Enghouse Interactive

Optimize Electronic Client Contact With

Presence Mail Interactions

Electronic communication with customers has become nearly as universal as telephone contact. In fact, because of its convenience and the written record it provides, there are many instances in which electronic communications are actually the preferred contact method of many customers. However, many contact center solutions don't provide the same functionality for email management as they do for voice communications.

Presence Mail Interactions offers a full range of management features and capabilities that make email, fax and SMS channels fully integrated parts of your contact center activities.

Presence Mail Interactions Lets You:

- Make electronic correspondence an accessible part of the customer's historic record
- Route messages using pre-defined criteria to adapt to your business processes and ensure routing to the appropriate agent
- Accommodate rich graphic content and other multimedia (including attachments) for all inbound/outbound email
- Fully integrate with all other modules in the Presence Contact Center Suite
- Include email as part of all reporting and real-time monitoring

An Email Response Management System With Full Functionality

Intelligent routing	Automated routing based upon business data
Qualification codes	Assign custom identifiers to each interaction to ensure proper handling, follow up and dispositioning
Message templates	Variable information for standard forms can be filled in automatically from existing customer records from CRM or other database
Email suspension	Individual email can be put "on hold" to address higher priority activities without losing interim data/input
Predefined text	Standard responses, such as instructions, links and referrals, drawn from dynamic knowledge base with accessibility controlled by individual mailbox authorization or by specific campaign

Email Management With Benefits That Only a Complete Contact Center Solution Can Offer

As part of a comprehensive, fully integrated platform, Mail Interactions helps improve the productivity and profitability of all your contact center activities.

- Simple integration with any POP SSL capable server or platform
- "Smart" automation that reduces costs and increases accuracy
- Blends agent activities to balance inbound/outbound volume
- Email incorporated as part of a holistic perspective with full cross-channel visibility
- Improved insight into customer interactions by applying the same reporting metric capabilities used for voice communication
- Response tracking for every interaction to support ongoing process refinement and increased customer satisfaction

The All-In-One Solution for Better Business Performance

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

- Concurrent licensing model for lower total cost of ownership and reduced maintenance
- More responsive to client/customer demands
- Improved customer experience
- Eliminates siloed data and functions
- Less reliance on IT for system management
- Improved agent accuracy, efficiency and increased productivity
- Improved customer experience
- Intuitive UI reduces training time, speeds campaign development, launch and fine-tuning
- 24x7 customer support when you need it

Contact us today to learn how Enhouse Interactive can increase profits and productivity for your contact center.

Enhouse Interactive is a worldwide leading provider of multi-channel contact center solutions 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 simplifies communication between businesses and their customers, reducing the need for costly equipment changes or upgrades. Presence solutions are consistently recognized for quality and innovation, most recently receiving TMC awards for Unified Communications Product of the Year and Communications Solutions Product of the Year. Presence has a portfolio of global clients serviced by a team of highly skilled professionals, and a network of strategic partners in North America, Latin America, Europe and Africa supporting their efforts around the world.

Contact us and discover how Enghouse Interactive can transform the Contact Center into a mission-critical function within your organization

Enghouse Interactive (www.enghouseinteractive.es/en) delivers technology and expertise to maximize the value of every customer interaction. The company develops a comprehensive portfolio of customer interaction management solutions. Core technologies include contact center, attendant console, predictive outbound dialer, knowledge management, IVR and call recording solutions that support any telephony environment, on premise or in the cloud. Enghouse Interactive has thousands of customers worldwide, supported by a global network of partners and more than 800 dedicated staff across the company's international operations.

More information: www.enghouseinteractive.es/en

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