

Communications Centre

OPTIMAL CUSTOMER COMMUNICATIONS

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

One Solution for all Interactions

Today's customers expect to communicate with organisations whenever they want, from wherever they are, via what channel they like. Enghouse Interactive's Communications Centre intelligently streamlines and centralises all contact types in a single, fully integrated solution with a user-friendly interface. Omni-channel queuing and skills-based routing ensure all types of interaction are identified, prioritised, routed and transacted expertly, first time, every time.

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

Deliver 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, chat, social media, video or text. Communication Centre's omni-channel queuing lets you route, manage and measure all types of contacts using one workflow engine. Agents and customers can choose their channel and also have the option to move between channels seamlessly. For example: from instant message to screen sharing, or from voice to video.

Improve First Contact Resolution

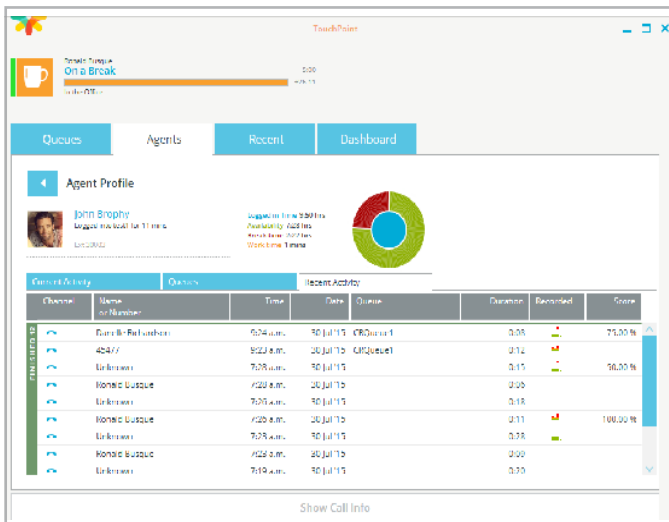
By matching agent skills and experience to queues and delivering each interaction to the most appropriately skilled agent available.

“Before Communications Centre we had almost 50% of calls being abandoned, but now our abandonment rate is consistently 1% - 2%.”

YELLOW PAGES

Why Choose Communications Centre?

- Answer more calls in less time, increasing productivity
- Offer customers their choice of communication method and ensure service is consistent across all channels
- Achieve first contact resolution through intelligent routing
- Reduce abandonment rates, queues and call times by offering a callback
- Reduce agent attrition by providing the tools they need to achieve targets, reducing stress
- Optimise staff resources through comprehensive reporting and automation
- Improve customer satisfaction through real-time interaction monitoring and coaching
- Create loyal customers by personalising their experience



Leverage the Power of CRM

Screen-pops can shave an average of 15 seconds off every call by automatically searching your CRM application for a match, and displaying the matching customer record. Communications Centre can integrate with SAP, Microsoft Dynamics, and Salesforce (amongst others) using our Enghouse Interactive CRM Connector.

Proactively Manage in Real-Time

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

Utilise Business Intelligence

Communications Centre provides a comprehensive range of reports to track customer experience and agent performance.

Provide Exceptional Service

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. Enabled by TouchPoint agents can quickly search email queues or contacts and leverage the Quality Management Suite directly from within the intuitive user interface.

"...the integration provides immediate, low-cost communication between customers and NACR's Skype for Business experts at the click of a button."

NACR. INC.

Maximise Profit 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.

Integrate Call Recording

An integrated voice and computer recording solution makes it easy to create a customer-focused, regulatory compliant contact centre, while motivating and coaching staff to achieve excellence.

Automate Routine Calls

Routine, repetitive calls can easily be automated using IVR, providing self-service options to the caller and significant cost savings to the contact centre.

Simple Integration

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

The contact centre is often viewed as risky during SfB deployments, however, Communications Centre will make your migration flexible and worry free. With over 200 installed sites globally and support for migrations from multiple platforms (including Avaya, Cisco and NEC), you can simplify your migration path by choosing Communications Centre. Enghouse Interactive is a Microsoft Gold Partner and have been global innovators with Microsoft platforms and communications for over 15 years. You can be confident your migration will not only be low risk, but that you'll be supported every step of the way.

Communications Centre integrates with other Enghouse Interactive products including Quality Management Suite, Knowledge Management Suite and Real-Time Speech Analytics.*

**Speak to your Enghouse Interactive representative to find out more.*

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. 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 even hybrid requirements.