



Enghouse
Interactive

Enghouse Interactive Professional Services

ENSURING A SMOOTH AND SUCCESSFUL
IMPLEMENTATION FOR YOUR BUSINESS



FACT SHEET

You've made the decision to implement the market-leading Enghouse Interactive product portfolio—good choice! Now we'd like to talk about our Professional Services, and how we ensure a smooth and successful implementation for your business.

How Do We Do It?

With over 20 years of experience of designing and deploying contact center and unified communications solutions, we pride ourselves on our long history of successful implementations. Let us guide you through the process.

Project Kick Off

After internal meetings between the Enghouse Interactive project team, your account team and our Enghouse Interactive partner, we will schedule a kick off call with the key project stakeholders within your organization. During the meeting we typically:

- Take you through our implementation process
- Confirm the proposed project schedule
- Agree on deliverables and ownership of them
- Confirm delivery dates for equipment (if applicable)

Professional Services Project Lifecycle

KICK OFF

PLANNING

DESIGN

ELEARNING

INSTALLATION

TESTING

USER TRAINING

GO LIVE!

CLOSE

Project Planning

During the Planning phase, we coordinate to establish that all key stakeholders are agree upon responsibilities, as well as associated delivery dates for a successful implementation. We also plan and schedule all meetings at this point and agree communication plans. Our experience has found that this methodology ensures the ultimate success of the project, and keeps everything on track. We then move into the discovery phase:



DESIGN

Meeting with those responsible for the contact center within your organization, we discuss and review both work flows and call flows. Using a consultative approach, our engineers will discuss not only how you currently work, but will look to identify improvements or efficiencies to ensure you are leveraging the full benefits of your Enghouse Interactive solution.

A detailed design document is then created and sent to you for approval and sign-off. This then forms the basis of the design of your Enghouse Interactive solution.

TELEPHONY REVIEW

Upon completion and approval of the design documentation, we will meet with those responsible for the telephony deployment and maintenance with your organization. Typically this is a combination of both our Enghouse Interactive partner as well as the customer's telecom/IT team. We review the design document with a focus on the telephony integration elements, agreeing upon the requirements on the telephony platform – as well as ownership – to ensure that the system is programmed and ready for the Enghouse Interactive solution to be implemented.

Both the Telephony and IT Reviews are performed in parallel with the business level meetings around the solution design. The technical stakeholders are able to discuss, review and confirm the technical aspects of the project while the functional system design element is managed with the relevant business level/contact center stakeholders.

IT REVIEW

Alongside the telephony review meeting, we also meet with the key IT stakeholders within your organization.

During the meeting we discuss and agree upon key IT requirements to ensure a successful deployment. For example, establishing the dates for equipment availability and explaining the details of installing software on the agents' PCs. For the more advanced components such as email or website integration, we confirm that those teams are engaged and aware of their roles.

Installation

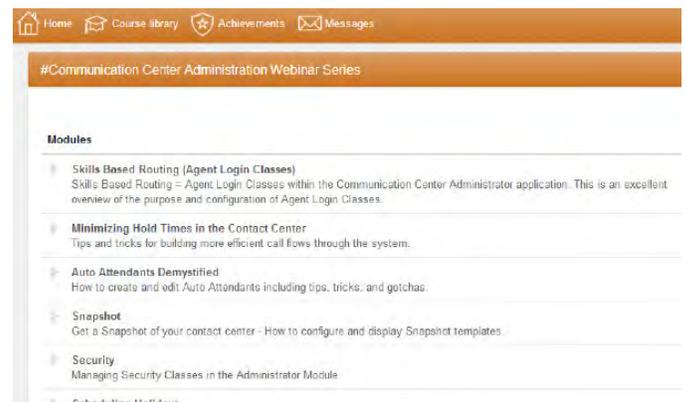
Once planning meetings are complete and all parties are in agreement on functional and technical design elements, we sign off on and freeze the overall design and proceed to the pre-installation phase.

Technical design deliverables (servers, infrastructure changes, etc.) are planned to be delivered before the installation date so that we can proceed with remote installation and infrastructure integration. This includes telephony integration, integration with any third party programs (websites, email applications, etc.), configuration per the agreed-upon design documentation, and initial application testing. The goal of this phase is to arrive onsite with a fully installed and functioning solution. Then we're ready to go!

Online Learning Management

We have an extensive eLearning library that we make available to you to pass to your agents for familiarization with the Enghouse Interactive applications. We strongly encourage the agents to participate in and view these classes in preparation for the on site refresher training prior to Go-Live.

Your project manager will work with you to enroll each user individually onto the eLearning system, allowing you to track the completion rates of each agent for the learning modules.



On Site Finalization

We're now into the final stages of the project, this is when our customers – and their contact center team – start to get excited! Typically performed over the course of a week, your implementation team attends site to perform the following tasks:

SYSTEM WALKTHROUGH

We'll take you through the implementation of your solution, and reconfirm that the configuration and design is functioning as agreed and adhering to the previously approved documentation.

TELEPHONY PROGRAMMING VALIDATION

We will ensure that all integrations with the telephony platform are configured and functioning correctly and as expected.

TESTING

Our implementation team will run through our standard test plan and ensure that all areas of functionality are operating correctly and adhering to the previously agreed Design requirements. We are more than happy to do this on our own, however we also invite a stakeholder from you – the customer – to shadow the process as well if you wish.

Training

Our implementation team then conducts end-user refresher training with your agents. Ideally your agents will have already completed the eLearning modules at their own pace, and the classes will reinforce key areas as well as covering any questions.

Some customers prefer a “train the trainer” approach whereas other customers prefer our engineer to train all agents over various classes. We will work with you during the project planning phase to agree which training delivery mechanism is preferred.

Our training can also incorporate on-site, instructor led classes for team-leads, supervisors and managers if desired - with a focus more on the management and reporting within the contact center

Go Live and First Day of Service

The big moment has arrived! Our project engineer will work with your and our partner project teams to cut the new system into production at the scheduled time. Immediately upon cut over, testing is performed to ensure all is working correctly.

Our engineer then remains on site for the first day of service – answering questions and providing support or training services as necessary.

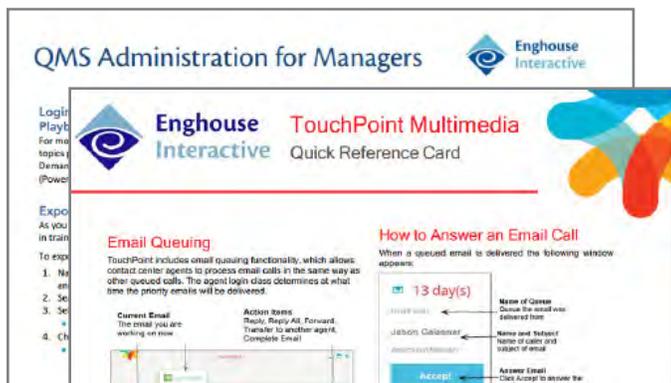
Most projects have 1 or 2 days of on site support for first day of service, however this is at your discretion and will have been factored into the original Statement of Work, and scheduled accordingly.

Project Close

Following the successful go-live and first day of service, we then move to our project close phase:

CONFIRM NEEDS ARE MET

We will reconvene with the key stakeholders to ensure that the key requirements of the Enghouse Interactive solution have been met to your satisfaction.



SUPPORT HANDOFF

A meeting is then scheduled with a senior representative of the support team. During the call, the following items are covered:

- Support procedures – how to engage Enghouse Interactive support, escalation process
- Review of punchlist items (if applicable)

At this point, the project is considered closed, and we leave to you enjoy your new Enghouse Interactive system!

Follow Up Services

Beyond our standard project methodology, we are also proud to offer additional services to help you get the most out of your investment with your Enghouse Interactive solution:

TECHNICAL AUDIT

Typically performed remotely, an Enghouse Interactive engineer will perform a Technical Audit on your system to ensure that all software and hardware components are functioning optimally. A report with recommendations is created and shared with the customer, followed up by a conference call/meeting to review the findings and agree on appropriate next steps.

SYSTEM ASSESSMENT

Performed by our team of contact center specialists, the System Assessment is focused on helping you get the most of your Enghouse Interactive solution. We will review your business processes and both business and technology road maps with you, and provide recommendations and guidance to help you take your contact center to the next level!

ADVANCED SERVICES

Have a unique or custom need for your contact center? Want to integrate tightly with your in-house CRM, ERP or other business system?

Our Advanced Services team is comprised of specialists that will work with you to define your process automation goals, and then craft a solution to specifically meet your needs.

TECHNICAL ACCOUNT MANAGEMENT

Available as option for our customers, a nominated Technical Account Manager (TAM) is assigned to you, and will:

- Offer expertise, access, and commitment to help maximize your investment in Enghouse Interactive products.
- Leverage a proven methodology and serve as a cross-functional, cross-company advocate—a critical enabler in guiding best practices and facilitating rapid progress toward your strategic goals.

MANAGED SERVICES

Our Managed Services program exists to enable you to focus on your business, and allow us to manage your contact center technology for you – seamlessly.

The program is customized to integrate with your existing business processes and third party support agreements (i.e. telephony platform maintenance provider), meaning that Managed Services can be tailored to meet your specific needs.

About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Andtek, Arc Solutions, CosmoCom, Datapulse, IAT SmartDial, IT Sonix, Safeharbor, Syntellect, Telrex, Trio, and Zeacom. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.



Learn more at www.enghouseinteractive.com

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