Gold Partner and have been global innovators with Microsoft platforms and communications for over 15 years. You can be confident your migration will not only be low risk, but that you'll be supported every step of the way.

"… the integration provides immediate, low-cost communication between customers and NACR's SfB experts at the click of a button."
NACR. INC

Why Choose EICC?

- Answer more calls in less time, increasing productivity

- Achieve first contact resolution through intelligent routing

- Offer customers their choice of communication method and ensure service is consistent across all channels

- Reduce agent turnover by providing the tools they need to achieve targets, reducing stress

- Optimize staff resources through comprehensive reporting and automation

- Reduce abandonment rates, queues and call times by offering a callback

- Improve customer satisfaction through real-time interaction monitoring and coaching

- Create loyal customers by personalizing their experience

Microsoft Partner
Gold Communications
Gold Application Development

Skype for Business

www.enghouseinteractive.com

Deliver Outstanding Service Across All Channels

Every customer can receive the same level of service regardless of whether they choose to contact you by phone, email, chat, social media, video or text. EICC's omni-channel queuing lets you route, manage and measure all types of contacts using one workflow engine. Combined with SfB, agents and customers can choose their channel and also have the option to move between channels eg. from instant message to screen sharing, or from voice to video.

Leverage your CRM Investment

Screen-pops can shave an average of 15 seconds off every call by automatically searching your CRM application for a match and displaying the matching customer record.

EICC can integrate with SAP, Microsoft Dynamics and Salesforce (amongst others) using our EI CRM Connector.*

Improve First Contact Resolution

Match agent skills and experience to queues, and deliver each interaction to the most appropriately skilled agent available.

Proactively Manage In Real-Time

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

Utilize Business Intelligence

EICC provides a comprehensive range of reports to track customer experience and agent performance.

Maximize Profit 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.

Provide Exceptional Front-Line Service

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.

Integrate Call Recording

An integrated voice and computer recording solution makes it easy to create a customer-focused, regulatory compliant contact center, while motivating and coaching staff to achieve excellence.

Automate Routine Calls

Routine, repetitive calls can easily be automated using IVR, providing self-service options to the caller and significant cost savings to the contact center.

Simple Integration

With tight integration to Avaya, Cisco, NEC and Skype for Business voice platforms, we take advantage of best-of-breed voice communications technology to deliver exceptional contact center functionality.

EICC integrates with other EI products including Quality Management Suite, Knowledge Management Suite and Real-Time Speech Analytics.*

*Speak to your EI representative to find out more.