Enghouse Interactive

Solutions for Cisco

Optimal Customer Communications

As a leader in collaboration, more and more organisations rely on Cisco Unified Communications (UC) as a cost-effective, reliable, and powerful enterprise communications platform. But for it to succeed it is critical to integrate contact centres and customer facing operational units into existing UC infrastructures to deliver the best communications experience. Enghouse Interactive offers a range of solutions for Cisco UC including reception and call handling, call recording and quality management plus omni-channel contact centre solutions that boast a wealth of advanced features and deployment options to boost productivity across the organisation and enhance the customer experience.

Pedigree

- Cisco Preferred Solution Partner *

- Over 20 years of experience

- Modular approach so the right solution for every requirement

- Leverage your investment in Cisco UC

- Simplify migration path from other PBX or UC environments to Cisco

- Connect and collaborate your entire organisation with your customer

- Quick to deploy and easy to maintain

Migrate to Cisco and into the cloud

Enghouse has a long standing and proven commitment to support and facilitate our customers by smoothing their migration from legacy PBX environments to much more modern collaboration platforms such as Cisco UC platforms.

This is achieved by producing software that can work simultaneously on both the old and new environments. Enghouse Interactive is one of a very small number of software vendors that can support a graceful migration of key customer experience capabilities and provide flexibility on deployment methods including on premise, hosted or into the cloud.

Closely aligned to Cisco UC Strategy

Cisco is an industry leader in unified communications, delivering people-centric user and administrative experiences while supporting the full range of collaboration services including video, voice, IM and presence, messaging and mobility.

As a Cisco Preferred Solution Partner, Enghouse Interactive has worked closely with Cisco for over 20 years developing enhanced customer contact solutions that integrate with Cisco Unified Communications. We are also the power behind Cisco's own operator console, helping to bring the product to the market, faster. And our development teams are tightly aligned so that when new products or APIs are available Enghouse can ensure they integrate seamlessly with our solutions.

Solutions for Cisco UC

Enghouse Interactive enables organisations of all sizes to benefit from their investment in Cisco by extending the platform with a range of advanced solutions that meet an expanding variety of business and communications requirements.

Enghouse Interactive's powerful and scalable applications for Cisco UC use a modular approach, which means you can add features and functionalities as your budget or requirements dictate. From operator console, call handling to omnichannel contact centre capabilities, helping organisations to dramatically reduce interaction answer times and improve the customer experience.

Omni-channel Contact Centre Solutions for Cisco UC

Integrating your contact centre into Cisco UC can support better communication across the enterprise and help to increase first time resolution to customer queries. Enghouse Interactive has a range of contact centre solutions that integrate seamlessly with Cisco UC which are rich in functionality and cost effective to implement and run. Our contact centre solutions can intelligently streamline and centralise all contact media types into a single fully integrated solution ensuring all types of interactions are identified, prioritised, and routed professionally, first time, every time.

Modular in design, our contact centre solutions enable you to add additional functionality such as self-service, consoles, quality management, chat bots options to simply survey, call back or outbound capabilities and report to continuously analyse and improve the customer experience.

As a software provider, the benefit of being platform agnostic means our solution can overlay across multiple PBX or UC environments and support migrations to and from other platforms rather than just Cisco UC with ease. By simplifying your migration path you can protect any investments you already have in place and future proof your contact centre as future strategies arise.

Call Recording and Quality Management Solutions for Cisco UC

Understanding the voice of the customer regardless of channel is a powerful tool, but it does not have to be an expensive endeavour. Enghouse Interactive Call Recording and Quality Management solutions for Cisco UC captures interactions with customers across departments and company sites.

With multiple recording options including voice, video or screen, plus monitoring and evaluation tools, all can help organisations optimise their business processes and workforce, achieve regulatory compliance, improve customer service and resolve disputes in the deployment method of choice.

Operator Consoles Solutions for Cisco UC

Enghouse Interactive's operator consoles for Cisco provide a wealth of advanced features that inform and empower the operator, allowing them to deliver exceptional customer service, first time, every time. The intuitive, feature-rich console software enables operators and receptionists to consistently provide callers with excellent service, and handle calls quickly and efficiently. With powerful call queuing, presence and directory features, it ensures callers are transferred to the right available contact, first time.

Enghouse Interactive operator console solutions also offer choice of deployment method and size. From SMB to Enterprise cloud-based environments:

FOR SMALL AND MEDIUM-SIZED BUSINESSES

This powerful and scalable solution which has a low cost of ownership enables operators to manage their interactions on-screen. All call handling services are available on the software client, and operators can extend some of this functionality out to users' IP phones. A range of applets designed especially for IP phones further boosts business productivity for desktop users. The solution components can be enabled individually and the user interface adapted on each operator console depending on the operator's needs.

FOR ENTERPRISES

For the larger enterprise we have a feature rich operator console that can scale to support up to 500 clients, up to 175,000 contacts, multiple tenants and server clusters and multiple user roles. Each operator can handle multiple incoming call routes (queues). Support for voice only call centre is also offered, ideal for informal helpdesks across pockets of the enterprise.

FOR SERVICE PROVIDERS

Our scaleable and multi-tenant capable attendant console solution is perfect for service providers wishing to offer customers a great experience whilst keeping cost of investment low. Multiple tenants (customers) can be deployed from one instance of the solution, with support for Cisco's Hosted Collaboration Service or multiple instances of the Communications Manager platform. Combining the voice only call centre offering with up to 800 agents being supported from one instance allows service providers to offer a compelling menu of customer reception and helpdesk capabilities.

Call Management for Cisco UC

Using our powerful Call Management software, calls into and out of the organisation can be monitored and reported on in intricate detail. All data is available via an easy to use browser experience.

Graphical reports showing call patterns, busy periods and telephone traffic trends enables supervisors to see at a glance if incoming calls are being answered within specified response times and provides the evidence needed to justify additional phone operators, or modify the way that calls are handled to maintain high levels of responsiveness.

Integration to Cisco UC Applications

Our solutions are tested to ensure they are interoperable with Cisco Unified Communications by undergoing regular Interoperability Verification Testing (IVT), and alongside other software solutions to ensure compatibility as part of the wider UC solution. Enghouse Interactive solutions integrate with Cisco Unified Communications Manager (CUCM),   Cisco Business Edition 6000, 7000 and 4000.and Cisco Hosted Collaboration Solution (HCS).

Connect your customers to your entire organisation

Any company wanting to focus on customer service needs to put in place an approach that puts the customer at the heart of their business. By connecting console and contact centre capabilities and leveraging resources of collaboration tools such as Cisco Unified Communications Manager, IM & Presence Service, Cisco Webex and 3rd party applications you can ensure the whole organisation is connected to your customers.

Contact Enghouse Interactive to learn more about our solutions for Cisco UC

*ARC, ANDTEK SOLUTIONS ARE CERTIFIED AS A CISCO PREFERRED SOLUTION PARTNER

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 hybrid requirements.

Learn more at www.enghouseinteractive.co.uk