EnghouseCloud

simply elevate



Enghouse Interactive

The Trend to Cloud Contact Centres:

The Analysts Speak

How many are moving?

Worldwide Contact Centre Applications Software Forecast, 2018–2022:

Cloud Reaching 50% by 2022

IDC – October 2018

Global cloud contact centre market is expected to grow from (USD billion):

2017 $6.47

2023 $24.11

at a CAGR of 25%

Marketwatch – Sept 20, 2018

Cloud telephony use in 2021 will rise to...

15% For Commercial/ Enterprise Segment

45% For Small Businesses Segment

Gartner's Forecast Analysis for Unified Communications Worldwide Q4 2017 update

Why are they moving?

73% of cloud contact centre users moved to the cloud for increased uptime (due to redundant carrier integration), enabled by the cloud

62% of cloud contact centre users moved to the cloud to free up IT to work on strategic initiatives

70% of cloud contact centre users moved to the cloud for improved security and compliance

Cloud Contact Centre users have their say...

76.3% say cloud helps them cut costs

74.6% say cloud improves integration capabilities

76.7% say cloud drives innovation

Aberdeen Group Survey of 302 contact centres between March and April of 2018 regarding top trends in customer care.

Dimension Data – 2019 Global Customer Experience Benchmarking Report

EnghouseCloud Contact Centre Portfolio



7 Key Reasons to Elevate *Your* Contact Centre

Premium Security
Benefit from centralised, best-in-class security standards such as HIPPA, SOC2 and PCI compliance

Scalability
Easy to grow with you as your business grows and flexes with seasonality requirements

Cost Certainty
No infrastructure investment or surprise third-party costs – just the same rate per month, per agent, for the duration of the contract

Business Agility
Enjoy quick deployments, upgrades and updates, with additional features and functionality ready when you need them

Realiability
Geo-redundancy and remote access mean your Contact Centre is always-on and always accessible

Free-up IT
We manage the Contact Centre applications so your IT staff can focus on the business

Pace of Innovation
Take advantage of emerging technologies such as Artificial Intelligence to keep pace with rising customer expectations

Enghouse CONTACT CENTER Portfolio

TECHNOLOGY & CONSULTING PRACTICES

Enghouse AI INSIGHTS

Transforms the contact centre from a cost centre to a profit centre using Artificial Intelligence-powered enhanced interaction, advanced analytics and predictive modelling

Enghouse KNOWLEDGE MANAGEMENT

Real-time article editing and intuitive admin tools, robust analytics and reporting, ongoing analysis and optimisation for continuous improvement

Enghouse SURVEY MANAGEMENT

Undertake advanced survey management without incurring additional resources used to generate timely market research and opinion polling

Enghouse AUDIO BRANDING

Create an optimised, resonant customer experience by marrying the right messaging to the best production, to extend the corporate image across all contact centre applications, training materials and digital media

SOLUTIONS

Enghouse OMNI-CHANNEL COMMUNICATIONS

Assure maximum customer engagement by offering multiple integrated interaction channels, from email through web chat and mobile apps – all handled consistently in your CX centre through one app, with comprehensive real-time and historical metrics

Enghouse CALL RECORDING & QUALITY MANAGEMENT

Call Recording (always-on, on-demand, multi-site) and screen recording modules, full indexing for quick multi-channel data searching, agent evaluation and training tools. Benefit from centralised, best-in-class, security standards

Enghouse OUTBOUND COMMUNICATIONS

Intelligent diallers, portals and chatbots increase agent productivity while reducing idle-time with dedicated or blended integrated outbound campaigns

Enghouse SELF-SERVICE

IVR, chatbots, enhanced consoles, portals, voice biometrics and authentication ensure compliance while enhancing customer service and experience with integrated optional agent escalation

Enghouse WORKFORCE MANAGEMENT

Enhanced internal visibility, adaptability and performance of all agents while optimising resource allocation, and campaign planning

Enghouse INTEGRATIONS

Integrate Customer Relationship Management (CRM), Customer Telephony Interaction (CTI) and third-party applications, so they can communicate and interact with one another, significantly enhancing response times, security and accuracy along with the overall customer experience

EnghouseOn-Prem

Not sure if the Cloud is right for your contact centre? Enghouse Interactive offers the same, full range of premises-based contact centre solutions and practices designed to take your customer experience to the next level.

About Us

We are the world's most **reliable** contact centre technology provider. Our global brand is built on our track-record of consistently honouring our commitments – to our customers, our staff and our shareholders.

Enghouse Interactive, a subsidiary of **Enghouse Systems Limited** (TSX: ENGH), is a leading global provider of contact centre software and service solutions that deliver enhanced customer service and transform the contact centre from a cost centre into a powerful growth engine. Our Practices and Solutions enable businesses to leverage meaningful, daily customer interactions to extract key insights used to deepen customer loyalty and uncover new opportunities to add value, profitably.

Supporting over 10,000 customers, in 120+ countries, **Enghouse Interactive** works within any local regulatory environment and supports any telephony technology, whether deployed on premises or in the Cloud, ensuring that our customers can be reached by *their* customers – anytime, anywhere, and via any channel.

Contact us to Learn More

With over 35 years of deep contact centre expertise, our team of experts are ready to optimise a solution that's right for your contact centre, today and tomorrow.

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