



Contact Center Cloud Solutions

The most flexible Contact Center solutions in the market that allow you to offer a unique customer service, support and communication to your customers, from any place and through any channel.

Why are Cloud solutions differentiating?

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 be leaders in the sector, optimize resources and improve the customer experience. It is also a profitable way to accompany business growth, integrate technological advances and adapt to new situations demanded by customers.

Benefits of migrating to the cloud:

- Scalability and Flexibility: according to the business needs.
- Time to Market.
- Security.
- Increased productivity and process agility.
- Retention of employees (agents).
- Resource optimization.
- Does not limit operation to a physical location.
- Possibility of integrations and customization.
- Monitoring and analysis.

What is SmartCloud?

It is a cloud solution based on Microsoft Azure, which offers different advantages. An innovative, reliable and flexible omnichannel contact center solution that allows you to meet your business objectives by increasing Customer Experience (CX) levels.

Key Factors Value Proposition



Flexibility: Flexible licensing scheme that allows to dynamically combine packages according to what is needed at any given time.



Premium Security: With Microsoft Azure infrastructure, and a secure and redundant connection to keep data and services always available and secure.



Scalability: No license limitations that prevent you from adapting to seasonal increases or decreases in business.



Cash Flow improvement: Utilization of what is necessary for the business. Unexpected increases in usage are billed in arrears.



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



Leveraging IT Resources: Improving team efficiency without worrying about the support of the omnichannel omnichannel Contact Center solution support.

Benefits of SmartCloud

- › Customers can add new agents when demand exceeds supply.
- › Offer based on concurrent use.
- › Time To Market para nuevas campañas y/o soluciones omnicanal.
- › Optimization of customer P&Ls without worrying about IT infrastructure and software maintenance.
- › The customer can reuse its current suppliers and operators, as well as its tariffs.
- › Minimal Capex investment facilitating financial viability and migration to the cloud.
- › No investment in new infrastructure is required if your business grows.
- › Invoicing is month in arrears, allowing the customer to benefit from the platform while improving their cash flow position.
- › The cost control solution helps to allocate necessary resources according to business needs.



What is Altitude Xperience Cloud?

It is a private cloud solution, modular and scalable, that allows the unified management of all Contact Center interactions. It provides great benefits such as greater flexibility in the number of positions, possibility of integration and customization, business continuity (SLA, HA, BCM).



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Benefits of Altitude Xperience Cloud

- › Agility in deploying new services and campaigns.
- › Business community (SLA, HA, BCM).
- › Greater flexibility in the number of positions.
- › Cost reduction.
- › Possibility of integration and customization.



What is Enghouse CCaaS?

Enghouse CCaaS is an IBM public cloud hosted solution. It offers maximum operational flexibility with a cloud-based contact center, providing a wide range of capabilities that are easily accessible through an intuitive web-based interface. It ensures that no matter where your agents are located, you can provide the best experience for your customers, while offering the most comprehensive range of contact center capabilities in the industry:

1. Artificial intelligence.
2. Workforce management.
3. Business Intelligence (BI).
4. Outbound communication.
5. Self-service and chatbots.
6. Videoconference.
7. Unified Communications (UCaaS).



About us

We are the world's most trusted contact center technology provider. Our global brand is built on a track record of always delivering on our commitments to our customers, our people and our shareholders.

Enghouse Interactive, a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact center software and services, delivering optimized customer care services and transforming the contact center from a cost center to a powerful growth engine. Our practices and solutions enable companies to meaningfully leverage everyday customer interactions to extract critical insights that increase customer loyalty, and uncover new profitable and valuable opportunities.

Supporting more than 10,000 customers, in 120 countries, Enghouse Interactive operates in compliance with local regulations 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 through any channel.



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