



Enghouse
Interactive

Every Conversation Makes The **Next One Better**

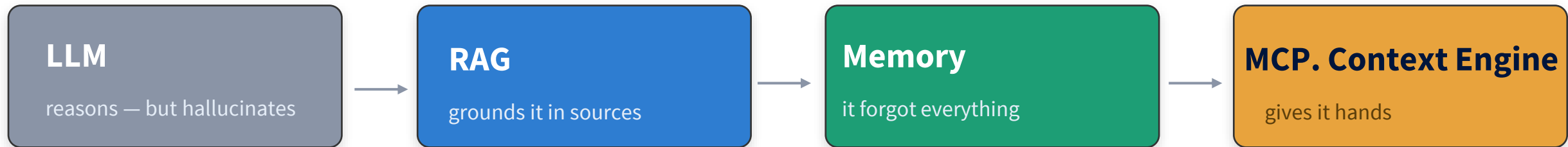
VoC Listens. Agent Assist Acts. AI Connects Them.



Taoufik Massoussi
AI Product Manager



Three years of fixing **one flaw at a time**



The intelligence was **never** the hard part.

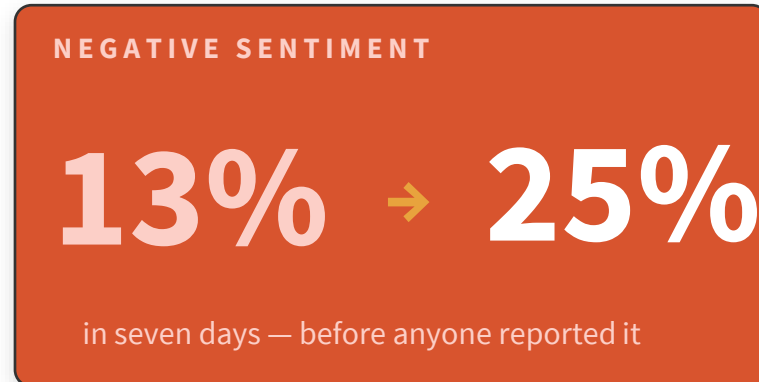
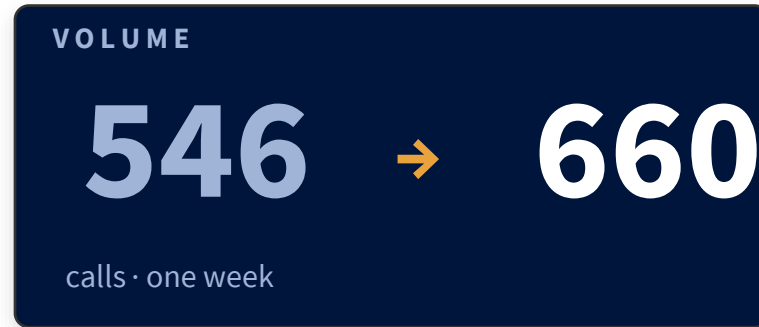
It's everything we built around it.

In one week, this **doubled**.

Scheduling · UK Housing Association

Residents calling to chase visits that hadn't arrived in the expected window. Agents explaining prioritisation frameworks they'd explained a hundred times that week. No escalation flag. No ticket. Just a pattern building in real time. Invisible everywhere else.

This happens thousands of times a day in your operation.



Every broken experience becomes **a new contact.**



What you measure

Handle time. FCR. Deflection rate.
Your effort. How efficiently you processed the contact.



What the customer experienced

An unresolved problem. A repeated call.
A story told twice to a stranger. None of this appears in your dashboard.



The gap

Contact centres optimise for the metric, not the outcome. A resolved ticket and a satisfied customer are not the same thing.

Not the voice of the 5%. The 100% who call.



100% of interactions. Connected to QMS.



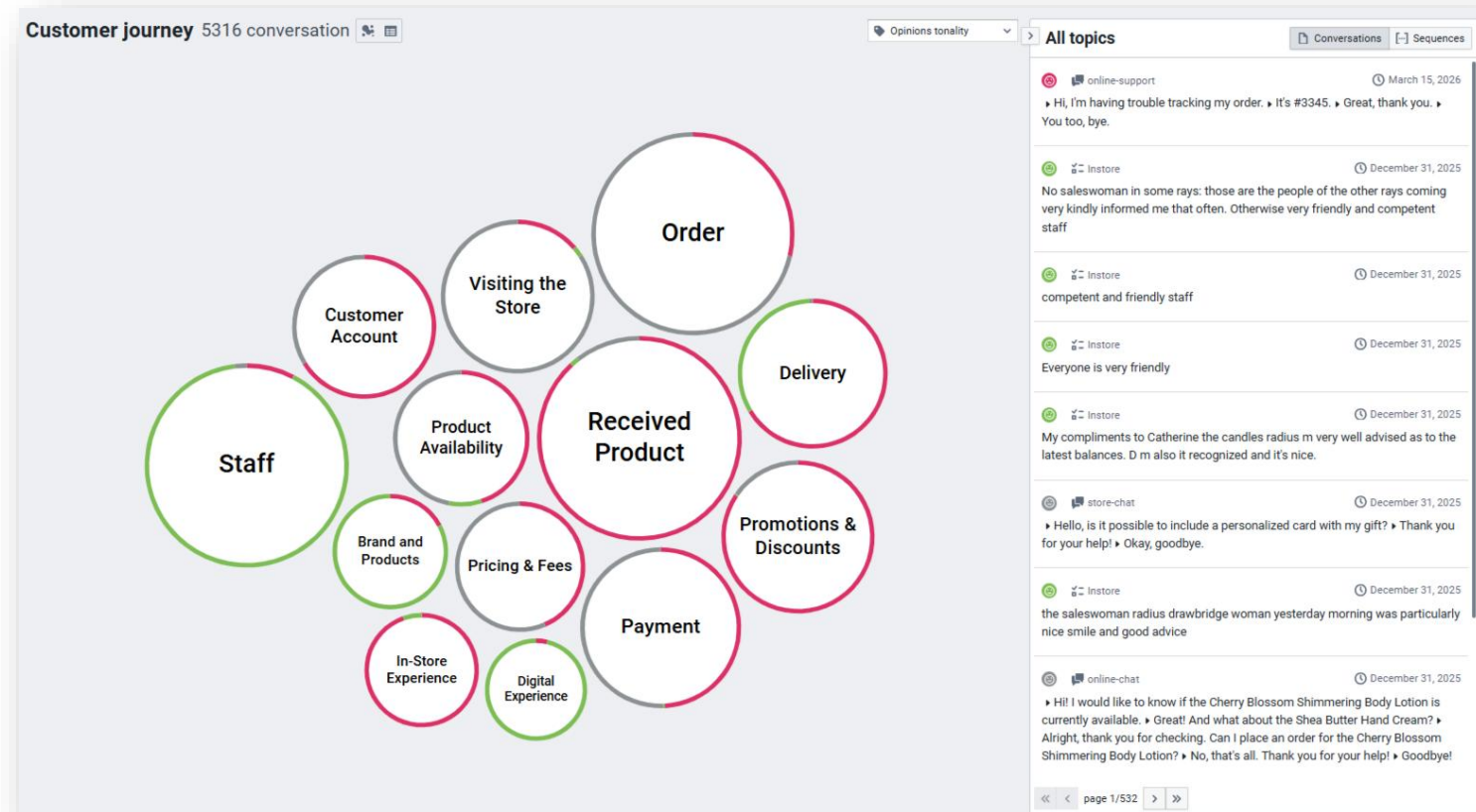
Topic and Sentiment together



Patterns before they escalate



AI-generated summaries



Scheduling

Scheduling contacts centre on appointment booking and rescheduling, chasing arrival times, and resolving missed or cancelled visits — alongside agent explanations of the prioritisation framework that governs repair response times.

Appointment Booking and Rescheduling

Many customers contact the housing provider to schedule new repair appointments or rearrange existing ones due to personal conflicts such as work commitments, medical appointments, or family circumstances.

Chasing Appointment Status and Arrival Times

Residents frequently call to check the status of scheduled visits, request estimated arrival times, or follow up when operatives have not arrived within the expected appointment window.

Missed Appointments, Cancellations & Prioritisation

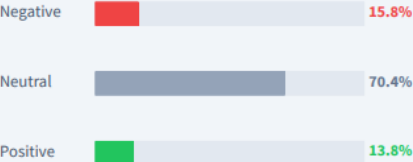
Agents regularly explain the prioritisation framework distinguishing emergency responses from standard timeframes, while also resolving missed appointments marked as 'no access' and cancellations where issues have self-resolved.

VOLUME

3,142

conversations · 53.9% of total

SENTIMENT



Electrical

Electrical contacts range from minor fixture breakages to complete power failures. Key concerns include tripping fuse boards, hazardous faults such as exposed live wires and burning smells, and broken light fittings and pull cords affecting daily usability.

Power Outages and Tripping Circuits

Many tenants experienced significant disruptions to their power supply, with some facing total loss of electricity and others dealing with specific appliances or switches repeatedly shorting out the entire fuse board.

"Every time I put the fan on in the bathroom it's tripping all my lights, all my switches."

Hazardous Electrical Faults

Several calls highlighted severe safety risks, including exposed live wires from smashed wall sockets, overheating appliances, and electrical units blowing up and emitting burning smells.

"So the shower in the extension that we have, there was a pop, a smell of burning and it tripped the electrics."

Broken Light Fittings and Pull Cords

A common daily frustration involved physically damaged electrical fixtures — bent fluorescent tube prongs, detached ceiling roses, and snapped bathroom pull strings rendering lights or showers unusable.

"I just wanted to raise a repair because the cord on my bathroom light has just completely come out and I can't use the light..."

VOLUME

540

conversations · 9.3% of total

SENTIMENT



Payments

Payment contacts are largely routine but operationally significant — covering manual rent payments via Allpay, account balance enquiries, direct debit setup and adjustments, and requests for rent statements needed to support benefit claims.

Rent Payments and Account Balances

Many tenants call to make manual rent payments over the phone using bank cards through the Allpay system, while others contact the housing group to check their current rent balance, confirm the exact amount owed, or verify that their account is in credit.

Payment Setup and Adjustments

Customers regularly request to set up or update direct debits, query unexpected changes in their monthly payment amounts, and ask how rent-free weeks are incorporated into their payment schedules.

Payment Documentation and Access Issues

Some callers request rent statements or charge breakdowns to update Universal Credit or Housing Benefit claims, while others report lost or malfunctioning payment cards and ask for replacements or their Payment Reference Number to continue making payments online.

VOLUME

1,293

conversations · 22.2% of total

SENTIMENT

Negative 8.4%

Neutral 84.9%

Positive 6.7%

Tenant Permissions

Tenant permission contacts cover a broad range of modification requests — from utility installations and accessibility adaptations to external alterations and internal home improvements — reflecting tenants actively improving and adapting their homes to their needs.

Utility, Telecoms, and Accessibility Installations

Multiple tenants and contractors requested permissions for utility upgrades (Openreach fibre, smart meters, meter relocations) alongside accessibility-driven modifications such as replacing baths with walk-in showers or installing mixer taps due to mobility issues.

External Property Alterations

Tenants frequently enquired about exterior modifications including sheds for mobility scooters, fences and gates for dog security, dropped kerbs, block paving, external CCTV cameras, and higher gates to deter anti-social behaviour.

Internal Home Improvements

Customers asked for permission to make internal changes such as painting kitchen cupboards and doors, changing flooring, putting up stud walls, converting outbuildings into office spaces, and mounting TVs on walls in new-build properties.

VOLUME

121

conversations · 2.1% of total

SENTIMENT

Negative 5.0%

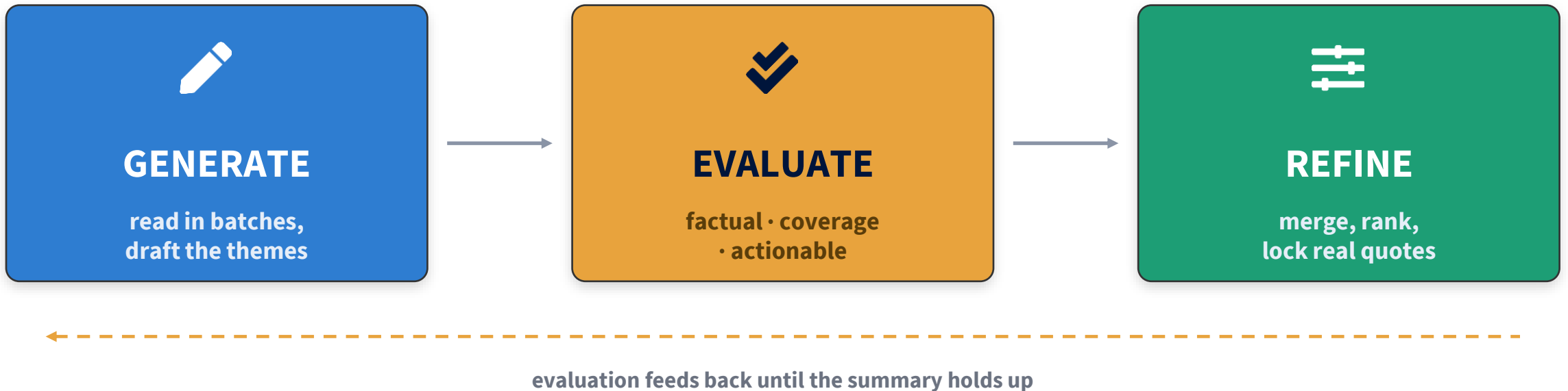
Neutral 88.4%

Positive 6.6%

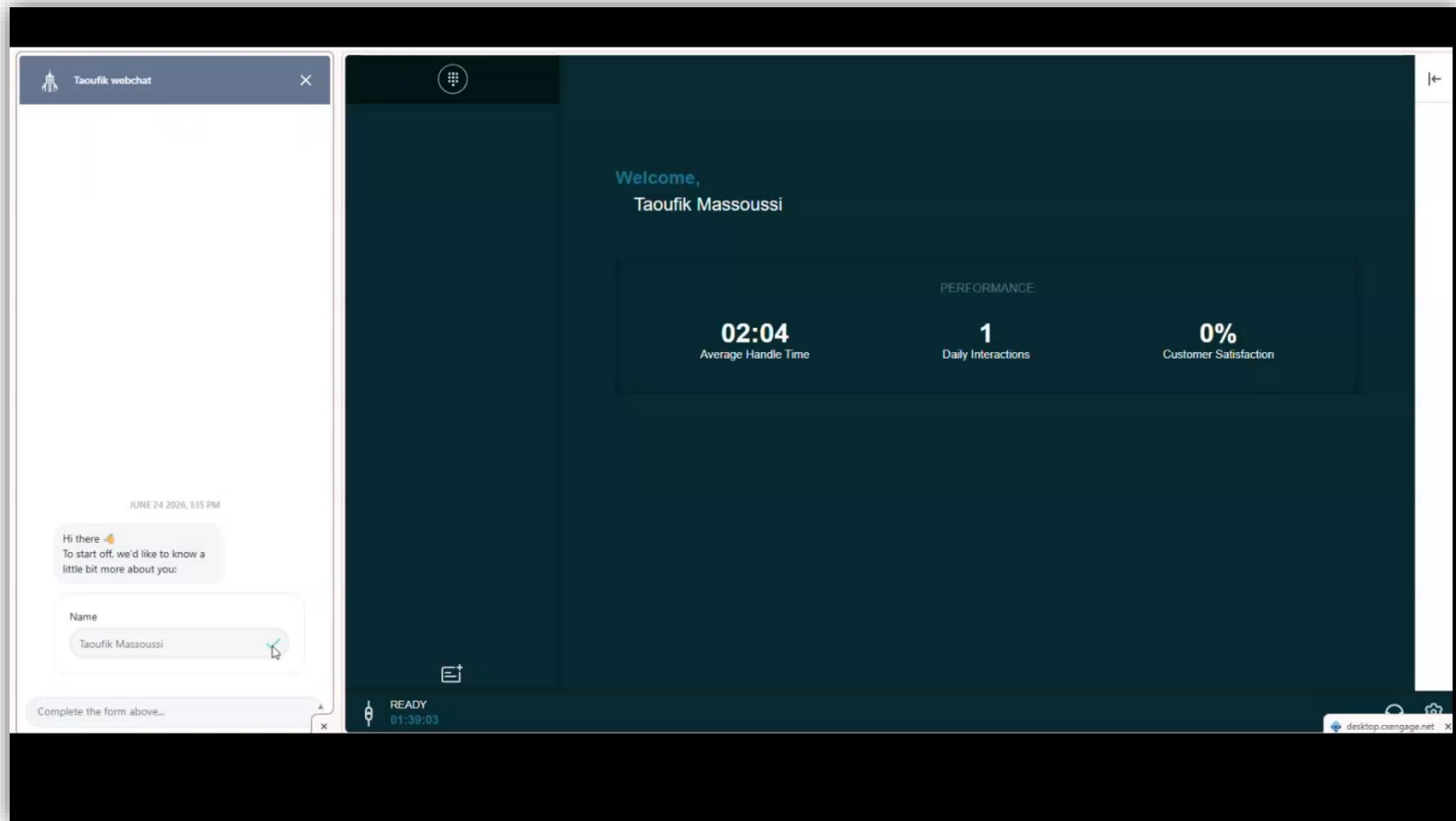


The model **never** gets the last word.

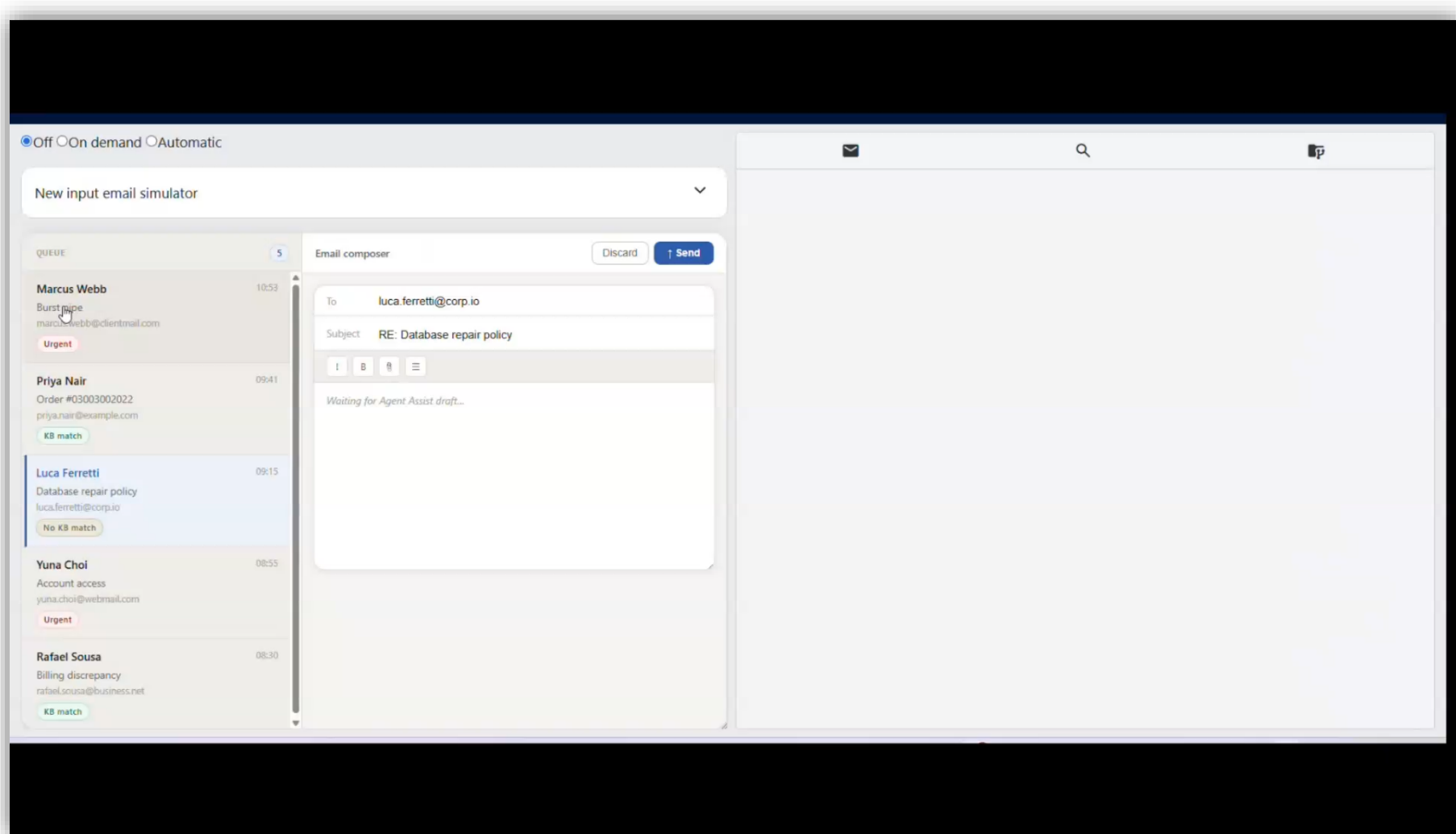
Sequential calls - each with one job - and evaluation built into the generation itself.



● AGENT ASSIST ACTS (DIGITAL)



● AGENT ASSIST ACTS (EMAIL)



The most important thing it does is
nothing.

RAG with discipline.



No source → silent

In chat, if nothing in the KB matches, it stays quiet. No invention.



Email → acknowledge only

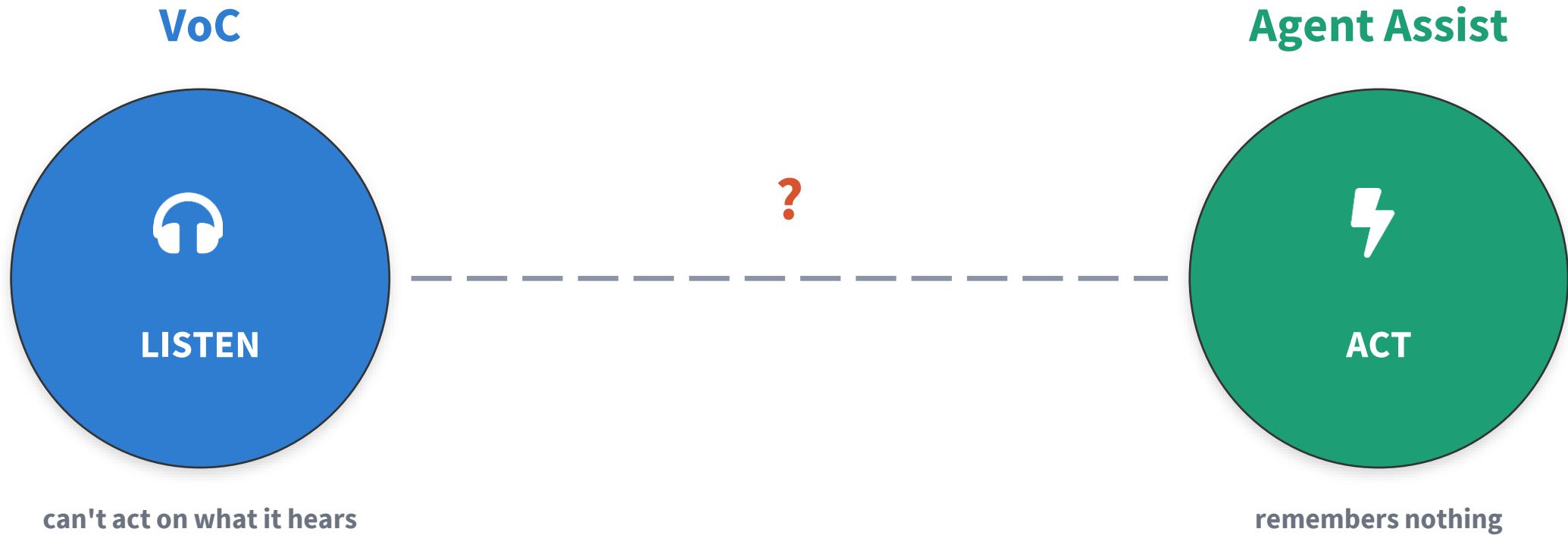
It confirms receipt and never fabricates an answer it can't ground.



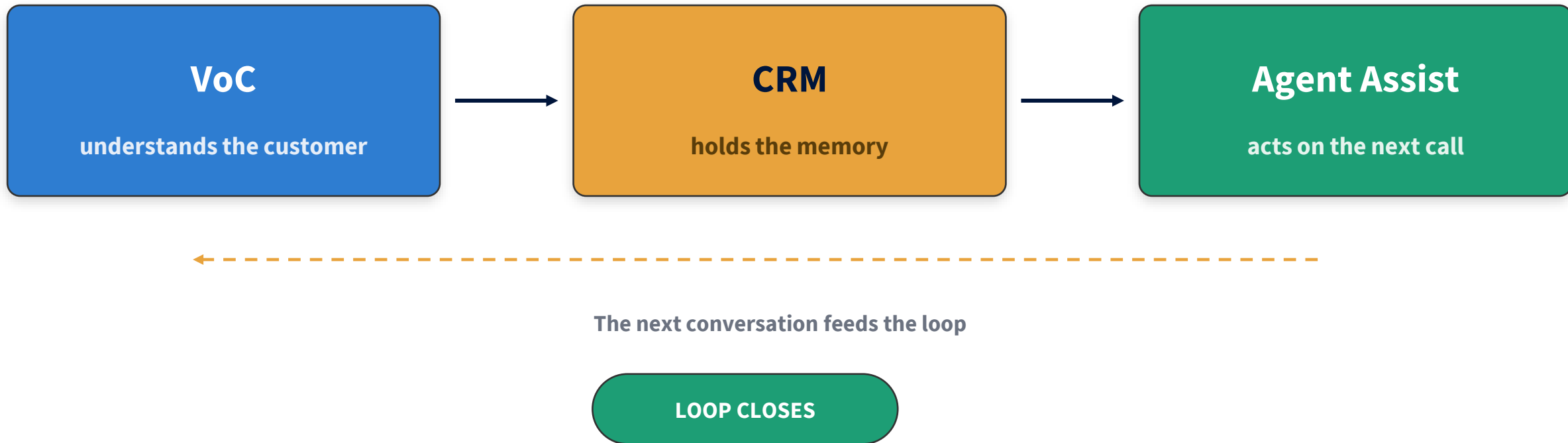
Nothing sent until a human says yes

The agent must actively confirm they reviewed the draft. People stay in command.

Two halves. They don't yet talk.



VoC understands. CRM remembers. Agent Assist acts.



Everyone rents the same AI models.
Nobody else has *your conversations*.

Already in motion. With real customers.



Voice

Listening on every call.



MCP

Connecting Agent Assist to a US customer's order-management system. The agent gains hands.



110 years of knowledge

A bespoke AI layer makes a century of product information usable in real time.



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Thank You