Enghouse Interactive

Communications Center

Optimal Customer Communications

Wouldn't it be great if you could guarantee every customer got through to the right person, with the right information, and resolved the issue, the first time, every time? Enghouse Interactive's Communications Center is a total contact center solution to help you do just that.

One Solution for all Interactions

Today's customers expect to communicate with organizations whenever they want, from wherever they are, via their preferred channel. Enghouse Interactive's Communications Center allows intelligent handling and management of all contact types in a single, fully integrated solution with a user-friendly interface. Omni-channel queuing and skills-based routing ensure all interactions are identified, prioritized, routed and transacted expertly, first time, every time.

Communications Center is a modular solution which, includes omni-channel contact center, operator attendant/console, self-service IVR, call recording and quality monitoring. A range of additional components and integration tools allows you to add functionality and scale as requirements and budget dictate.

Outstanding Service Across All Channels

Ensure every customer receives the same level of service regardless of whether they choose to contact you by phone, email, web chat, SMS social media or video. Agents can seamlessly escalate contact channels for greater resolution or deal closing, e.g. from web chat to voice. Communications Center's omni-channel queuing lets you route, manage and measure all types of contacts using one workflow engine.

Proactively Manage

Managers, supervisors and agents can view in real-time what is happening in the contact center so that they can manage issues as they arise, before they impact service levels.

Improve First Contact Resolution

By matching agent skills and experience to queues and delivering each interaction to the most appropriately skilled agent available, you ensure customers get the response they need, first time.

> "Before Communications Center we had 50% of calls being abandoned, now our abandonment rate is consistently 1-2%"
> - Yellow Pages

Leverage the Power of CRM

Screen-pops can save an average of 15 seconds per call by automatically searching and displaying the matching customer information from your CRM application. Communications Center can integrate with SAP, Microsoft Dynamics, and Salesforce (amongst others) using our Enghouse Interactive CRM Connector.

Communications Center - Call Bar

Why Choose Communications Center?

- Resolve more calls in less time, increasing productivity

- Enhance your customer experiences with new native web engagement tools such as web chat, video chat, screen sharing.

- Offer customers their choice of communication method and ensure service is consistent across all channels

- Achieve superior first contact resolution through intelligent skills based routing

- Reduce abandonment rates, queues and call times by offering a Callback (queue placeholder)

- Reduce agent attrition by providing the tools they need to achieve targets, minimize stress and expand their capabilities

- Optimize staff resources with comprehensive reporting and automation of repetitive processes, all managed on one screen through the Advanced Queues View

- Improve customer satisfaction through real-time interaction monitoring and coaching

- Create loyal customers by providing agents with the right information, when they need it, to personalize the customer journey and resolve issues more effectively

- Platform agnostic with tight integration to all key communications technology providers

- Integrations with MAGic and JAWS for the vision impaired

The Latest Feature Added into Communications Center 10.1

Communicate Instantly with Web Chat

Web chat is quickly becoming the channel of choice for customers compared to other channels of communication within a contact center. Communication Center facilitates customer interactions that are instant, easy and convenient. No matter where on your website a customer goes, they can now have a consistent chat experience across all of your organization's web pages.

See What Your Customer is Talking About with Video Chat

Video chat is becoming an essential part of the live chat which helps businesses to take the customer experience to the next level. Whether your business is offering product support, conducting a demo or even providing medical advice, video chat adds a personal touch that builds trust and delivers better outcomes.

## Enable Agents to Better Help Customers with Page Sharing

If a customer is having a problem that is too difficult to diagnose or resolve over chat, the agent can now launch a page sharing session. By using the page sharing features, an agent can view the customer's screen to guide the customer to complete their task. With Communication Center 10.1, an agent can even, in real-time, fill out forms with the customer.

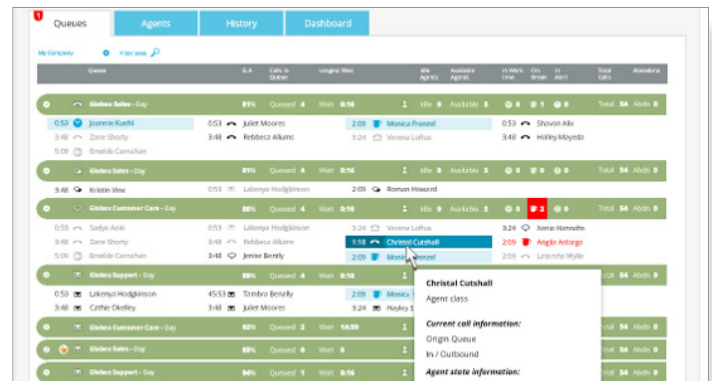## Get Insight into Your Contact Center from One Place

Increase the supervisor's visibility into the contact center with an Advanced Queues view. As the supervisor, you a complete and focused view into agent productivity, and overall contact center performance, all from one screen.
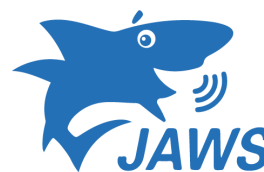
Integration for the Vision Impaired

Provide the best experience to vision impaired agents with screen magnification and text to voice capabilities with the built-in integration with JAWS and MAGic Screen Magnification software.
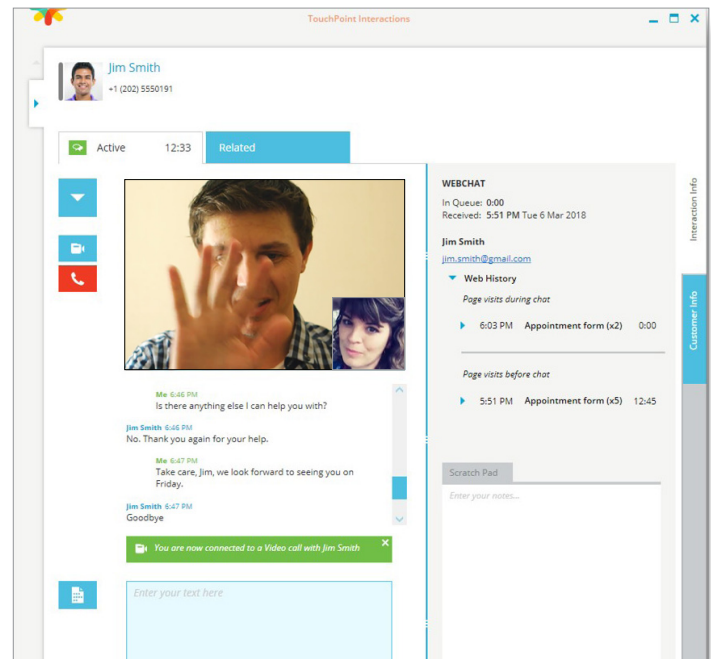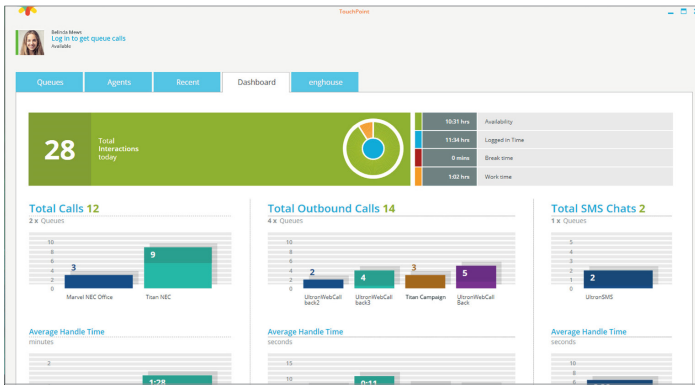

Communications Center - Video Chat Interaction

Communications Center - Advanced Queues View

Communications Center - TouchPoint Dashboard window

AUTOMATE ROUTINE CALLS
Routine and repetitive calls can easily be automated using IVR to provide self-service options for the caller and significant cost savings to the contact center while allowing agents to focus on customer issues critical to your business.

ACTIONABLE SMS
Fuller portfolio integration brings the power of Enghouse Interactive's Communications Portal (CP) to your SMS channel. Adding CP to your solution facilitates intelligent handling of SMS campaign responses – without bespoke development. SMS responses that require a human touch, e.g. rescheduling of an appointment, are automatically routed to an agent queue creating a seamless customer journey.

UTILIZE BUSINESS INTELLIGENCE
Communications Center provides a comprehensive range of reports to track customer experience and agent performance.

AVAILABILITY AND PRESENCE
An extensive directory of contact information enables operators to quickly find the right contact and know at a glance if they are available to take a call - as well as the best method to contact them.

MAXIMIZE PRODUCTIVITY WITH OUTBOUND CONTACT
Balance out the periods of low inbound call traffic by delivering a blend of inbound/outbound calls to agents depending on their skill-set, availability, and time of day.

INTEGRATED RECORDING
An integrated voice and screen recording solution makes it easy to create a customer-focused, regulatory compliant contact center, while motivating and coaching staff to excel.

PLATFORM INTEGRATION
With tight integration to Avaya, Cisco, NEC and Microsoft Skype for Business voice platforms, we take advantage of best-of-breed voice communications technology to deliver exceptional contact center functionality.

Our PBX agnostic architecture gives you peace-of-mind for platform migration and confidence operating in a multi-platform environment. Enghouse Interactive is a Microsoft Gold Partner with over 450 installed Skype for Business sites, giving you a confident and a low risk migration.

Communications Center integrates with other Enghouse Interactive products including Quality Management Suite (QMS), Communications Portal (CP), Knowledge Management Suite (KMS) and Real-Time Speech Analytics (RTSA) to create a complete solution for your contact center.

> "...Having Enghouse in the bank has been a streamlined approach to contact center that I have not seen the 30 years I've been in the business..."
>
> – DAVID REILLY
> Snr VP Operations, HarborOne
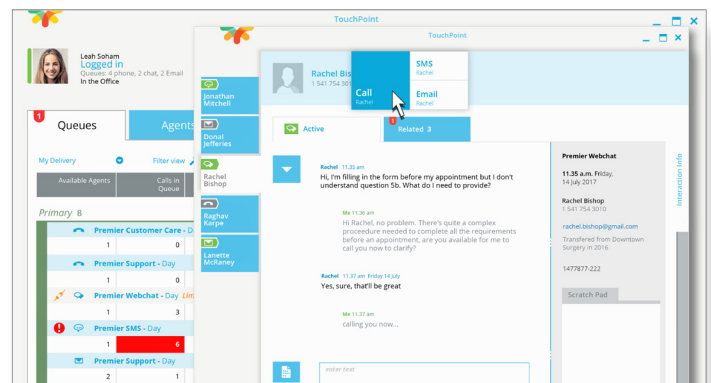
Communications Center - TouchPoint user interface with open Chat dialogue window

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 hybrid requirements.

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Learn more at www.enghouseinteractive.com