Enghouse Interactive

Integration Services

IMPROVING EFFICIENCY AND PRODUCTIVITY

In todays competitive and commoditised market it is more important than ever that organisations get customer service right. Customers expect their contact experience to be effortlessly successful, first time, every time. Integration solutions from Enghouse Interactive help you provide a personalised service experience that builds customer loyalty while simultaneously lowering costs.

Computer Telephony Integration

Whether you're a small business looking to expand, or a contact centre needing to improve services - bridging the gap between your telephone system and business applications yeilds a huge range of benefits.

Computer telephony integration (CTI) is a lynchpin technology in advanced customer relationship management (CRM) environments. With its ability to coordinate voice and data traffic in integrated customer service applications, CTI enables companies to resolve customer issues in real time and to personalise the company-customer interaction based on the customer's history, such as purchasing and previous service incidents.

Enghouse Interactive CTI solutions help some of the world's largest organisations add capabilities such as intelligent routing, screen pops, click to call and monitoring functions, to their contact centre applications. Enghouse Interactive has CTI enabled more than 1 million agent seats worldwide.

Our standards-based CTI software allows application developers and systems integrators to create voice self-service, contact centre and unified communications solutions for IP and TDM networks at a dramatically lower cost by providing out-of-the-box integration with all major communications systems.

Benefits

- Improve and personalise customer experience

- Fast return on investment

- Reduce contact centre costs

- Improve operations and reduce call time by 10-20 seconds by providing customer information to an agent's desktop as they receive a call

- Build customer loyalty by personalising interactions with customers

- Improve first call resolution and reduce by delivering customer details and history to agents along with the call

- Improve productivity and reduce errors through click-2-dial features

- Out-of-the-box integration reduces CTI project time and costs

CTI Solutions From Enghouse

INTERACTIVE VOICE RESPONSE

Enghouse Interactive develops one of the most widely used IVR voice and video development tools in the world.

INTELLIGENT ROUTING

Leverage telephone network information and data entered at the IVR to route the call to the right or to the best qualified agent, eliminating unnecessary transfers and resulting in increased first call resolution rates.

SCREEN-POP

Instantly retrieve customer data from your CRM system or enterprise database and display it on the agent's screen when they receive the call. Screen pops shorten call time by 20 seconds or more

CALL MONITORING

Recording and analysing recorded calls allows you to monitor the effectiveness of your operating procedures and staff members, and, identifies areas for staff training or process improvements.

CLICK-TO-DIAL

Organiations making a high volume of outbound phone calls can realise significant savings by slashing time lost to mis-dialed numbers.

REPORTING

Pull management information from various systems, providing an integrated, end-to-end view of the entire transaction cycle thus tracking the total customer experience and the business value of the call (e.g., sales per shift, service calls resolved per hour, etc.).

CRM Connectors

Enghouse Interactive has developed CTI applictaions for specific CRM solutions including;

CONNECTION FOR SALESFORCE

Our CTI application for Salesforce allows organisations to leverage the data in their outbound dialing initiatives and to help them resolve customer issues more quickly. Click-to-dial and screen pop capabilities reduce call time and help personalise customer service.

CONNECTION FOR ORACLE

The Oracle solution provides integration between Oracle's business applications and a wide variety of telephone switches. The integration provides agents with screen pops and also supports click-to-dial functionality.

CONNECTION FOR SIEBEL

The Siebel CTI adapter delivers Screen Pop and Click-to-Dial functionality while maintaining the same familiar user experience with which your Customer Service Representatives (CSRs, Agents) are accustomed.

The Technology

Enghouse Interactive CTI solutions are compatible with all the leading IP and traditional (TDM) contact centre infrastructures, including PBXs, IP PBXs, and ACDs from companies such as Cisco, Alcatel, Avaya, and Nortel.

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, selfservice, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

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