Enghouse Interactive Portfolio

INTERACTION MANAGEMENT SOLUTIONS

Are you providing your customers with the best possible service? Today's customer expects to get the easy answers themselves - over the web or on their smartphone. When they do need assistance, they expect you to know who they are, what they need, and who can help them. Can you keep your customers happy and your communication workers productive?

Optimal Customer Communications

Enghouse Interactive boasts the world's most comprehensive portfolio of interaction management solutions, with cloud and on premise multi-channel contact centers, operator consoles, interaction recording, quality management, IVR, knowledge management, speech analytics and predictive dialing.

Whether you require the flexibility and cost efficiencies of the cloud, the security and complexity of on-premise, or the unique features of a multi-tenanted contact center, our solutions are scalable both in deployment, size, complexity and integration options, to ensure successful and effortless customer interactions whatever your budget.

Omni-Channel Contact Centers

Our omni-channel contact center solutions, provide a comprehensive, integrated toolbox for managing multiple interactions across a variety of channels, letting your customers choose how they want to communicate with you: email, IM, video, web, phone or social.

Managers can access real-time graphical data even while mobile, allowing them to instantly respond to priority situations and proactively resource for future events. Our contact center solutions help you improve the customer experience by ensuring every customer gets through to the right person, with the right information, and has their issue resolved first time.

IVR / Self - Service

Studies show that most customers prefer self-service to waiting in line. Give customers what they're looking for, reduce costs, remove agent tedium, decrease wait times and improve efficiencies with Interactive Voice Response (IVR) and self-service solutions from Enghouse Interactive. A friendly, graphical interface allows administrators to easily design and maintain callflows, and callers can opt out of the fully integrated IVR Queuing solution at any time, to a live agent.

Call Recording and Quality Management

Enghouse Interactive offers voice and computer recording and quality management solutions that are scalable and affordable for oragnizations of all sizes. Our fully integrated solutions include secure IP call recording, computer desktop and application recording, and evaluation software to coach agents and improve quality of service.

Operator Consoles

Enghouse Interactive's operator consoles combine superior call handling features with rich directory and dynamic presence information. Advanced solutions for leading voice providers (including Microsoft, Avaya, Cisco, and NEC) help ensure that every customer, supplier and business associate receives consistently prompt, informed and professional service.

Contact Center   **Speech Analytics**   **Quality Management**   **Operator Console**   **Knowledge Management**   **Interaction Recording**   **IVR**

Knowledge Management

Whether you are looking for community forums or a knowledge base software application, Enghouse Interactive offers an all-in-one knowledge management solution for your business. Offer self-service to customers over the web, or confidence and support to agents on the desktop with dynamic FAQs available via an intelligent search function.

Managers can devise customized scripts to walk agents through various interaction scenarios, increasing agent productivity and reducing errors and customer frustration, while promoting first contact resolution across all channels.

Speech Analytics

Deploy a customized, multilingual software solution to optimize your business communications. Enghouse Interactive's Speech Analytics offer fully automated quality assurance, monitoring all calls - both real-time and recorded. Coach agents to stay on-script and become more effective communicators. Monitor stress levels, speech clarity and script adherence with easy-to-understand graphical metrics showing agent and campaign performance. Identify and flag problem or non-compliant calls, or even portions of calls, for future investigation or evaluation, improving business security and agent confidence in your contact center.

Predictive Dialer

Increase productivity by as much as 200% by continuously providing outbound agents with genuine live calls, using an intelligent algorithm that starts new calls in the background while the agent is still on a call, and connects the new call as soon as an agent becomes available. Enghouse Interactive's Predictive Dialer only transfers genuine calls to agents, effectively turning outbound calling into straightforward inbound telephony from the agent perspective. Configure your dialer to conform with any national regulations, globally.

Integration and Optimization Solutions

Automate your interaction management and workflow with tailor-made solutions for your business. Integration to CRM or to your organization's specific back-office solution, including bringing them into a single agent interface, will shave precious seconds from every interaction, while improving accuracy and eliminating tedious, repetitive tasks to lower costs.

Develop, optimize, integrate and deploy dynamic communications solutions with Enghouse Interactive solutions and services, including CRM-directed routing, CRM & ERP screenpop, real-time productivity metrics and custom workflow.

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 even hybrid requirements.

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www.enghouseinteractive.com