



Presence Smartcloud

The most flexible solution for Contact Centers in the market that offers a care service, support, and communication with your clients, unique, from anywhere and through any channel.

Why are Cloud solutions distinctive?

Cloud Computing allows companies to increase their efficiency, scalability, flexibility and security while helping to optimize business resources.

Migrating to the cloud is a process that implies **an opportunity to become industry leaders, optimize resource and improve customer experience**. Equally, it is a cost effective way to grow your business, integrate technological advances, and adapt to new customer demands.

The benefits of migrating to the cloud

- › Scalability and flexibility: according to the needs of your business.
- › Time to Market.
- › Security.
- › More productivity and agility in processes.
- › Employee retention (agents).
- › Resources optimization.
- › Overcoming the limitations of needing a physical place to function.
- › Possibility of integrations and customization.
- › Monitoring and analysis.

What is Presence Smart Cloud?

It is a CCaaS solution based on Microsoft Azure, which offers the advantages you need. An innovative, reliable, and flexible Omni channel contact center solution that will enable you to achieve your business objectives by increasing Customer Experience levels (CX).

Key Factors Value Proposition



Flexibility: a flexible licensing scheme that allows combining packages dynamically according to the needs in each moment.



Premium security: with Microsoft Azure's infrastructure, and a safe and redundant connection. Keep all your data and services always available and secure.



Scalability: Without limitations of licenses to hold you, back during seasonal demand.



Improved Cash Flow: use just what you need for your business. Unexpected increases will be invoiced later.



Reliable: Solution based on Microsoft Azure, which guarantees its availability from anywhere and at any time.



IT Resources development: improve your teams' efficiency and do not worry about support for your Contact Center Omni channel solution. End-to-End support.

Benefits of Presence Smart Cloud

- › Clients can add new agents when the demand exceeds the offer.
- › Offer based on concurrent use.
- › Time to Market for new campaigns and/or omnichannel solutions.
- › Optimization of clients' P&L.
- › No worrying about IT infrastructure and software maintenance.
- › The client can reuse its current providers and operators, as well as its tariffs.
- › Minimum Capex investment to enable financial viability and cloud migration.
- › No need to invest in a new infrastructure if your business grows.
- › End of the month invoicing to allow the client to benefit from the platform while improving its cash flow.
- › Cost control solution helps assign the necessary resource according to the business needs.

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.

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.



**Enghouse
Interactive**

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