



One of Our Most Powerful Solutions for Your Critical Customer Voice Interactions

Presence Inbound

All contacts with your clients are important, but inbound voice calls carry special significance. They are the most immediate and personal interactions you have with your customers. They also happen to be your most costly points of contact. For all of these reasons, it's imperative that you have an agile and adaptable system in place that helps your agents respond efficiently, but also provide the most appropriate information to create a personalized experience based upon your customers' specific needs.

Presence Voice Inbound leverages a comprehensive arsenal of data, automated workflows and scripting, technical flexibility and features to optimize the successful resolution of all your inbound interactions.

With Presence Voice Inbound you can

- ▶ Provide continuous customer journey by displaying previous contact history regardless the channel used and complete client data via screen pop or CRM integration
- ▶ Keep associated data "attached" to calls even through call transfers
- ▶ Improve First Call Resolution (FCR) by using skills group routing to place customers in contact with the most qualified available agent
- ▶ Access real-time, historical and custom reporting on voice interactions, duration and disposition
- ▶ Easily adapt to volume by blending inbound and outbound calls as well as other channels/queues
- ▶ Automatically call back customers who don't want to wait for an available agent while improving customer service
- ▶ Access all other Presence Suite communication channels and functional modules

The Benefits of Intelligent Call Management

Presence Inbound optimizes the call experience on both sides of the equation—faster resolution of issues and completed sales transactions for your customers, and streamlined operations for you.

- ▶ Increased personalization and customer satisfaction
- ▶ Greater call efficiency—fewer calls and less time required to resolve issues and transactions
- ▶ Eliminates data silos with improved agent access to and integration of all associated customer information
- ▶ More up-selling and cross-selling opportunities
- ▶ More efficient allocation of staff and resources
- ▶ Prolongs longevity and protects investment in legacy PBX systems by introducing scalability and seamless integration of advanced features and capabilities

Presence Inbound - Features and Capabilities that Personalize the Customer Experience

Intelligent routing via outside data	Contacts sent to specific agents/departments according to call volume and agent expertise, as well as embedded information, business rules and customer-provided data
Capture Call	Automatic return of customer call to complete transaction or retrieve incomplete info (ie, dropped call)
Call Back Manager	Creates an in-queue placeholder for callers, enabling call back at a time, place and number of their choosing
Scripting	Fast and easy script creation tools: snapshot history, on the fly editing and immediate publishing.
360° View of the Customer	Omnichannel management of all the interactions with the customer enabling a more accurate, faster and effective customer management.
Historical reporting	Enables reporting of all multi-media inbound interactions (not just voice)
Recording	On-demand or full service recording for quality monitoring, regulatory compliance
Screen Pop work environment	Automatically determines appropriate on-screen workspace and activities based on agent/customer input (including scripts, forms/templates, screen/voice recording)
Agent Toolbar	Simplifies the management of all customer interactions through the use of a toolbar; frees up desktop screen for other applications. Includes a fully-featured softphone and the ability to make internal and external calls
Customer Interaction History	Full agent visibility of associated email, fax, SMS, chat, social media and back office interactions and activities
SDK integration	Customize for full synchronization with legacy systems and 3rd party critical applications such as Salesforce.com, Siebel, Clarify or AS400 applications

The All-In-One Solution for Better Business Performance

Presence Suite is a contact center technology designed by professionals with hands-on experience managing contact center operations. We provide the tools necessary to simplify how to do business, saving time, money and resources so organizations can focus on what matters the most - the customers.

Business

- Increased Contacts per Hour
- Reduced AHT (Agent Handling Times)
- Improved agent accuracy, efficiency and increased productivity
- Improved customer experience
- Reduced Time-to-Market
- 24x7 customer support when you need it

Technology

- Concurrent licensing model for lower total cost of ownership
- More responsive to client demands
- Eliminates data and system isolation
- Less dependant on IT for system management
- Intuitive UI reduces training time, speeds campaign development, launch and fine-tuning
- Easily integrated with third-party business apps
- Zero Footprint with WebRTC technology - No software to install in the agent desktop

Contact us today to learn how Enghouse Interactive can transform your Contact Center in a Mission-Critical function within your organization.

Enghouse Interactive's Presence Suite is a multi-channel CEC solution that enable contact centers to optimize resources and improve communication process efficiencies. Designed to work as a standalone solution or in tandem with an existing PBX, Presence Suite simplifies communication between businesses and their customers, reducing the need for costly equipment changes or upgrades. Enghouse Interactive solutions are frequently recognized for quality and innovation, most recently being positioned as a Challenger in the 2018 Gartner Magic Quadrant for Contact Center Infrastructure.