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Voxtron Communication Center

Built to efficiently manage large volumes of customer interactions



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Next up

VCC 19.4.3 - Planned for September 2026 ...



Web Client – Undocking Monitors

Problem:

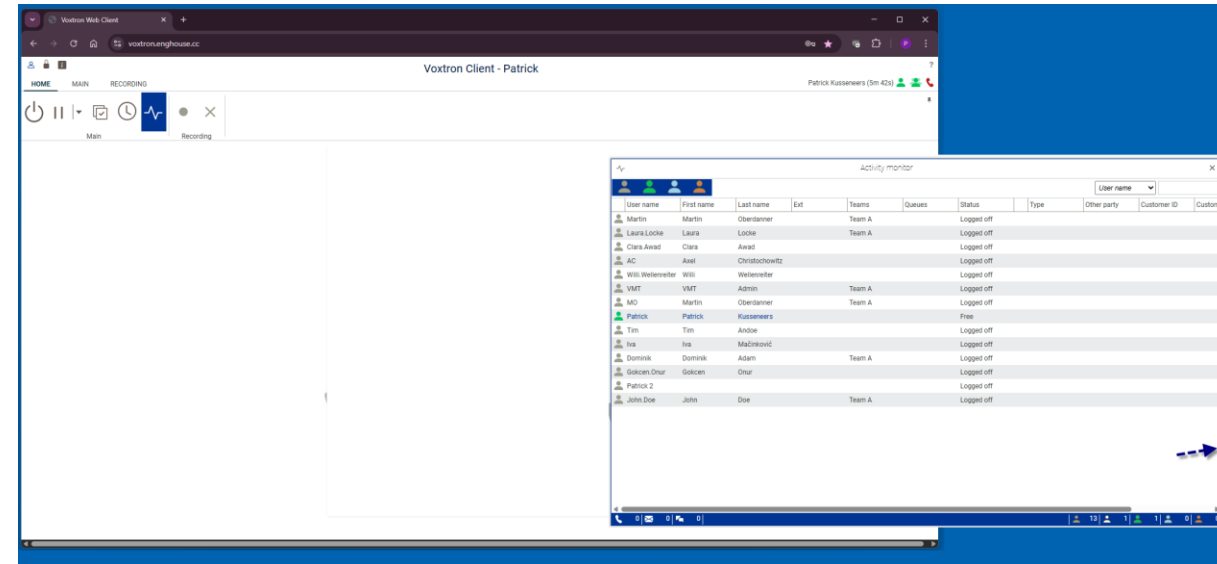
- ❑ Lack of docking or pop-out capability obstructed visibility of incoming contacts

Solution:

- ❑ Web Monitors have been reworked
- ❑ No Docking like in Native Client (yet)
 - ❑ However: pop-out to separate window now supported
 - ❑ Enhanced support for multi-monitor setups

Benefit:

- ❑ Increase productivity – more screens
- ❑ Turn the Web Client into a viable alternative for the native VCC Client



Native Client Notifications

- Provides real-time alerts to users.
 - Examples: Incoming contacts, high queue loads, and other critical updates.
 - Utilizes Windows tray notifications.
 - is **not available** in the Web Client yet

Web Client Alternative

- Implement **Web Push Notifications** in the browser.
 - Requires explicit user permission within the browser.
 - Must comply with browser security and privacy standards
 - Functions will be **limited**



QMS Connector to support latest QMS 12.x Notifications

- Improved security on API (Real-time state service)
- Seamless AI integration
 - Transcription copy button
 - Sentiment (Trend) Icons
 - Real-time transcription option
 - Base for future AI driven features
- Improved VoC integration
 - One administration



Quality Management Suite

Markdown support in Conversations

- Share 'clickable' URLs
- Headings
- Bold & Italic
- Lists
- Quotes
- Code Blocks

New file-types supported

- Shared voice files
- On all CTLive channels
- Played directly in Agent app and CE
- Or download to local storage



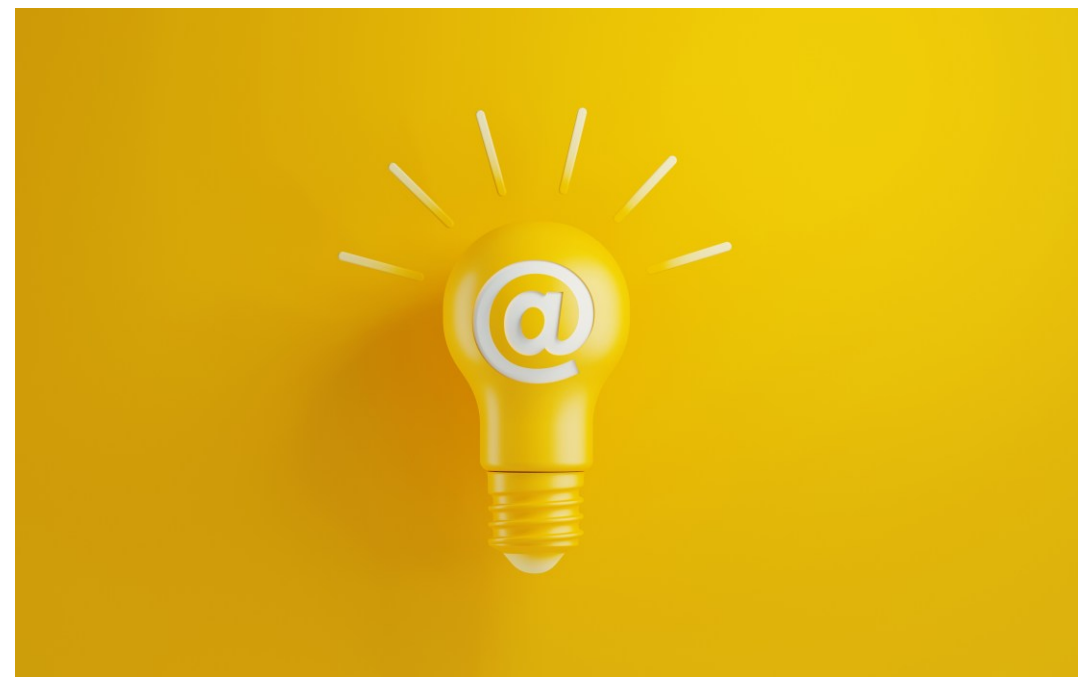
Social Media

Email Search page support

- Embedded in Voxtron Client
- Always accessible, regardless of context
- Includes an 'Assign to Me' option
 - Route selected email directly to the agent

OnHold with 'preferred' agent

- OnHold – Mail is routed after OnHold timeout
- New option:
 - Route email back to same Agent
 - Set 'Preferred Agent' flag



Email Response Management



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Next year

Planned for first half 2027 ...



Integration of WebRTC Softphone

Embedded WebRTC Phone in Voxtron Web Client

- Integrated directly into the Web Client interface.
- Controlled via existing **'phone' buttons** for a seamless user experience.

Built-in CTI Capabilities – No Tromboning!

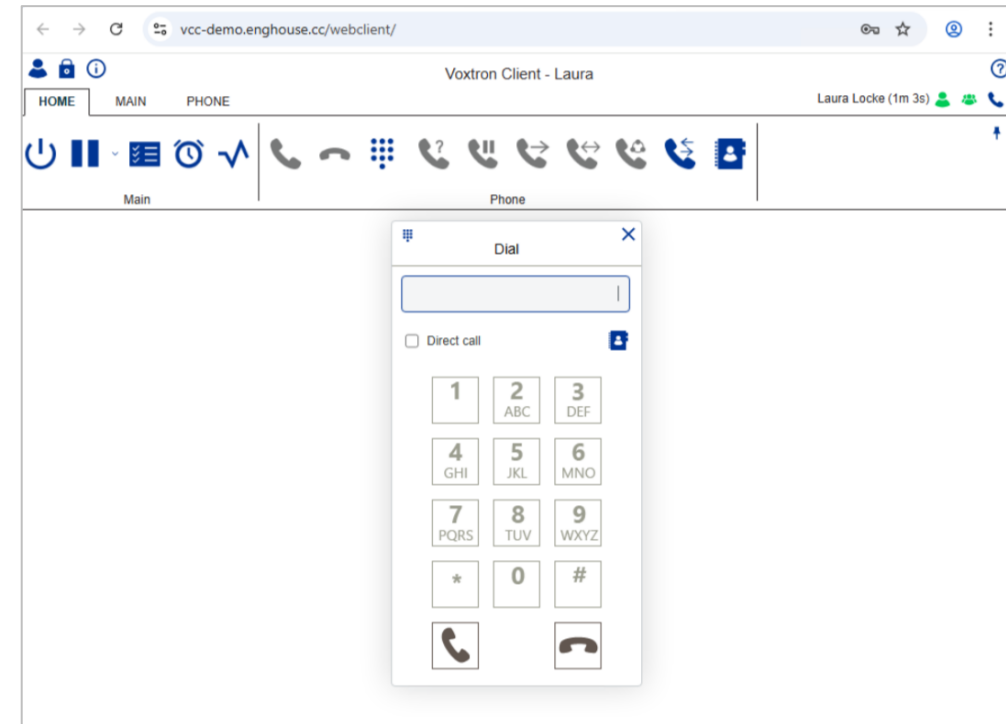
- Native **CTI interface** connects to the VCC CTI service.
- Enables **full endpoint control** without additional routing complexity.

Powered by TE System's Anynode™ SBC

- Supports **WebRTC**, **SIP trunk routing**, and **SIP registrar** functions.
- Includes **QMS integration** for Anynode SIPRec-based call recording.

Use Case

- Ideal for **Unified Communication-based Contact Centers** lacking traditional CTI.
- Agents can leverage the **WebRTC phone** within the CC environment.



Voxtron - Enghouse AI



Automation



Augmentation



Insights

Knowledge Agents

Using business' knowhow to automatically answer most customer questions

Process Agents

Using natural dialog to automate business processes with more human-like responses

Knowledge

Proactively providing agents with personalized answers and guidance

Automatic Translation

Real-time language translation for both text-to-text- and audio-to-audio conversations

Summarization

Improving agent efficiency by automatically summarizing conversations and identifying key topics and next actions

Coaching

Providing both real-time and post-activity advice to your agents to improve performance and boost CX

Agent Evaluation

Analyse 100% of agent interactions to provide objective agent assessments.

Voice of the Customer

Analysing all voice and digital communication with your end-customers to extract sentiment, identify key CX themes and trends

“Outcome-first AI”, not “AI First”

Automation - Concepts



Automation

Agent <-> BOT

Similar to IVR “Self-service” phase

- Precedes CC routing
- Needs separate reporting, separate Quality Management
- 3rd Party BOT integrations in VCC
- Virtual Agent – leveraging EnghouseAI
 - Behaves as a CC agent
 - Behind the CC routing
 - Standard Reporting is available
 - QMS with ‘Virtual’ Agent Recording & Evaluation

BOT – Chat & Voice

Available now

CTLive BOT support

- **Server-side** integration with Dialogflow available
- Other conversational AI platforms can be added on demand via APIs

VCC Open Platform - Several 3rd party Voice BOTs integrated by partners

- **Parloa** (MS-based) – *Parloa delivers an Azure-powered AI Agent Management Platform focused on natural, voice-first customer interactions with enterprise-grade security and omnichannel contact-center integration.*
- **Cognigy** (NiCE) – *Cognigy provides agentic AI for contact centers—now strengthened by NiCE’s CXone platform—offering human-like voice and digital agents that automate, scale, and personalize customer interactions across channels.*
- **Botfriends** – *Botfriends offers an enterprise conversational AI platform enabling fast deployment of voicebots, chatbots, and workflow automation for scalable, omnichannel customer service.*
- **Aristech** – *Aristech provides GDPR-compliant, German-developed voice, mail, and chat AI that automates customer service end-to-end across contact-center channels.*
- **Onlim** – *Onlim delivers a knowledge-graph-driven conversational AI platform offering chatbots and voicebots that automate up to 80% of customer communication with strong omnichannel and system-integration capabilities.*

Virtual Agent for Voice

Virtual Agent (VA) - AI acts as any other CC Agent

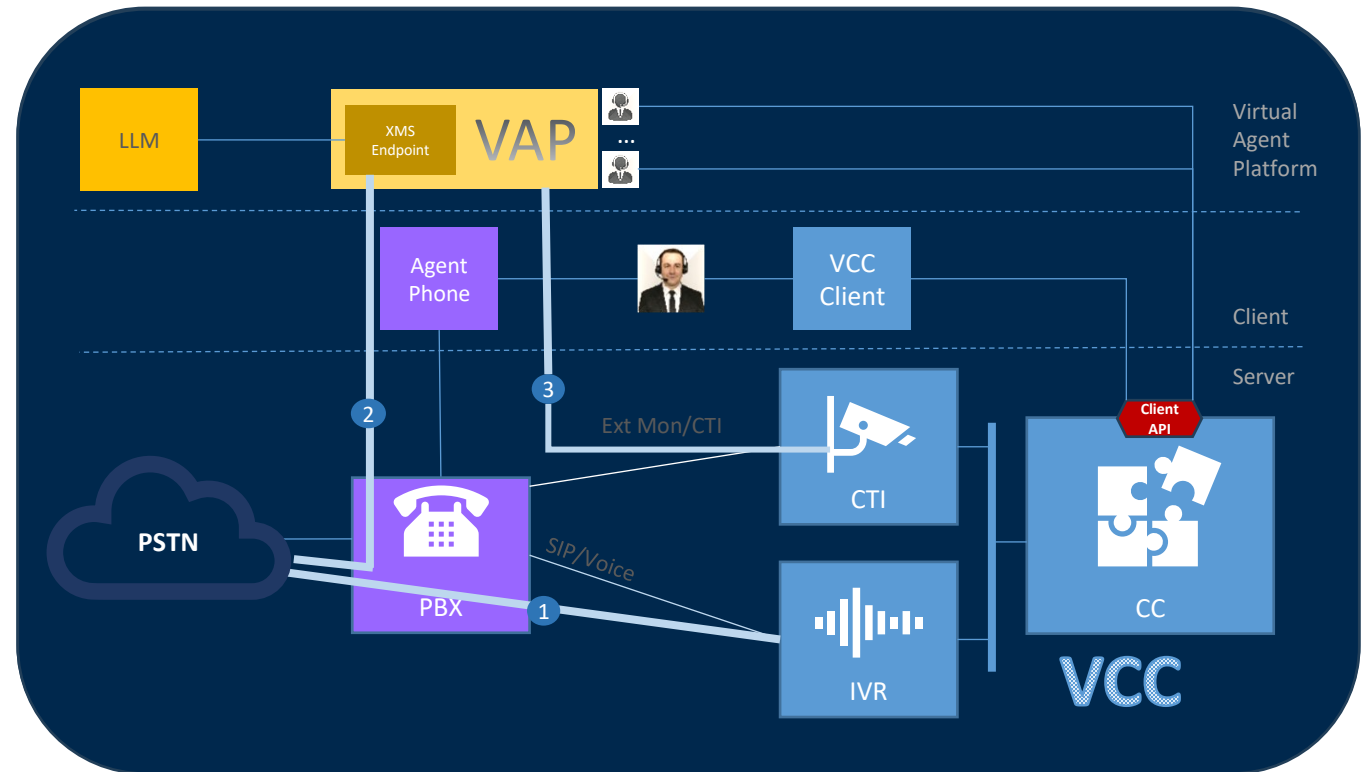
- Define **Job-description** – prompts
 - Tell the VA what to do
 - **Similar to CTLive (text chat) VA!**
- **Authenticate** multiple VA's in VCC
 - VCC Credentials
 - Extension on VAP(XMS)

VA Receives routed Call

- Voice **path-replacement transfer on IVR to XMS**
 - XMS Communicates with **LLM**
- Conversation Customer – Virtual Agent
- Optional escalation to 'live' agent
 - Handled as call transfer 'over IVR'
 - To VCC queue with 'live' agents

Benefits

- Standard **Reporting** is available for VA
 - Using specific VA queues in VCC
- Extra VA specific stats available for BI
- **QMS** is available for VA
 - Including Agent Evaluation!



Q & A





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Thank you for your attention!

Questions: patrick.kusseneers@enghouse.com



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NTW & APAS

Elevating High-Value Interactions with Advanced Attendant Console Solutions





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Next up – NTW 8.7

Next week - Introducing a major new feature...



Appliance Deployment Model

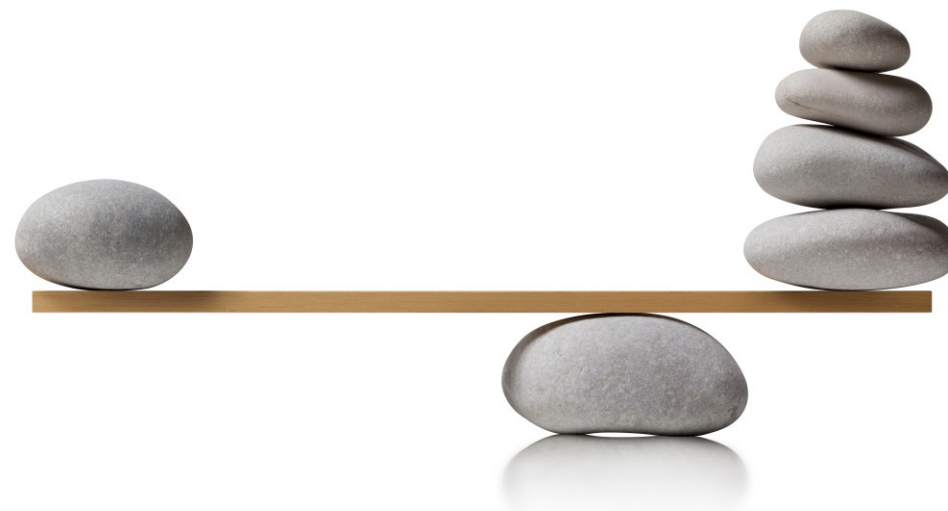
- ❑ **Multi-server Windows-based** deployments tend to be complex
 - lead to **high infrastructure costs** (Windows, SQL Server, clustering)
 - lead to significant **operational overhead** due to time-consuming installation / upgrades
- ❑ **NTW Appliance:** a fully integrated, **Linux-based, containerized** platform that
 - **removes OS dependencies** and delivers all services via **Docker**
 - simplifies **security** and includes **built-in high availability**
 - for both the **NTW Services** as well as the **built-in SQL Server Express DB**
 - External SQL Server DB is available as alternative
 - supports both **online** (Docker Hub) and **air-gapped** deployments
 - and provides **centralized management** through Admin CLI and AppConfigurator
- ❑ **Benefit**
 - **Lowering TCO** (no Windows/SQL/clustering licenses),
 - **Simplifying operations** (single appliance and management model)
 - Providing **built-in security, reliability**
 - **Reduced maintenance** through **vendor-delivered updates**



Appliance vs Windows

NTW Appliance (NTW-A) delivers the same NTW capabilities with **lower cost, higher resilience, and simpler operations** compared to traditional Windows-based (NTW-W) deployments.

- ✓ Save significantly on OS, database, and clustering licenses.
- ✓ Containers - Less manual work. Lower operational risk.
- ✓ OS Updates - Upgrade faster, safer, and more predictably
- ✓ Stronger security with less configuration effort.
- ✓ Enterprise-grade HA without enterprise complexity.



Unique Positioning

Real Differentiator:

“On-Prem ‘Cloud-Native’ Appliance”

👉 *The simplicity of SaaS,
combined with the control of on-prem,
delivered as a modern appliance.*

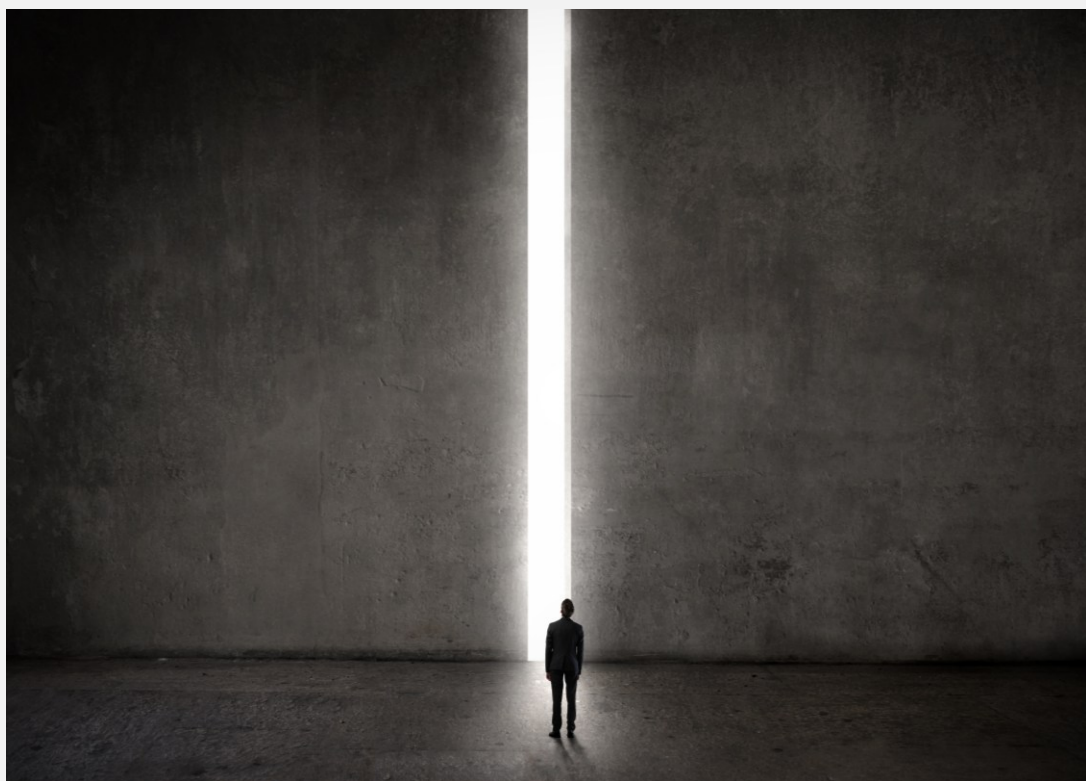


Capability	NTW Appliance	Typical Competitors
Deployment	✓ Appliance model	✗ Multi-server setup
Architecture	✓ Container-based	✗ VM / legacy
HA	✓ Built-in	✗ Complex clustering
Updates	✓ Integrated lifecycle	✗ Manual
Air-gapped support	✓ Native	⚠ Limited
Licensing footprint	✓ Minimal	✗ High
Ops complexity	✓ Low	✗ High

Bottom Line:

- ✓ There are several competitors in **functionality**
- ✓ There are some competitors in **packaging (VM/appliance-like)**
- ✗ But there are **very few—if any—offering a true containerized, self-managed appliance model on-prem**

Feature Gap – Controlled Release



Feature gap NTW-A 8 versus NTW8-W

- ☐ Geo-redundant HA not available
 - ✓ Only HA with 3 servers in one IP Subnet is supported for now
 - ✓ HA over geo-redundant sites not supported yet
- ☐ Calllist – only available in NTW-W 8 (Windows)
- ☐ Built-in Recorder – only available in NTW-W 8 (Windows)

Feature gap NTW-A 8 versus APAS

- ☐ NTW-A – NTW-W, plus...
- ☐ Others – List will be provided

Controlled Release

- ☐ Opportunity to be validated by PM
- ☐ Appliance GA in November Release (NTW 8.8)



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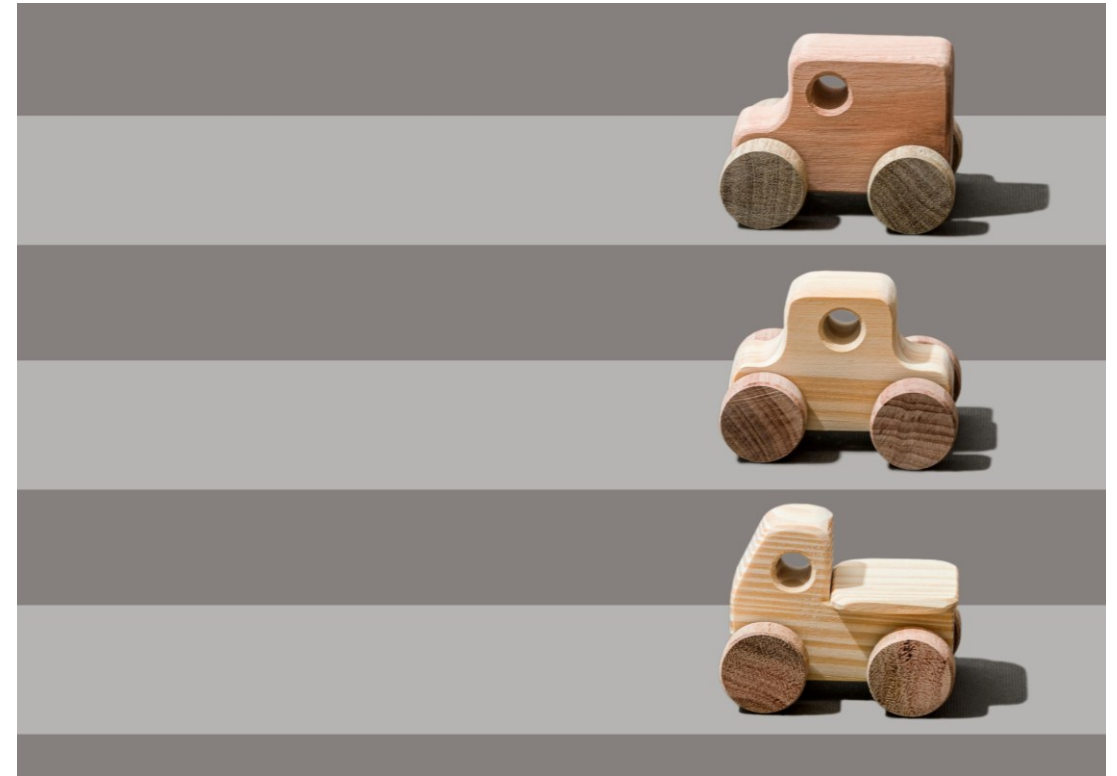
NTW 8.8 - planned for Nov 2026

Complete the Appliance...



Enhance the NTW 8 Appliance with:

- ☐ Geo-redundant HA
 - ✓ Define a viable concept aligned with the local 3-node HA setup
- ☐ Calllist
 - ✓ Introduced in early May
 - ✓ Not eligible for inclusion in the first release
- ☐ Built-in Recorder
 - ✓ Requires dedicated file handling
 - ✓ Extra function at OS level



Supervisor control - rework

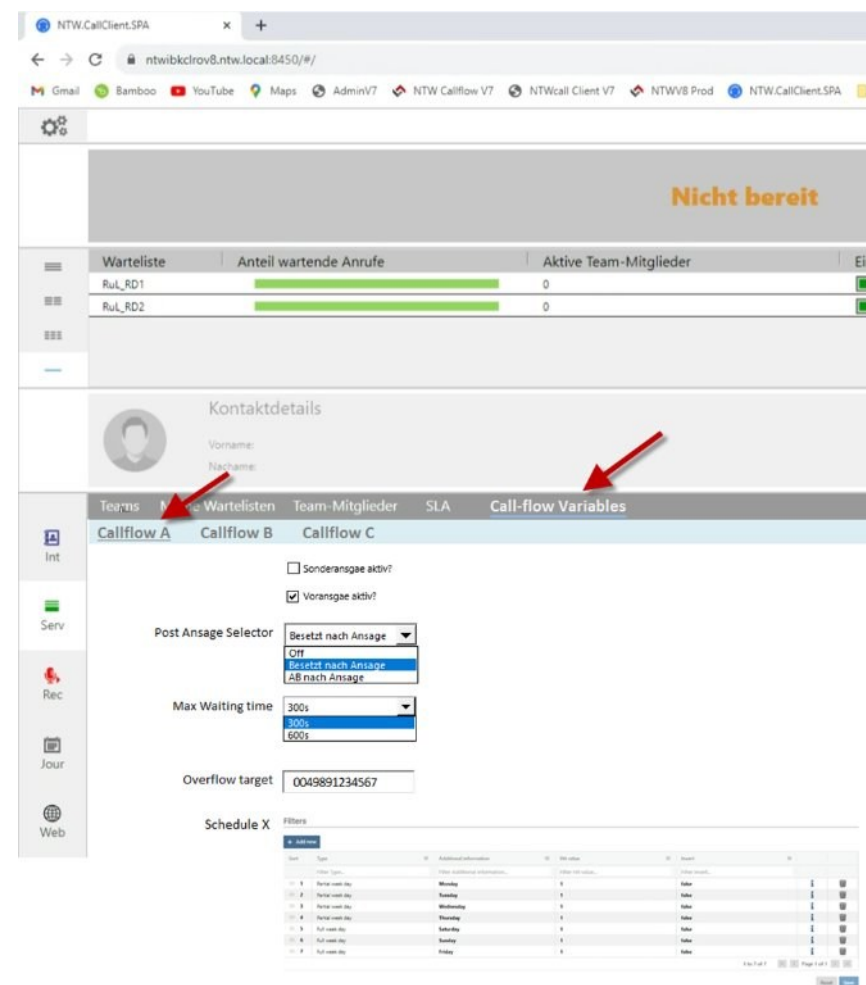
Supervisor control - ability to adjust call flows independently

- ☐ Without using the Call Flow Designer
- ☐ By allowing updates to key variables that control the flow

Delivered in last year's NTW 8.5 release

- ☐ Diverted from f-spec
- ☐ Controls via Admin pages iso Supervisor page
 - Requires separate login!
- ☐ No variables to control the flow

Will be reworked to match original specification



The screenshot shows the NTW.CallClient.SPA interface. At the top, there's a status bar with "Nicht bereit". Below it, a table shows waitlist statistics for RuL_RD1 and RuL_RD2. The main section is titled "Kontaktdetails" and includes a sidebar with navigation options: Teams, Wartelisten, Team-Mitglieder, SLA, and Call-flow Variables. The "Call-flow Variables" tab is selected, showing settings for "Callflow A". The settings include checkboxes for "Sonderansage aktiv?" and "Voransage aktiv?", a "Post Ansage Selector" dropdown, a "Max Waiting time" dropdown, and an "Overflow target" text field. At the bottom, there's a "Schedule X" table with columns for Name, Type, ID, Additional information, and others.

Update .NET 8 to .NET 10

Stay Supported

- ☐ .NET 8 will reach end-of-support → no more security fixes
- ☐ Long-Term-Support is only 3y now!

Stronger Protection

- ☐ .NET 10 includes latest patches and security improvements

Reduced Risk

- ☐ Mitigates exposure to vulnerabilities and exploits

Compliance Ready

- ☐ Required for audits and security standards





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Planned for 2027



What's new in 2027?

QMS integration

- ☐ Secure, compliant Quality Management solution
- ☐ Enables AI-driven insights
- ☐ Provides Automated Agent Evaluation

CRM Connect integration

- ☐ replaces the legacy CRM solution
- ☐ delivers certified CRM integration
- ☐ Supports multiple certified CRM platforms.

Live Monitor

- ☐ Keep an eye on your Service Level

NTWPhone capabilities

- ☐ Phone Settings, Huntgroup support, Black/White-listing, Lockout, Callback

Emergency Response Mapper

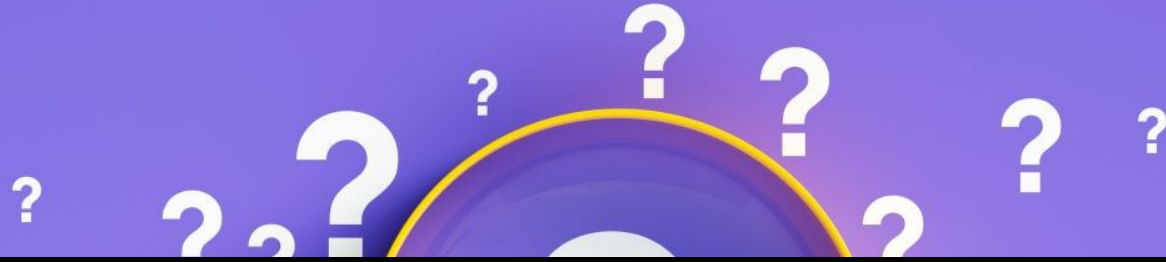
- ☐ Dial out via local number to emergency services & Handle callback

UCaaS integration

- ☐ AC capabilities for WebEx Calling Multi-tenant set-up



Q & A





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