Enghouse Interactive

Self-Service Solutions

VOICE & MOBILE IVR APPLICATIONS
& KNOWLEDGE MANAGEMENT SOLUTIONS

Self-service is an increasingly important part of an integrated customer experience. It enables contact centers 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 solutions or implemented as part of the overall contact center strategy.

Empower your customers to self-serve

Push customers to self-help instead of tying up expensive agent resource. Automate simple, repetitive calls and interactions, and allow agents to handle the more complex and valuable enquiries. Usually the routine calls are also the most frequent and can be easily 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 expect a fast way 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 agent 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

- Maximise 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

Communications Portal

Enghouse Interactive Communications Portal (EICP) 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 may not be the best experience, especially when your customer is using a mobile device. To give customers the mobility and access they need Enghouse Interactive has introduced Mobile IVR Navigator; which 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 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, and are scalable and extendable, enabling you to integrate them with your own systems, you can join any number of applications together to create a complete service solution for your customers.

IDENTIFICATION AND VERIFICATION

The Identification and Verification (ID&V) application automates the process of caller identification and verification over the phone, either by keypad entry or speech recognition. On successful verification the application can transfer the caller to another IVR application or an agent. The application supports data protection requirements and can be used to provide security for outbound calls.

CARD PAYMENT

Bill payments are high volume, routine transactions. Automating bill payments reduces the cost of service and is a critical milestone to achieving PCI compliance. The Card Payment application is compliant with financial regulations and allows flexible integration with existing merchant payment provider, web-enabled database, or back-office systems.

QUICK MENU

The Quick Menu application enables organizations to quickly and easily create the call routing and menu functionality that guides callers through their IVR.

Quick Menu can read out information, ask a question and pass the caller to the relevant person or application. By combining these elements organizations can rapidly create and deploy a complete self-service solution for callers.

"Metro Bank uses strong authentication with IVR as part of an exceptional customer service experience"

Chris King, IT Service Manager METRO BANK

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 customer experience.

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 specialised 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 organization. Using the optimal professional voice can have an immediate impact on your customers perceived level of service.

Knowledge Management Suite

A new generation of customers increasingly relies on the Internet as a prime source of information, and they want to find accurate answers, fast. Enghouse Interactive provides a powerful SaaS-based knowledge platform that creates an efficient information-driven experience. With our web self-service platform, you can organize your entire knowledge base, optimize FAQs and support content, create interactive troubleshooting guides and develop valuable community forums. Feature packed, fully customizable and intuitive to use, the platform includes powerful tools for managing the support site, with a look and feel that reflects your brand. Provide your customers and agents with the right answers while lowering workload and support costs.

POWERFUL SEARCH

Our search engine offers excellent search capabilities, relevancy and accuracy. Features include natural language search, hit highlighting, faceted navigation, rich document handling, content tagging, and more.

ARTICLE OPTIMIZER

The article optimizer helps you maximise the ROI of your knowledge base. Powerful content and A/B testing lets you analyze user behavior, understand how to improve content, reduce support requests, increase customer satisfaction and boost the performance of your self-service support site.

COMMUNITY FORUMS

Forums eliminate support inefficiencies and offer the same workflow, routing and notification capabilities as email. Use the forum community to grow your external knowledge base and turn your customers into your champions.

SOCIAL MEDIA INTEGRATION

Fully integrated social media support allows you to listen to customer comments and join the conversation, giving you an even more comprehensive view of your customers.

"Sun Trust Bank has increased customer satisfaction by 30% with a platform that answers support questions round the clock, also our support site bounce rate decrease by 20%"

Renee Gable
Vice President / Online Banking Product Manager
SUN TRUST BANK

Custom Applications

All our applications are designed to be extensible to allow customisation based on your business needs. With decades of best practices knowledge and expertise, we have an unparalleled IVR engineering and professional services team who 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. We 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, we have 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.

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, outbound, self-service, attendant operator consoles and workforce optimization. These solutions enable organizations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

Learn more at: www.enghouseinteractive.com