# Interaction Management Solutions
## OPTIMAL CUSTOMER COMMUNICATIONS

Identify Customer

Offer Self-Service

Prioritize & Route

Interact

Monitor & Record

Access Knowledge & Information

Analyze Performance
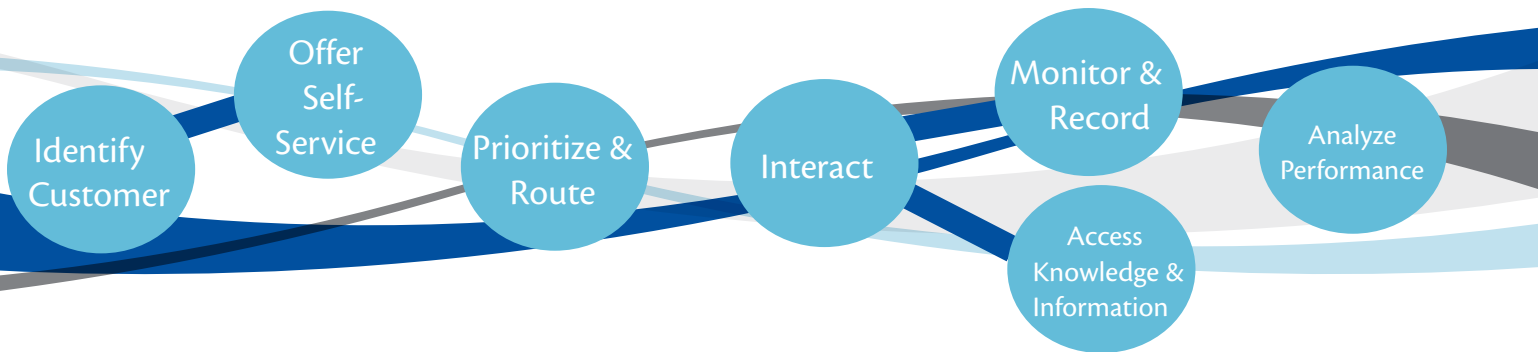
Do you have what it takes for great customer communications? Today's customer expects to get the easy answers themselves, over the web or on their smartphone. And when they do need assistance, they expect you to know who they are, what they need, and who can help them. Can you keep your customers happy and your communication workers productive?

## Enghouse Interactive Portfolio

Enghouse Interactive boasts the world's most comprehensive communications suite, with cloud and on premises multi-channel contact center, operator attendant console, interaction recording, quality management, IVR, knowledge managment, speech analytics and predictive dialing.

## Multi-Channel Contact Centers

Enghouse Interactive's multi-channel contact center solutions provide a comprehensive, integrated toolbox for managing multiple interactions across a variety of channels, letting your customers choose how they want to communicate with you: email, fax, SMS, web or social.  Managers can access real-time graphical data even while mobile, helping them to instantly respond to priority situations, and proactively resource for future events.   Available as both on premises and cloud-based deployments, inbound and outbound, our contact center solutions help you improve the customer experience by getting each customer to the right agent in the shortest possible time, with the best available information.

## IVR / Self - Service

Studies show that most callers prefer self-service to waiting on line.  Give customers what they're looking for, while reducing costs, removing agent tedium, decreasing wait times and improving efficiencies with Interactive Voice Response (IVR) and self-service solutions from Enghouse Interactive.  A friendly, graphical interface lets administrators easily design and maintain callflows. Callers can opt out of the fully integrated IVR Queuing solution at any time, to a live agent.

## Operator / Attendant Consoles

Enghouse Interactive's operator attendant consoles combine superior call handling features with rich directory and dynamic presence information.  Advanced solutions for leading voice providers (including Avaya, Cisco, Microsoft and NEC) help ensure that every customer, supplier and business associate receives consistently prompt, informed and professional service.

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## Call Recording and Quality Management

Enghouse Interactive offers voice and computer recording and quality management solutions that are scalable and affordable for companies of all sizes. Our fully integrated solutions include secure IP call recording across multiple PBX platforms, computer desktop and application recording, and evaluation software to coach agents and improve quality of service.

## Knowledge Management

Whether you are looking for community forums or a knowledge base software application, Enghouse Interactive offers an all-in-one knowledge management solution for your business. Offer self service to customers over the web, or confidence and support to agents on the desktop, with dynamic FAQs. available via an impressively intelligent search function. Managers can devise customized scripts to step agents through various interaction scenarios, increasing agent productivity and reducing errors and customer frustration, while promoting first contact resolution across all channels.

## Speech Analytics

Deploy a customized, multilingual software solution from Enghouse Interactive to optimize your business communications to achieve the perfect match for your needs. Enghouse Interactive's Speech Analytics offer fully automated quality assurance, monitoring all calls - both real-time and recorded. Coach agents to stay on-script and become more effective communicators. Monitor stress levels, speech clarity and script adherence with easy-to-understand graphical metrics showing agent and campaign performance. Identify and flag problem or non-compliant calls, or even portions of calls, for future investigation or evaluation, improving business security and agent confidence in your contact center.

## Integration and Optimization Solutions

Accelerate your time-to-market and time-to-revenue by automating your interaction management and workflow with tailor-made solutions for your business. Integration to CRM or to your organization's specific back-office solution, including bringing them into a single agent interface, will shave precious seconds from every interaction, while at the same time improving accuracy and eliminating tedious, repetitive tasks to lower costs. Develop, optimize, integrate and deploy dynamic communications solutions with Enghouse Interactive solutions and services, including CRM-directed routing, CRM & ERP screenpop, real-time productivity metrics and custom workflow.

## Predictive Dialer

Increase productivity by as much as 200% by continuously providing outbound agents with genuine live calls, using an intelligent algorithm that starts new calls in the background while the agent is still on a call and connects the new call as soon as an agent becomes available. Enghouse Interactive's Predictive Dialer only transfers genuine calls to agents, effectively turning outbound calling into straightforward inbound telephony from the agent perspective. Configure your dialer to conform with any national regulations, globally.

## About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Andtek, Arc Solutions, CosmoCom, Datapulse, IAT Smart Dial, IT Sonix, Safeharbor, Syntellect, Telrex, and Zeacom. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions, knowledge management, speech analytics and interaction recording and quality management tools.

**Enghouse**
**Interactive**

Learn more at www.enghouseinteractive.com