Enghouse Interactive

Contact Center Enterprise

Optimal Customer
Communications
for the High Reliability
Contact Center
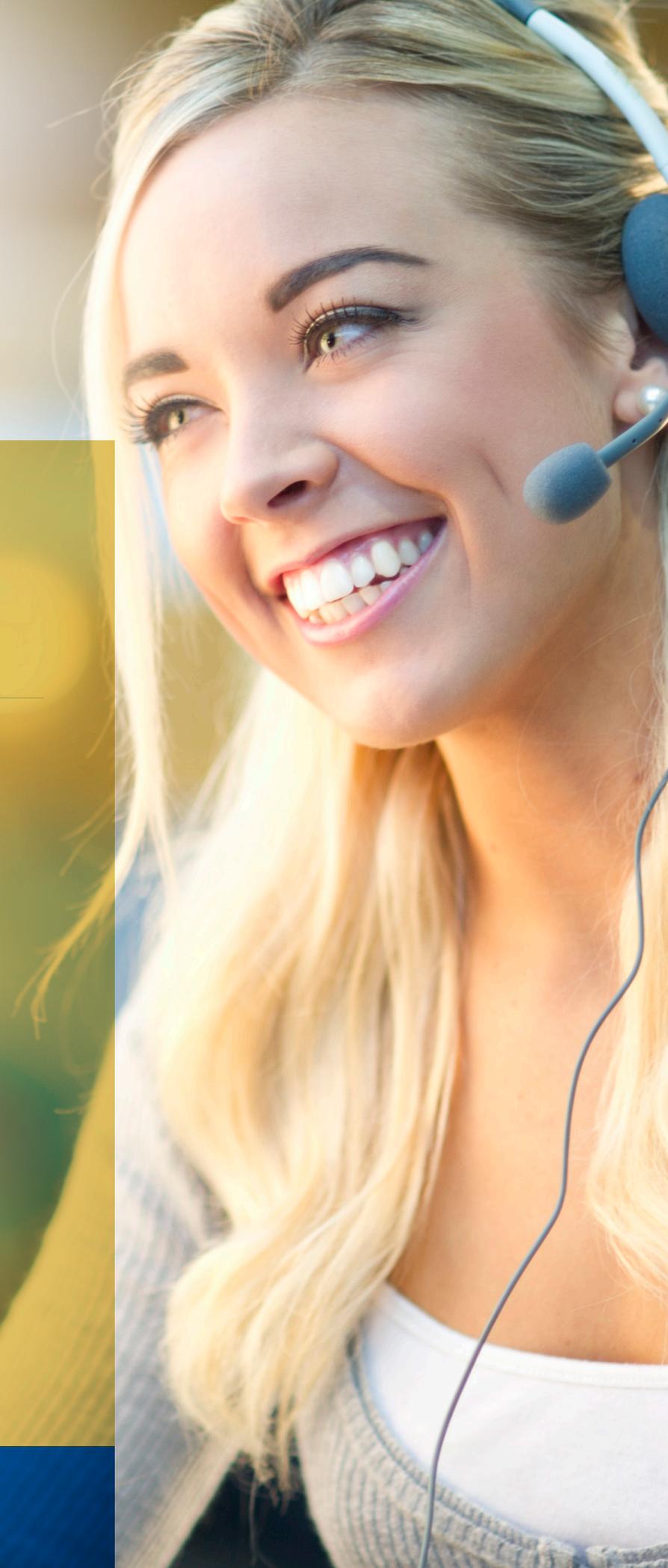
Contact Center: Enterprise (CCE) is a highly adaptable, omni-channel platform that enables contact centers to deliver a superior customer experience, ensuring the customer reaches the right resource anytime, anywhere, and anyhow. Increasing agent productivity and effectiveness as well as improving overall contact center performance, enterprises have the flexibility to deploy CCE for 24/7 operations either on-premise, in the cloud, or via a hybrid configuration.

Maximizing Availablity of Your Mission-Critical Contact Center

The most important part of delivering great customer service is to be available to your customers every single hour of every single day. CCE is best-in-class at delivering superior resiliency and reliability of global contact center operations across any number of locations. Self-service options are available 24/7, even if agents are not staffed in off-hours. And CCE's unique multi-node architecture enables continuous uptime through any failure or disaster – site unavailability, network downtime, server or component failure, communication hiccups – anything that might go wrong. When it comes to keeping your contact center running, the CCE system is the best solution in the market for keeping your operation up while keeping your costs down.

Enhanced Customer Engagement

Exceeding customer expectations should be the primary objective of any organization. CCE helps contact centers achieve this by offering customers their preferred choice of communication mediums, including voice, web, email, fax, SMS, social and IVR. In addition, organizations can deliver greater value to their customers with the help of our proactive, predictive outbound customer service and notifications that help build and enhance customer engagement and loyalty.

Improving agent productivity by delivering an innovative and intuitive agent experience is a key factor in making every customer interaction count. Contact Center: Enterprise's patented unified queue centralizes the management of customer interactions across all communication channels and work tasks, providing a comprehensive view of all customer interactions. By linking cross-channel interactions an agent sees all queued and prior communications with a customer—whether the interaction started as a web chat and completed with a phone call, or came in as an email quickly followed by a customer chat. These views of the customer journey allow agents to see every contact's past, present, and future interactions in a consolidated timeline.

Whether saving time and cost on provisioning new agents or presenting actionable contact center analytics with real-time and historical intelligence, CCE empowers managers to make the necessary adjustments that improve the flow of interactions and ensure the right agent is engaged with the right customer at precisely the right time.

Key Features

› Globally unified queue blends omni-channel and work tasks

› Customer prioritization and skills-based routing connect each customer with the right resource

› Distributed push interactions or agent pull interactions provide maximum flexibility for configuring interaction distribution, allowing agents to proactively provide a great service experience

› Enterprise-class scalability ensures your solution can grow with your business

› Distributed, multi-node architecture provides resiliency and failover capability across any number of physical locations

› Global system configuration enables the system to be administered from anywhere

› Infrastructure independence preserves telephony investments with support for traditional PBX, IP Telephony, or Unified Communications environments

› Task interactions enable process and workflow items to be tracked, escalated, and reported

› iVault provides agents an interaction lifecycle history linking cross-channel interactions for a comprehensive customer profile

› Open APIs allow for quick and robust integrations to your key enterprise applications

One Solution for all Interactions Across all Channels

Today's customers expect to communicate with organizations whenever they want, from wherever they are, via their preferred channel. Enghouse Interactive's Contact Center Enterprise allows intelligently handling and management of all contact types in a single, fully integrated solution. Omni-channel queuing and skills-based routing ensure all interactions are identified, prioritized, routed and transacted expertly, first time, every time. CCE is a modular solution which includes omni-channel contact center,self-service IVR, outbound dialing, customer surveys, 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.

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. Using the highly visual and industry-leading TouchPoint interface, agents can handle multiple interactions at once, and even seamlessly escalate across contact channels for greater resolution or deal closing, e.g. from web chat to voice. CCE's omni-channel queuing lets you route, manage and measure all types of contacts using a single integrated workflow engine.
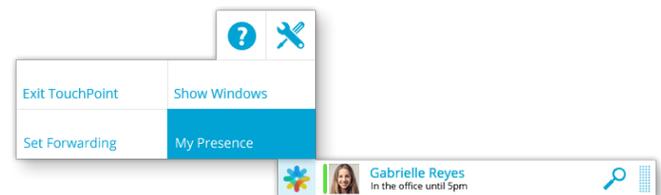
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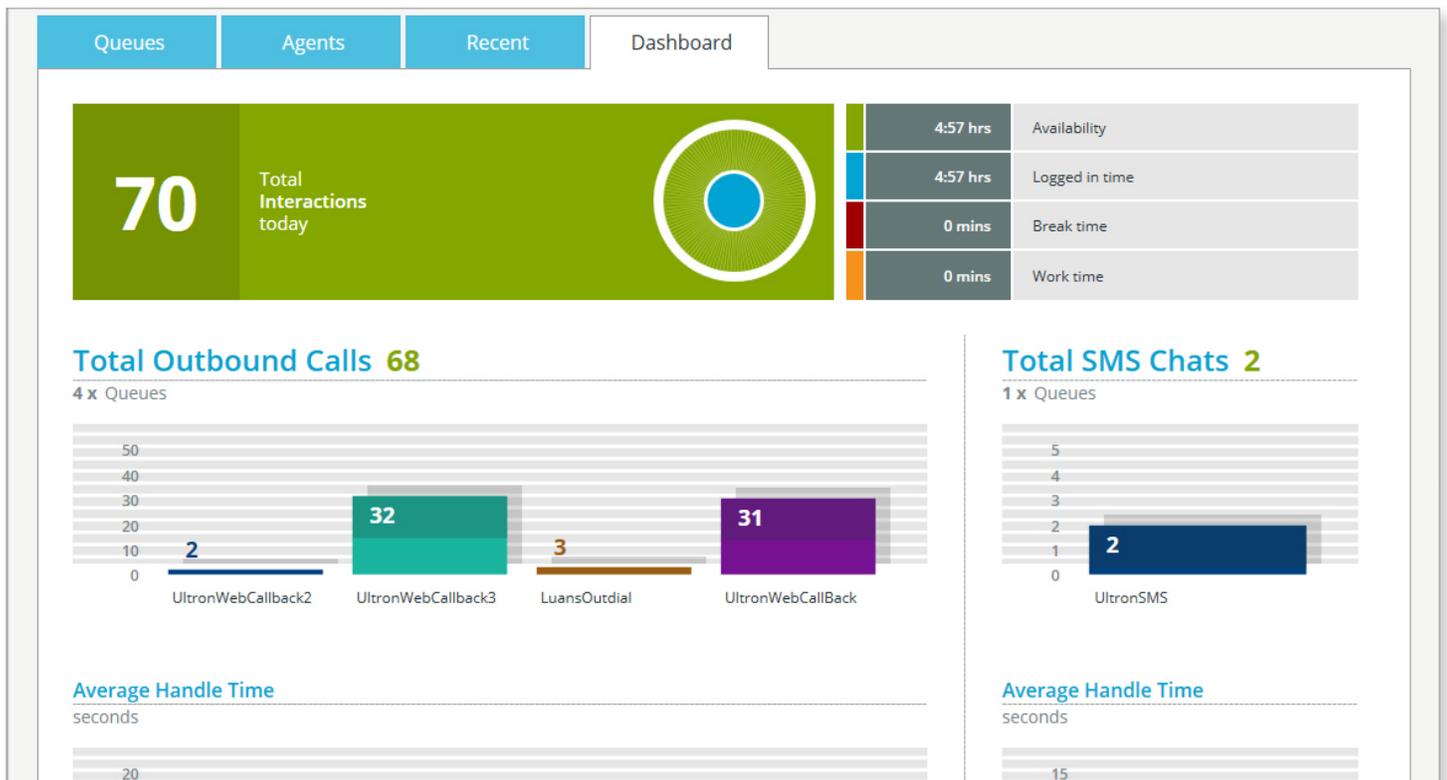
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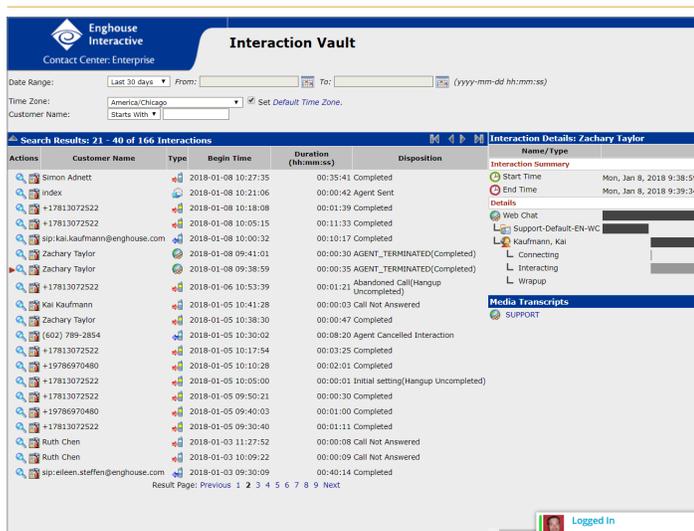
iVault Dashboard

iVAULT FOR CUSTOMER JOURNEY

Interaction Vault (iVault) is a unique application that creates an archived record of all customer interactions and communications in CCE. This browser-based application provides full search capabilities that allow agents and supervisors to quickly view the customer's entire history based on date, time or any other business data available. iVault allows contact center staff to listen to archived phone conversations, voice mail messages and review the previous email and chat interactions. This technology gives agents the information they need to provide the best customer experience possible.

OUTBOUND DIALER

Proactive outbound communication optimizes customer service and improves customer relationships while at the same time benefiting the business with cost savings and revenue generation. CCE's Dialer solution offers a truly blended call environment which maximizes agent productivity and server resources by supplementing the call center with agent-based and/or automated message campaigns during low call traffic periods. The dialer is fully integrated into CCE's omni-channel queue, bringing unified reporting of inbound and outbound interactions and a 360° view in Decision Manager and iVault.

ADAPT

The Application Development and Provisioning Tool (ADAPT) is designed primarily to reduce the effort, time and cost of new customer installation and ongoing management. Increase the speed and efficiency of creating and managing call flows and setting up email integrations with predictable results. Just like the rest of Contact Center: Enterprise, ADAPT can be deployed on-premise or in the cloud, giving you options and choices that best support your business needs.

INTELLIGENT INSIGHT

Built-in analytics combined with the flexibility and automation of reporting enabled by Decision Manager provides greater insight into your system usage, error queues, alarms, survey results, and resource utilization at just the right time, supporting your unique business requirements with flexible reports and custom schedulers.

HIERARCHICAL WRAP-UP CODES

Enhanced hierarchical wrap-up codes drive more efficiencies and provide better visibility into what's actually happening in your contact center. Interactions can be categorized and tagged to enable better searching and provide insight into customer outcomes—identifying opportunities for proactive outreach or self-service. Dynamic picklists, which display context-specific wrap-up codes, are easily defined and updated client-side. Agents can also schedule follow-up interactions directly from wrap-up workflow.

BENEFITS

› Resolve more calls in less time, increasing productivity

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

› Achieve superior first contact resolution through intelligent routing and back office collaboration

› Reduce abandonment rates, queue times and call times by offering self-service, proactive communication and callback

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

Support for Latest Technology Platforms

CCE is built as a native 64-bit platform allowing it to take full advantage of the latest Microsoft Windows operating systems and Microsoft SQL Server databases. This gives CCE full access to all server resources, physical or virtual, and results in a lower cost of ownership and increased ROI on infrastructure expenses. Additionally, CCE uses industry-standard technologies aimed at ensuring secure deployments within our customer's environments. All technology within the platform is regularly reviewed for vulnerabilities and updated accordingly—ensuring CCE will fit within your IT organization's compliance requirements.

Seamless Integrations

With Enghouse Interactive's CTI Connect and CTI for CRM, your CCE deployment provides seamless solutions for integrating to your voice infrastructure. Our PBX independent approach offers the ultimate in flexibility, serving your current environment (TDM, VoIP or UC) as well as technologies your enterprise may consider in the future. Contact Center: Enterprise supports leading voice solutions from Mitel, ShoreTel, Cisco, the Avaya portfolio (including heritage Nortel products) and innovative integration to Microsoft Skype for Business (SfB) (including SfB Lync Enterprise Voice and Presence); there are also a number of other VoIP integration methods available. Using CTI for CRM, CCE is also integrated with leading business applications such as Salesforce, Dynamics, and SAP, thus streamlining communications and workflow with business applications.

Cross Platform Integration

Flexible Agent and Deployment Options

An organization's ability to optimize contact center deployments to improve operational performance is a key element in maximizing the return on investment. Contact Center: Enterprise provides flexible deployment options, on-premise, distributed across multiple sites or on a cloud infrastructure. Cloud deployment options help ensure that operational costs are optimized and enterprise contact center needs are met now and in the future–whether you consider a private or hybrid cloud deployment.
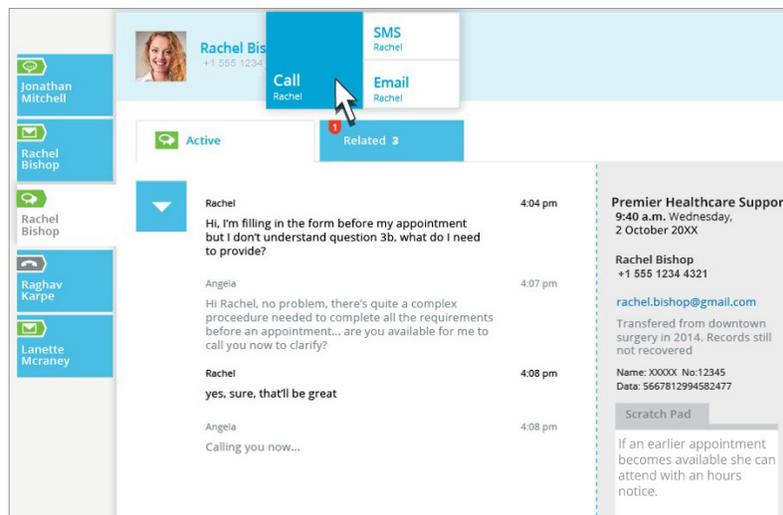
TouchPoint - Omnichannel Interactions Window

Enghouse Interactive

www.enghouseinteractive.com

Trusted Microsoft Partner

Enghouse Interactive has been a trusted Microsoft Gold partner for over twelve years. We provide interoperability with a full range of Microsoft platforms, including Exchange, Outlook, CRM Dynamics, Office 365, SharePoint, SQL Server, Windows Server and Skype for Business.

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.