



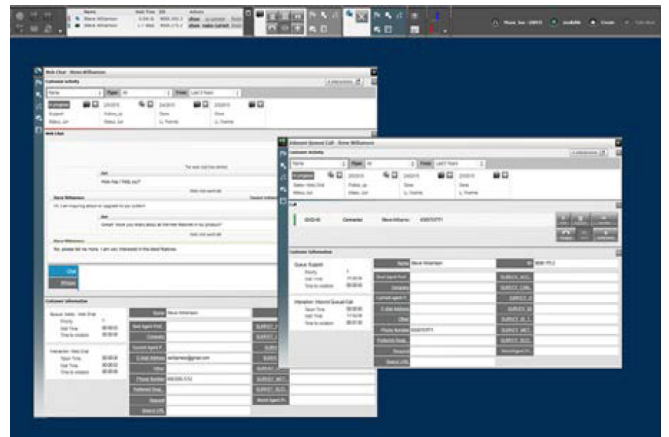
## Contact Center: Enterprise

Enhouse Interactive's Contact Center: Enterprise or CCE (formerly Syntellect CIM) is a highly adaptable, omni-channel platform that enables contact centers to deliver a superior customer experience, ensuring the customer reaches the right resource anytime, anywhere, and anyhow. A data-driven, omni-channel routing engine delivers customer interactions to a unified queue giving agents comprehensive access to the entire customer interaction lifecycle—past, present, and future—across all communication channels, increasing agent productivity and effectiveness as well as improving overall contact center performance. With its distributed, highly scalable and resilient architecture, enterprises have the flexibility to deploy CCE on premise, in the cloud, or via a hybrid configuration. CCE is built for optimizing costs and meeting your enterprise contact center needs as your business grows.

### Enhanced Customer Engagement

Exceeding customer expectations should be the primary objective of any organization. CCE helps contact centers achieve this by offering customers their preferred choice of communication mediums, including voice, email, fax, SMS, web, social and IVR. In addition, organizations can deliver greater value to their customers with the help of our proactive, predictive outbound customer service and notifications that help build and enhance customer engagement and loyalty.

Improving agent productivity by delivering an innovative and intuitive agent experience is a key factor in making every customer interaction count. Contact Center: Enterprise's patented unified queue centralizes the management of customer interactions across all communication channels and work tasks, providing a comprehensive view of all customer interactions. By linking cross-channel interactions an agent sees all queued and prior communications with a customer—whether the interaction started as a web chat and completed with a phone call, or came in as an email quickly followed by a customer chat. The Customer Timeline view allows agents to see every contact's past, present, and future interactions in a dedicated timeline.

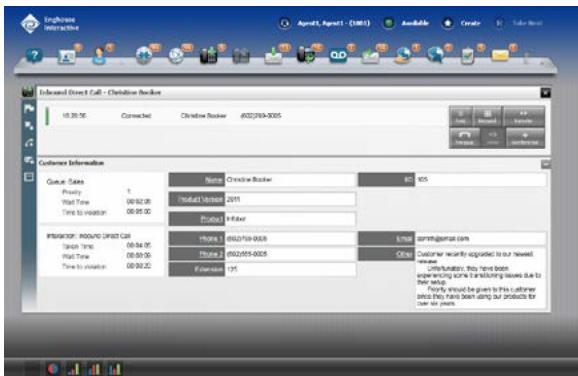


*AppBar gives iAgent users access to omni-channel features using minimal screen real estate.*

Whether saving time and cost on provisioning new agents, or presenting actionable contact center analytics with realtime and historical intelligence, CCE empowers managers to make the necessary adjustments that improve the flow of interactions and ensure the right agent is engaged with the right customer at precisely the right time.

## iAgent

iAgent is Enghouse Interactive's the next generation agent application for enterprise contact centers. Delivering both contact center and IT business benefits as a unified omni-channel workspace, iAgent provides a modern, dynamic and intuitive agent experience, streamlining customer interaction management into a single, powerful and rich omni-channel contact center application. iAgent has a rich graphical user interface that can be run either in full-screen mode inside any popular browser or as a thin-client web application tool bar (AppBar).



The browser-based nature of iAgent makes anytime, anywhere access easier than ever—enabling agents to connect across disparate offices or other remote locations.

Offering both client-side and server-side scripting options, iAgent has been designed to automate your agent's workflow and improve productivity by seamlessly integrating with all third-party application interfaces.

iAgent is fault-tolerant and with auto-reconnect, inactivity monitoring, and failover management of server processes, it delivers anytime-anywhere agent access, reducing implementation and training costs, while increasing security. Because it is backwards compatible and requires no workstation configuration, iAgent reduces total cost of operations while simplifying operational management.

## AppBar

AppBar is a lightweight, universal desktop toolbar that provides a full set of rich omni-channel features. Utilizing a limited desktop footprint, agents access important customer and interaction data while leaving room on their desktop for other important business applications. This innovative approach to the agent experience dramatically increases agent efficiency while providing a new and refreshed spin on desktop integration and optimization.

Real estate on an agent desktop is highly valuable, especially when agents routinely utilize other applications to serve their customers. AppBar creates a unique environment where agents can interact with various third party systems such as CRM, ERP, and Knowledge Management Systems without anyone taking control over and disrupting the desktop. Most importantly the AppBar, while serving other applications in full screen mode, does not compete for desktop space with these applications. Its intuitive, simple yet powerful user interface empowers the agents by making them efficient, quick, and highly resourceful, resulting in significantly improved customer interactions.

## extendAgent

With extendAgent, your back office agents, sales agents, and other knowledge workers have the same tools, technology, and level of flexibility your call center agents have been enjoying for years. Based on iAgent's "AppBar" technology, extendAgent allows you to extend your support footprint outside the formal contact center. extendAgent is a lightweight, feature-rich tool bar, which uses the minimal amount of screen real estate allowing critical applications such as CRM and ERP to maintain control of the desktop. The consistent user interface across front and back office captures interactions, triggers immediate escalations, and creates analytics that provide a 360-degree customer view and insight into all related business functions.

### *My Interactions | interactions currently owned by the agent*

### *Performance Chart Thumbnails*



**User Interaction Area** | access to perform configuration tasks—access help, logout, change password, and set availability—and work tasks—create a new interaction or take the next interaction from the queue

**Media Control**

**Queue** | quick look at queue counts and "pop-out" for details

## iVault for Interactions

Interaction Vault (iVault) is a unique application that creates an archived record of all customer interactions and communications in Contact Center: Enterprise. This browser-based application provides full search capabilities that allow agents and supervisors to quickly view the customer's entire history based on date, time or any other business data available. iVault allows contact center staff to listen to archived phone conversations, voice mail messages and review previous email and chat interactions. This technology gives agents the information they need to provide the best customer experience possible.

## Customer Timeline

Customer Timeline gives iAgent users a snapshot view into each customer's journey—past, present, and future—right on the contact record. Pulling data from iVault to populate the timeline, users gain at-a-glance access to historical and future interactions, as well as the ability to launch full iVault searches from within the iAgent interface. The Customer Timeline is displayed in a film-strip style viewing pane, where agents can conveniently access and engage with other interactions corresponding to each contact. Drop down options enable agents to switch between interactions to look up past transcripts, create and edit scheduled callbacks or reminders, and more.

## Outbound Dialer

Proactive outbound communication optimizes customer service and improves customer relationships while at the same time benefiting the business with cost savings and revenue generation. CCE's Dialer solution offers a truly blended call environment which maximizes agent productivity and server resources by supplementing the call center with agent-based and/or automated message campaigns during low call traffic periods. The dialer is fully integrated into CCE's omni-channel queue, bringing unified reporting of inbound and outbound interactions and a 360° view in Decision Manager and iVault.

## ADAPT

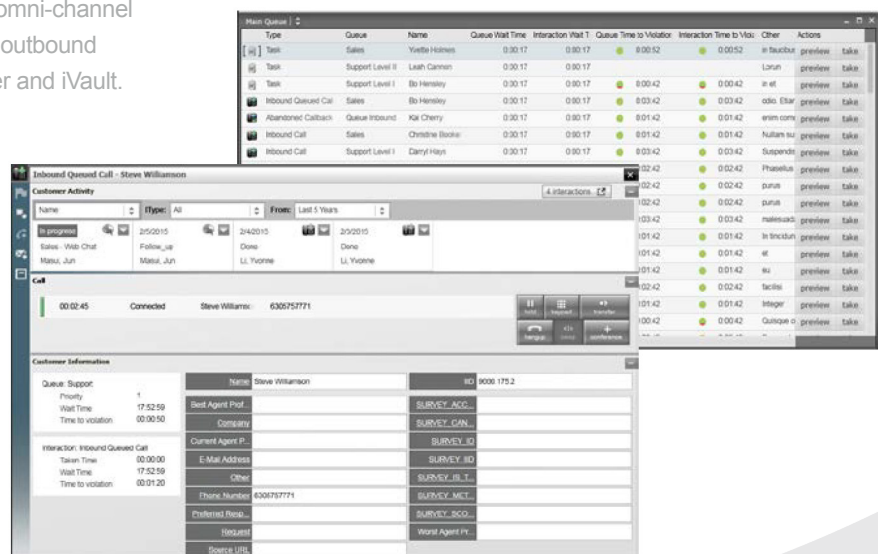
The Application Development and Provisioning Tool (ADAPT) is designed primarily to reduce the effort, time and cost of new customer installation and ongoing management. Increase the speed and efficiency of creating and managing call flows and setting up email integrations with predictable results. Just like the rest of Contact Center: Enterprise, ADAPT can be deployed onpremise or in the cloud, giving you options and choices that best support your business needs.

## Intelligent Insight

Built-in analytics combined with the flexibility and automation of reporting enabled by Decision Manager provides greater in-sight into your system usage, error queues, alarms, survey results, and resource and consultation utilizations at just the right time, supporting your unique business requirements with flexible reports and custom schedulers.

## Hierarchical Wrap-Up Codes

Enhanced hierarchical wrap-up codes drive more efficiencies and provide better visibility into what's actually happening in your contact center. Interactions can be categorized and tagged to enable better searching and provide insight into customer outcomes—identifying opportunities for proactive outreach or selfservice. Dynamic pick lists, which display context-specific wrap-up codes, are easily defined and updated client-side.



The screenshot displays the iAgent interface. At the top, a 'Main Queue' window shows a list of interactions with columns for Type, Queue, Name, Queue Wait Time, Interaction Wait T, Queue Time to Violator, Interaction Time to Violator, and Actions. Below this, the 'Inbound Queue Call - Steve Williamson' window is open, showing 'Customer Activity' with a list of interactions. The main window shows a call in progress with '00:02:45 Connected Steve Williams: 630757771'. At the bottom, a 'Customer Information' window displays details for Steve Williamson, including Queue (Support), Priority (1), Wait Time (17:52:59), and various survey codes.

Type	Queue	Name	Queue Wait Time	Interaction Wait T	Queue Time to Violator	Interaction Time to Violator	Other	Actions
Task	Sales	Yvette Holmes	0:30:17	0:30:17	0:00:52	0:00:52	in faucibus	preview take
Task	Support Level II	Luah Cannon	0:30:17	0:30:17			Larun	preview take
Task	Support Level I	Bo Henzley	0:30:17	0:30:17	0:00:42	0:00:42	in et	preview take
Inbound Outbound Call	Sales	Bo Henzley	0:30:17	0:30:17	0:03:42	0:03:42	odio Etar	preview take
Abandoned Callback	Queue Inbound	Kai Cherry	0:30:17	0:30:17	0:01:42	0:01:42	enim con	preview take
Inbound Call	Sales	Christine Booker	0:30:17	0:30:17	0:01:42	0:01:42	Nullan tu	preview take
Inbound Call	Support Level I	Daryl Hays	0:30:17	0:30:17	0:03:42	0:03:42	Suspende	preview take
					0:02:42	0:02:42	Phasellu	preview take
					0:02:42	0:02:42	purus	preview take
					0:02:42	0:02:42	malesuada	preview take
					0:01:42	0:01:42	In trincidunt	preview take
					0:01:42	0:01:42	vit	preview take
					0:01:42	0:01:42	eu	preview take
					0:02:42	0:02:42	facilisi	preview take
					0:01:42	0:01:42	Integer	preview take
					0:00:42	0:00:42	Quisque o	preview take

## Support for Latest Technology Platforms

CCE is built as a native 64-bit platform allowing it to take full advantage of the latest Microsoft Windows operating systems and Microsoft SQL Server databases. This gives CCE full access to all server resources, physical or virtual, and results in a lower cost of ownership and increased ROI on infrastructure expenses. Additionally, CCE uses industry-standard technologies aimed at ensuring secure deployments within our customer's environments. All technology within the platform is regularly reviewed for vulnerabilities and updated accordingly—ensuring CCE will fit within your IT organization's compliance requirements.

## Seamless Integrations

With Enghouse Interactive's CTI Connect and CTI for CRM your CCE deployment provides seamless solutions for integrating to your voice infrastructure. Our PBX independent approach offers the ultimate in flexibility, serving your current environment whether TDM or VoIP as well as technologies your enterprise may consider in the future. Contact Center: Enterprise supports leading voice solutions from Mitel, Shoretel, Cisco, the Avaya portfolio (including heritage Nortel products) and innovative integration to Microsoft Skype for Business (SfB) (including SfB Lync Enterprise Voice and Presence); there are also a number of other VoIP integration methods available. Using CTI for CRM, CCE is also integrated with leading business applications such as Salesforce CRM thus streamlining communications with business applications.

## Flexible Agent and Deployment Options

An organization's ability to optimize contact center deployments to improve operational performance is a key element in maximizing the return on investment. Contact Center: Enterprise provides flexible deployment options, on-premise, distributed across multiple sites or on a cloud infrastructure. Cloud deployment options help ensure that operational costs are optimized and enterprise contact center needs are met now and in the future—whether you consider a private or hybrid cloud deployment.

## Key Features

- Global unified queue blends omni-channel and work tasks
- Customer, skills and proficiency based routing connect each customer with the right resource
- Customer segmentation and prioritization ensures each customer receives an optimal experience
- Distributed push interactions or agent pull interactions provide maximum flexibility for configuring interaction distribution, allowing agents to proactively provide a great service experience
- Enterprise-class scalability ensures your solution can grow with your business
- Distributed, multi-node architecture provides resiliency and failover capability
- Global system configuration means the system can be administered from anywhere
- Infrastructure independence preserves telephony investments with support for traditional PBX or IP Telephony environments
- Task interactions enable process and workflow items to be tracked, escalated, and reported
- iVault provides agents an interaction lifecycle history linking cross-channel interactions for a comprehensive customer profile
- Open APIs allow for quick and robust integrations to your key enterprise applications

With the power and flexibility of Contact Center: Enterprise, organizations can improve customer engagement and exceed customer expectations, improve agent productivity through a innovative agent experience, and optimize deployments while improving operational performance.



Contact us for more information or a consultation

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