



Enghouse
CONTACT CENTER

The Collaborative Contact Center

Leveraging **Microsoft Teams** to Transform
Your Customer Experience (CX) in the Cloud



Enghouse
Interactive

Customers Are Driving Collaboration with Microsoft Teams

Global Reality

Teams is pervasive and is growing rapidly

Over
500,000

Enterprise-level organizations including 91% of the Fortune 500 already use Teams, with growth expected to accelerate due to Skype for Business Online being retired on July 31, 2021



More than 75 Million
People use Teams
daily with >110
Million weekly
active users
Microsoft
Q2 2020

Accenture has
deployed >500K
Teams only users
across their global
organization

Accenture
Q2 2020

Expected to quickly
surpass 1 Billion daily
Office365 users, with
over 50K SMB users
being added monthly

Microsoft
Q2 2020

Enhouse & Microsoft

An Enduring Partnership



Enhouse Interactive is proud to be one of the select few companies in the Microsoft Technology Alliance Program (TAP) for Teams

Per Microsoft, Enhouse Interactive is rated in the top 1% of their Partner ecosystem

"Enhouse Interactive is a longstanding successful partner of Microsoft, and is in a select group of contact center vendors in our Technology Adoption Program for Teams..."

"Our goal is to evolve our joint solutions to maximize the value of the customer experience."

Andrew Bybee, Principal GPM
Microsoft Calling and Meeting Ecosystem



Microsoft
Partner | Gold DevOps


Future-proof Your Contact Center with Microsoft Teams-Powered Collaboration

Microsoft Teams is the new reality, aggressively moving Microsoft collaboration to the cloud. As a hub for teamwork, Teams combines what you need for work, chat, meet, email, calls, collaboration and social media all into one place, making it accessible no matter where you are.

This ever-evolving collaboration platform makes it the ideal to integrate a cloud-based contact center solution.

The combination of Teams and Enghouse Interactive Customer Experience (CX) solutions creates an easy-to-use, highly flexible, and cost-effective option that ensures delivery of a premium experience to all your users.

When combined with Teams, organizations can intelligently leverage a wide range of advanced Contact Center functionality including skills-based routing, business intelligence (BI), call recording, quality management (QM) and more using a familiar and consistent approach.

Enghouse Interactive Contact Center Solutions enable quick and easy migration from legacy PBX platform or Skype for Business unified communication platform to Microsoft Teams, without service interruption.



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Interactive**

Industry analysts predict that Teams will become the predominant collaboration tool, aggressively building on the strong market presence of Skype for Business



Spiceworks 2020 State of IT
reports the end-user community expects that Teams will become the predominant collaboration platform



Mio Report 2019:
A significant number of organizations use Microsoft Teams collaboration tools instead of the collaboration tools that came with their PBX. And this trend continues to accelerate



Top 10 Benefits of the Microsoft Teams-Enabled Enghouse Interactive Collaborative Contact Center

Performance Improvements

- 1 Drive Increased Revenues** with prioritized handling of high-value customers while reducing call handling times, lost or abandoned calls and operational costs
- 2 Increase Agent Engagement** with an even more intuitive interface, enhanced productivity tools, and real-time performance measurement dashboards
- 3 Enhance First Call Resolution (FCR) capabilities** with the comprehensive range of Teams enhanced collaboration options
- 4 Decrease Service Time** through “always-on” self-service capabilities that ensure increased customer satisfaction

Enhanced Functionality

- 5 Omni-Channel Interactions leveraging Skills-Based Routing** using customer data and agent skill rankings ensures that all queued interactions are routed to the agent best able to deliver a positive customer experience
- 6 Quality Management and Call Recording** ensures that agents adhere to proper scripting, respecting regulatory obligations and restrictions, while recordings provide proof of items discussed
- 7 Empower Customer Self-Service*** using purpose-built IVR apps, touch-tone and speech recognition, AI and BOT-driven interactions, mobile navigator tools, along with direct access to your Knowledge Management Suite to improve CSAT and NPS
- 8 Improve Business Intelligence and Customer Insight** with a wide range of standard and customized reports, from customer history and interaction context, to agent specific and system-wide visual performance dashboards

*Also includes the Self-Service Development Platform (SSDP) which enables organizations to quickly develop and deploy their own applications for telephony, SMS, and email.

Operational Flexibility

- 9 Simplified Integrations** with Dynamics (or any other CRM) increase agent productivity with automated customer data screen pops (Caller-ID or PIN based) to eliminate manual look ups and authentication dialog

Additional integration capabilities include a wide range of 3rd-party applications such as Work Force Management (WFM) and other industry specific platforms

- 10 Extend Your Telco Integration Options** using Teams Direct Routing to integrate with an existing telephony provider for voice services

Complementary Solutions to Consider



Enhouse
AI INSIGHTS



Enhouse
ANALYTICS



Enhouse
ATTENDANT
CONSOLE



Enhouse
AUDIO BRANDING



Enhouse
CALL RECORDING
& QUALITY MANAGEMENT



Enhouse
KNOWLEDGE
MANAGEMENT



Enhouse
SELF-SERVICE



Enhouse
SURVEY
MANAGEMENT

Choice of Deployment Options



EnhouseOn-Prem



EnhouseCloud



EnhouseHybrid

About Us

We are the world's most **reliable** contact center technology provider. Our global brand is built on our track-record of consistently honoring 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 center software and service solutions that deliver enhanced customer service and transform the contact center from a cost center 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.

Globally, Enghouse Interactive's divisions support over 10,000 customers across 100+ countries, respecting local regulatory requirements, 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 center expertise, our team of experts are ready to optimize a solution that's right for your contact center, today and tomorrow.

Visit us at EnghouseInteractive.com/Teams or contact us in North America at: hello@Enghouse.com or **+1 833 ENG INTv (364 4688)**



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