

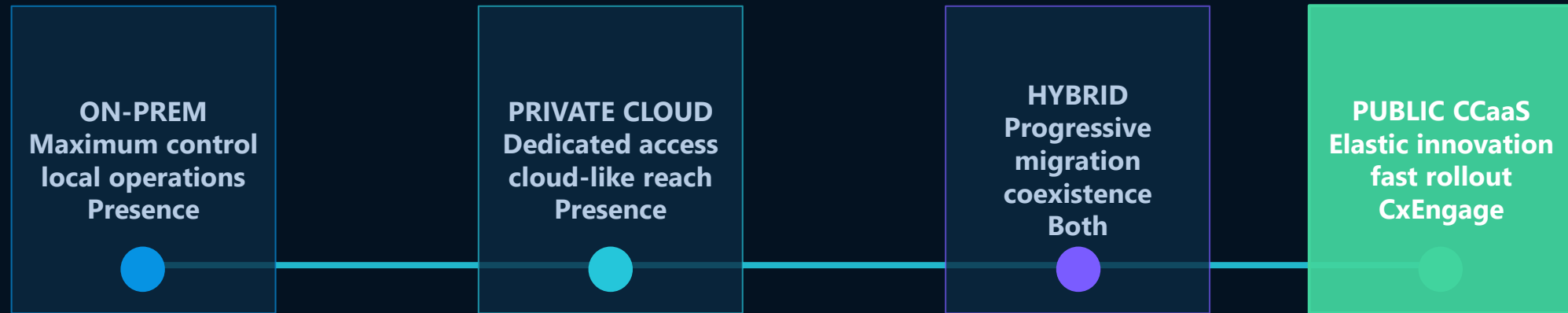
Enterprise-grade CCaaS: Connected, Secure and Intelligent CX with CxEngage

The cloud-first path within the Enghouse choice story

Customer and partner session • Enghouse Vision Event 2026

Cloud-first CX when speed matters

CxEngage opens the choice story with true cloud CCaaS for organizations that want speed, scale and continuous innovation



Customer ambition
Expand channels, scale quickly,
standardize across regions and reduce
infrastructure friction

Cloud-first fit
True CCaaS where agility, innovation
cadence and consumption model
matter most

Why it matters
One choice story — with a cloud-first
path when speed, elasticity and
innovation cadence are decisive

Disconnected journeys cost more than calls

Customer experience breaks when channels, data and people are managed in separate worlds

Channel silos

Customers repeat themselves across voice, chat, email and messaging

Agent friction

Agents search systems instead of solving the issue

Slow change

New channels and regions take too long to launch

Limited insight

Management sees activity, but not enough actionable context

Cloud-native CX for connected customer journeys

A born-in-the-cloud omnichannel contact center platform with an API-first integration philosophy

Omnichannel

Voice, video, chat, email, SMS, social messaging and work items

API-first

Fit the contact center into CRM, apps and existing business processes

Elastic scale

Add capacity and roll out capabilities without infrastructure projects

Agent focused

Modern web experience with context, history and guided workflows

CxEngage is not "cloud hosting". It is the cloud operating model for CX: fast, connected, scalable and designed for integration

From channels to conversations

The business value is continuity: every contact becomes part of one customer journey

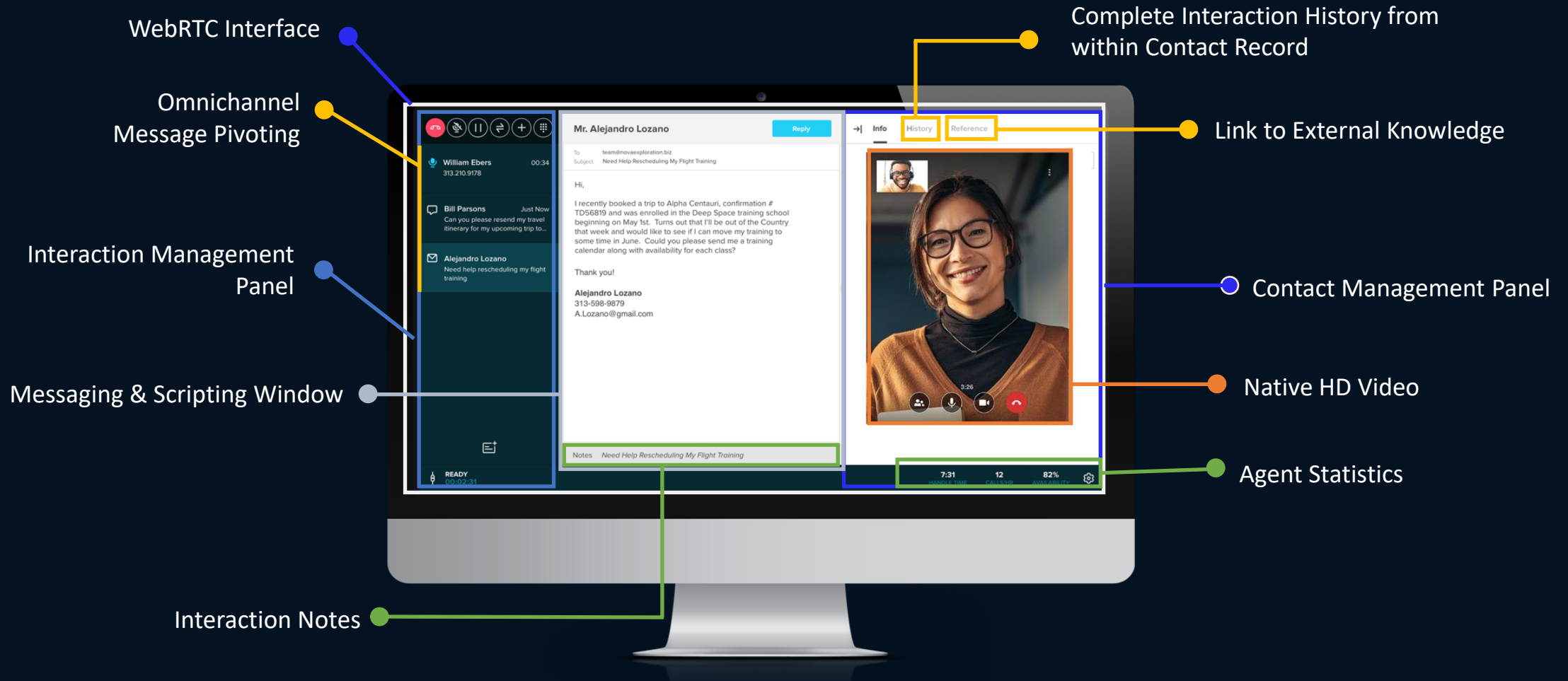


Conversation continuity

Route, pivot and report across channels with persistent customer context - not disconnected queues

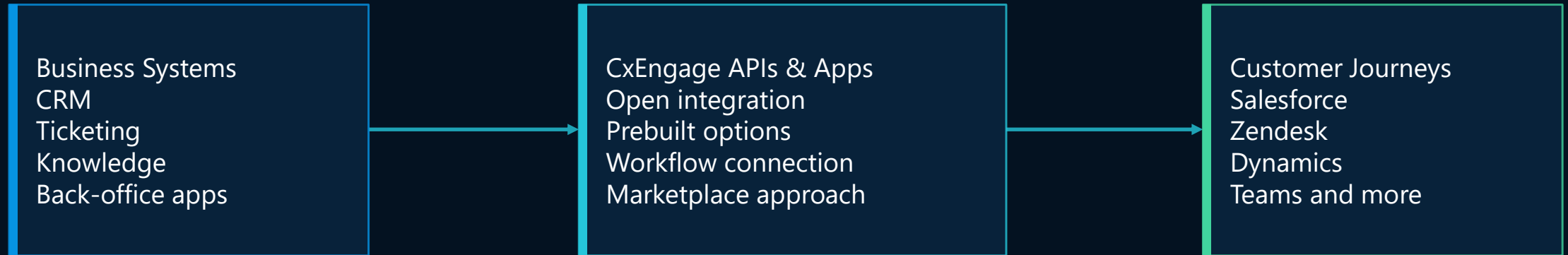
Agent experience becomes the operating cockpit

Business value starts when agents can solve issues faster, with less system friction.



The contact center must fit the enterprise

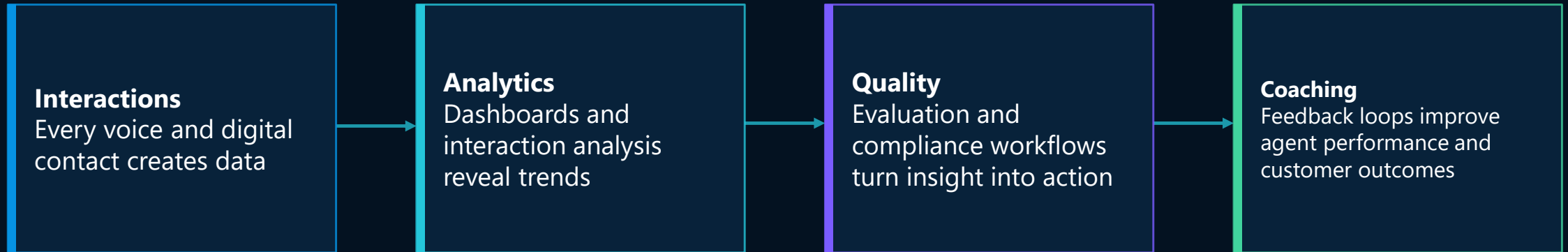
For cloud-first customers, integration is not an add-on. It is the strategy!



CxEngage can become the CX layer that connects channels, CRM and workflows - not another standalone island

From data to decisions

Analytics, quality and coaching turn contact center activity into business improvement



AI becomes useful when it is connected to the journey

CxEngage provides the cloud foundation for practical intelligence across the contact center

Assist the agent

Knowledge suggestions, summaries and next-best-action opportunities

Understand the customer

Categorize topics, detect trends and identify friction points

Improve operations

Use analytics and quality loops to guide coaching and process change

Automate the routine

Let bots and workflows handle simple tasks while agents focus on value

*The point is not AI as a buzzword
The point is connected intelligence that improves every customer and agent interaction*

Why cloud-first customers choose CCaaS

CxEngage is strongest when the business wants speed, standardization and continuous innovation

Faster time to value

Launch new capabilities without waiting for infrastructure cycles

Elastic capacity

Scale users, channels and regions around demand

Lower platform friction

Reduce dependency on local infrastructure and maintenance

Innovation cadence

Benefit from a cloud model designed to evolve continuously

Where CxEngage shines

Customer scenarios where cloud-first CCaaS creates the strongest impact

Cloud mandate

Customer has a clear cloud-first or SaaS-first strategy

Multi-country rollout

Common platform experience across locations and languages

Digital expansion

Rapid addition of messaging, video and work items

API-first ecosystem

CRM, apps and workflows define the customer journey

Elastic operations

Seasonal demand, rapid growth or distributed teams

Modern agent workplace

Remote-friendly desktop, WebRTC and unified context

One Enghouse story, two strong paths

A clear way to choose: cloud-first when desired, control-first when required



Presence: cloud-like control

Best when deployment control, dedicated hosting, existing PBX or phased modernization are decisive

CxEngage: true cloud acceleration

Best when public CCaaS, elasticity, integration speed and innovation cadence are decisive

Connected, secure and intelligent CX — delivered the right way

CxEngage represents the cloud-first path for organizations ready to move forward with true CCaaS



*The future of CX is not one deployment model
It is the ability to choose the model that unlocks the next business outcome*

What this means for you
Start with business ambition and constraints — then choose the Enghouse
path that fits.