Contact Center Service Provider

END USER PERSPECTIVE

Enghouse Interactive

Simplify & Enhance Your Customer Experience

ULTIMATE FLEXIBILITY WITH CLOUD-BASED CONTACT CENTER SOLUTIONS

Enghouse Interactive's cloud contact center solution suits businesses of every size and industry, allowing them to bring new contact centers online within days, and new agents within hours or even minutes, offering users rich omni-channel features in a powerful and intuitive agent interface. Enjoy instant scalability, security, and disaster recovery, dedicated with total flexibility and agility.

LEARN MORE >

Proven. Scalable. Flexible.

A SaaS Contact Center Solution Focused on Customer Service

Business leaders are increasingly interested in the as-a-service application model and the agility benefits it offers. Many organizations need Contact Center solutions with secure and flexible deployment options that are readily scalable during seasonal spikes, can grow with business demands and support multiple contact centers on a single program. This is also an era of the empowered and ultra-connected customer. Customers want a rich and consistent experience irrespective of the communication channel. Over recent years cloud-based or Contact-Center-as-a-Service has become a compelling alternative to traditional on-premise communications solutions.
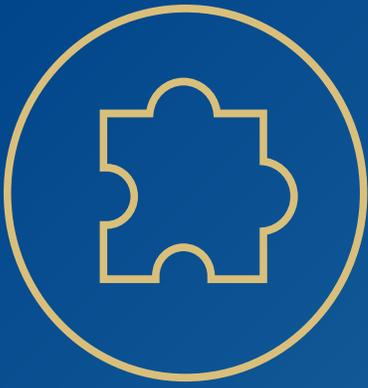
THE SOLUTION

Need for cloud contact centers is growing quicker than ever—this is due to the major advantages the cloud provides to certain contact centers whether in a public or private cloud environment. With Enghouse Interactive, you get the best of both worlds, as we offer a number of different cloud deployment options so you can choose the best model for your business.

If you prefer to own and manage your technology, host it yourself or have it hosted by a third-party, join a growing number of organizations who are creating their own cloud environment to serve all their unique, distributed operations with unmatchable flexibility and scalability.

Contact Center Service Prover (CCSP) allows businesses to build and manage multiple contact centers, each of which meets a broad range of requirements, on a single platform. With its comprehensive feature set, you can resolve issues faster and more effectively and increase customer loyalty.

BENEFITS

- Cost control – customers eliminate capital expenditures and reduce IT overhead.
- Ease of use – the intuitive browser-based interface gets agents and supervisors up to speed and productive fast.
- Implementation speed – contact centers are up and running faster than deploying on premise solutions.
- Location independence – agents deployed anywhere creates virtual contact centers with office, home, and remote locations.
- Flexibility – contact centers can easily adapt to changes in their business, adding agents and features quickly and easily.
- Access: Agents anywhere, all you need is a PC, internet connection and headset
- Peace of mind – experts maintain the contact center technology and infrastructure customers can focus on their core business.

Enghouse
Interactive

" Enghouse Interactive's CCSP is the best solution with the features, functionality, reliability, & flexibility to address the myriad of customer experience requirements in our hypercompetitive industry.

The ability to replace multiple disjointed systems with a single, unified, multi-channel platform capable of handling different media & integrating into our back office systems is a crucial value-add that positively impacts our internal operations as well as our customer satisfaction. "

Lastminute.com

Enghouse Interactive

If you are looking for a mixture of both private and public cloud, or you want to test cloud deployment or market, you can with ease. As well as its rich feature set with extensive integration capabilities, CCSP offers quick and easy agent on-boarding and management. CCSP does not require a separate telephony or voice infrastructure. CCSP also has a proven ability to integrate with a variety of third-party solutions to ease your transition to the cloud, ultimately, deliver a superior customer experience to support customers' ever-growing global footprints.

FEATURES

- Reliability & Carrier-Grade scalability offer support for mission-critical applications with zero downtime. Scale up or down to support changes in demand or unforeseen circumstances in just minutes.
- Provisioning Web Portal reduces new tenant onboarding costs and ongoing management.
- Multi-Tenant Architecture securely deliver cloud services to multiple businesses on a single, shared platform, and empower tenants to manage their own contact centers.
- Global Reach ewnables small to large distributed, global deployments with full geographic resilience and remote site survivability.
- Open Interfaces integrate and customize applications system-wide or on a per-tenant basis.
- Phone or SIP Client built-in SIP soft phone to directly deliver communications to any multimedia-enabled computer.
- HTML Agent UI agents manage omni-channel customer interactions through an intuitive web-based user interface, that reduces training requirements and is accessible from anywhere.
- Reporting & Analytics customizable real-time and historical reports, enabling actionable business intelligence.
- Intelligent Routing unique routing and interaction configurations based on tenants' business needs and processes.
- Integrated Multi-Channel Recording encrypted voice and screen recording for full or selective playback.
- Integrated Self-Service Interactive Voice Response (IVR) enables a blended approach of self-service and agent-assisted services.

Administrators / Supervisors

Agents / End-Users

Enghouse Interactive

About Enghouse Interactive

We are a leading provider of customer experience technology. Our technology is designed to help business maximize the value of their customer interactions using any form of digital or voice communication, making customer experience teams more productive, leaving more time for proactive customer engagement. Our products include both cloud and premise based solutions giving our customers the alternatives and flexibility they desire.

Learn how our suite of products have enabled over 10,000+ mid-market and enterprise customers globally increase customer retention and acquisition by improving customer service, contact centers operations and better understanding the voice of the customer.

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