

Multi-channel Contact Centre Solutions

CONNECTING YOU TO YOUR CUSTOMERS

PRODUCT SHEET

The contact centre has become a vital component in an organisation's customer contact strategy, tasked with delivering the best possible experience across every interaction. This means being able to adapt to the changing needs of your customers who now want to be able to communicate with you whenever and wherever they want, using their own choice of media and device. In order to be successful organisations need to embrace new technologies that will help them exceed customer expectations while improving productivity and reducing costs.

Communicating On Your Customer's Terms

Your customers want to communicate when they want, how they want – and expect a consistent level of service across multiple contact channels. They expect organisations to support the method that they prefer to communicate in and they expect to be able to do this at a time that is convenient to them.

Enghouse Interactive is enabling contact centres across the world to offer flexible 'always on' availability and a consistent experience across all channels. In addition to improving customer experience, offering choice results in more profitable interactions. With multi-channel customers spending 20-30 per cent more than single channel customers, going multi-channel can directly impact your bottom line.

Meeting Your Requirements

Enghouse Interactive develops and supplies the most comprehensive suite of contact centre solutions to the market. Our solutions are used by organisations of all sizes and complexity across the world to successfully deliver customer service excellence and operational efficiencies.

We recognise that every organisation is different and therefore has different financial and operational objectives for their business. To enable you to choose the deployment option that best suits your requirements, Enghouse Interactive can provide a full range of multi-channel contact centre solutions from premise-based, right the way through to private, public or community cloud deployments.

Benefits

- Unify your contact centre to deliver a consistent high level of service regardless of location
- Increase agent productivity, by having consistent information and functionality at their fingertips
- Multiple deployment methods and platform independence
- Better resource management - intelligent routing and tools for administration and agent optimisation
- Dramatically increase first call resolution by routing contacts to the right person, first time
- Support multiple channels of communication on a single interface
- Future proof with modular elements to add as your budget dictates

A Unified Consistent View

Our solutions offer a unified interface to manage all of your operations, reporting, queues, self service, CTI, administration, recording, and outbound dialling. Unifying these solutions reduces the cost of integration, speeds up implementation, streamlines operations, and reduces the cost of management and maintenance. Perhaps more importantly, it enhances the quality of customer care by increasing agent efficiency.

Multimedia Interaction

Enghouse Interactive Multi-channel Contact Centre solutions provide the flexibility to add or configure additional functionality as requirements and budgets change, enabling organisations to quickly change their call centre into a true multi-channel contact centre, and giving customers the choice to communicate on their own terms.

- Voice, VOIP, Videophone Calls
- Email, Fax, SMS
- Social Media Integration, Web Chat, Co-browsing

Routing

All contact types are seamlessly blended, tracked in a single queuing and routing intelligence and all can follow the same call flow and routing rules. Simple GUI scripting tools enable advanced data-driven and skills-based routing plans which can be changed at a moments notice from any location.

“It enables us to manage, track and measure our interactions with a multi-lingual population of more than 300,000 citizens. The flexible framework allows me to exercise complete control over our contact centre operations.”

Isabelle Bignall - Head of Contact Centre Services
CONNECT TO CARDIFF

IVR/Self Service

Use Interactive Voice Response (IVR) to automate routine enquiries. Capture customer information up-front so you can direct calls to the most appropriate agent or move high value customers to the front of the queue. Offer customers callback options to reduce peaks in call volume and increase agent productivity during less busy times. Measure customer satisfaction with instant post-call surveys.

Multi-channel Recording

Enghouse Interactive elegantly and simply delivers integrated, feature rich call recording capabilities. Enghouse Interactive Call Recording captures all agent calls, from any channel - e-mail and voice messages, chat, telephone, screen and Internet voice - providing a complete record of all CSR-caller interactions. The solution compresses audio calls in real time, reducing the size of stored wave files by over 700 percent and stores all sessions automatically in a centrally located database.

Understand And Optimise Contact Centre Performance

Enghouse Interactive's performance monitoring tools provide contact centre managers with a clear picture of historical performance and trends, as well as the ability to manage exceptions on the spot using real-time data. By leveraging this intelligence, managers can create accurate forecasts and more informed decisions regarding individual and entire contact centre performance.

Turn Your Contact Centre Into A Profit Centre

Reach out to your customers during off-peak inbound calling periods by automatically offering outbound calls to agents. Conduct surveys to gain vital insights into your customers' needs and wants. Lift customer satisfaction by proactively contacting them with relevant information. Test the effectiveness of various sales approaches and chart overall results with powerful reporting tools.

Presence - Connect To Your Business

Integrated presence information reduces dialling errors and unsuccessful call transfers with the touch of a button. Agents can see the availability of everyone in their organisation in real-time and use 'click-to-dial' functionality to start an instant conversation.

More Engaged Agents

Harmonising multi-channel contact management with CRM applications gives organisations a detailed view of how and when customers want to contact them. And because functionality is modular, you can respond quickly to changing demands, and create an even better customer experience. Through intelligent routing and increasing the variety of work and matching it to your agents abilities, agents have the right tools to achieve their targets and improve efficiency while reducing stress, attrition and absenteeism.

Integration

Enghouse interactive is a specialist developer and supplier of integration capabilities with external systems such as directories and CRM systems. Our expertise and purpose built systems mean integrations are completed much less expensively than in legacy environments and in hours or days rather than weeks and months.

Scalability - Size Doesn't Matter

Enghouse Interactive's Multi-channel Contact Centre solutions are designed to scale and grow as your business expands. From small enterprises through to carrier-sized systems, Enghouse Interactive's solutions deliver optimal performance regardless of call volume or number of agents.

We wanted a global contact centre to provide a call quality and performance that would help us maintain the optimum customer experience. Cloud Contact has given us that along with a speed and agility that beat our expectations."

Mike Richardson - Director of Online Operations
BIOWARE PART OF EA GAMES

"The solution has revolutionised our customer service operation. Customers have complete and equal confidence in placing orders."

Paul McCormack
BRIDGESTONE

Virtual Call Centre

The virtual call centre allows organisations to manage and use agents in multiple locations as a single entity, providing every agent with all functions and features, and enables seamless call routing and transferring across the organisation.

Mature, Field-Proven, Design For All Platforms

The evolution to multi-channel communication has gained tremendous momentum in recent years. With over 25 years experience developing solutions that consistently exceed the expectations of our customers and partners, Enghouse has an enviable pedigree. Our solutions have been proven worldwide with thousands of systems and millions of agents using our contact centre technology worldwide. We enable organisations to leverage existing contact centre technology and applications, overlaying additional functionality and enabling the contact centre to flex with demand. In addition, all our solutions support the full range of deployment methods from premise-based, through to private, public or community cloud and even hybrid requirements.

Making The Right Choice

An effective customer contact strategy connects customers with business processes within your organisation whilst managing their experience and delivering a good outcome to both parties.

Our proven capacity for proposing the correct solution for your organisation for your contact centre investment and the rise in cloud services allows us to offer innovative features, as well as fully scalable solutions. There are some key areas to consider on your journey to contact centre efficiency:

Contact Centre for Enterprise

Our Enterprise solution comprises of a PBX/IP PBX independent enterprise grade solution. Leverage your existing technology investments with modular deployments maximising your ROI. Based on the most current industry standards advance seamless integration with external applications maybe deployed in a single locations or across multiple physical locations and business groups. All of this provides your organisation with a cohesive network that consistently supports complex customer interaction with the security that your mission - critical applications are in house.

Cloud Contact Centre

Our cloud solution helps to remove the hassle and expense of managing a system and at the same time gives you a fully featured, flexible, utility based model that is future proofed. Through our Service Providers we offer global capabilities with access to flex agents numbers up and down, enabling you to trial new strategies at a reduced risk - a quicker time to market. Changes can be made immediately with powerful administration tools allowing visibility and control. Connecting your customers and agents anywhere.

Communications Centre

Our CC solution gives the same functionality and access but can scale down to 5 seats. Bringing smaller or the non traditional contact centres, such as helpdesk, service centres into the 21st Century, with Phone, fax, email, text, web chat, social media and post all in one place. Allowing you to mitigate risk and provides the freedom to choose the platform that's right for you, without having to give up full-featured contact centre functionality. Begin with the foundation module, you can add functionality as your needs and budget dictate.

Our solutions scale from a single site call reception console to multi-tenanted, multi-media contact centres with users in excess of 10,000. We have more than 1 million agent seats handling over 1 billion interactions through our systems daily – making Enghouse Interactive one of the biggest providers of customer contact solutions in the world.

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, self-service, 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.



Learn more at www.enghouseinteractive.com

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