Enghouse Interactive

Solutions for Avaya

EXPAND YOUR AVAYA WORLD

AVAYA

DEVCONNECT
TECHNOLOGY PARTNER

Companies across the world rely on Avaya as one of the industry-leading providers of unified communications technology. With Enghouse Interactive's range of advanced solutions for Avaya, you can make the most of your investment by adding visibility and smart multi-channel functionality to your communications network.

Transform your business with tried and tested solutions

Enterprises of all sizes choose Avaya for unified communications that improve efficiency, collaboration, customer service - and ultimately competitiveness. Avaya's solutions integrate voice, video and data, enabling users to communicate and collaborate in real time, in the mode best suited to each interaction. This eliminates inefficiencies in communications to make organisations more productive and responsive.

Enghouse Interactive helps organisations of all sizes to make the most of their investment in Avaya - whether they are using Avaya Aura Communications Manager, Avaya IP Office or Communication Server 1000.

We offer a range of advanced solutions to extend your Avaya platform and meet a fast changing variety of business and communications requirements.

Enghouse Interactive has been a trusted Avaya partner for over twenty years, through our original family of solutions - Datapulse, Telrex and Zeacom.

Our solutions are tested to ensure they are interoperable with Avaya Unified Communications solutions, and as a Technology Partner of the Avaya Dev Connect programme, you can be rest assured you are in safe hands.

Benefits

- The right solution for every requirement

- Extend your Avaya platform with enterprise-grade features

- Boost customer satisfaction levels with a better caller experience

- Process calls faster

- Streamline communication processes

- Significant performance improvements

- More transparency across the organisation

- Maximise your return on investment

- Stay connected to your customers, employees and partners

- Easily expand and grow with flexible solutions

- Clear, accurate reporting for better decisions

- Easy to integrate, deploy and are simple to use

Putting the customer at the heart of the business

Enghouse Interactive's attendant operator consoles for Avaya offer a wealth of advanced features for exemplary customer service and contact resolution, from small businesses to large enterprises. Powerful and scalable, and with an intuitive user interface, integrated presence and directories they empower operators to connect every caller to the right contact, fast - optimising call handling efficiency and greatly improving the caller experience.

CONSOLE FOR AVAYA - BUSINESS EDITION

Console for Avaya: Business Edition offers a total solution for small to medium-sized organisations seeking to boost the performance of their call handling system with enterprise class functionality. A feature-rich contact management solution, providing the tools and information needed to improve response times, control costs and proactively manage performance across the business, all while delivering exceptional front-line service.

Maximise your return on investment by extending the life and effectiveness of your Avaya IP Office or Communication Manager, with full skills-based routing.intelligent, flexible skills-based routing. As a modular solution, you can add functionality according to your requirements and budget. The highly flexible and tightly integrated design makes the Business Edition one of the most cost effective and widely used solutions of its class.

CONSOLE FOR AVAYA: ENTERPRISE EDITION

With Console for Avaya: Enterprise Edition, organisations can enjoy all the features and functionality of an advanced enterprise operator solution for Avaya Unified Communications, enabling them to deliver an exemplary level of customer service, 24/7.

Powerful and scalable, with a clean and intuitive user interface, extended contact directory capable of containing up to 100,000 contacts with a rich set of fields and search features, this best of-breed console is designed for ultimate efficiency. The pure SIP-based call handling engine provides a powerful call delivery solution for enterprises with a low total cost of ownership.

Enjoy all the features and functionality of an advanced enterprise operator solution for Avaya Unified Communications - whether you are using Avaya Aura Communications Manager or Communication Server 1000.

FROM A SIMPLE CENTRAL ANSWERING POINT TO A NETWORKED SYSTEM SUPPORTING MULTIPLE OPERATORS IN A LARGE-SCALE, SOPHISTICATED SERVICE CENTRE, ENGHOUSE INTERACTIVE'S CONSOLES FOR AVAYA MEETS A VARIETY OF ENTERPRISE NEEDS.

"Toyota Material Handling chose Enghouse Interactive operator consoles for their call handling requirements. The console allows Toyota to improve customer service and call handling through its speed, quality and the ease with which calls are answered and transferred.

"Due to the increase in efficiencies and reduced operating expenses we experienced a $120,000 per annum saving by using consoles. The solution has proved to be a strategically astute move for Toyota Material Handling."

Kim Cawood, Human Resources,
TOYOTA MATERIAL HANDLING AUSTRALIA. SPOTLESS GROUP

Leverage your existing Avaya investment with advanced helpdesk or contact centre functionality

Enghouse Interactive also has a range of solutions for powering advanced, multi-channel helpdesk, service desks or contact centres.

Communications Center

As a sophisticated multimedia solution, Enghouse Interactive's Communications Center can cope efficiently with large numbers of inbound and outbound contacts, by email, fax, web chat, SMS or phone. Compatible with Avaya, Communications Center is one of the most popular contact centre solutions available today.

Contact Center: Enterprise

For large organisations that need a fully multimedia-enabled contact centre, Enghouse Interactive's Contact Center: Enterprise provides a scalable, resilent, highly modular, multi-channel contact centre that costs a fraction of equivalent competitive solutions. With flexible deployment options and advanced integrated IVR, call recording, workforce optimisation, CRM integration and further more it is an extremely cost effective choice.

Self Service

Enghouse Interactive has a wide range of speech recognition, touch-tone, web and mobile self-service solutions that are quick to implement, powerful and extremely cost effective. Our solutions include purpose built IVR applications, an easy-to-use knowledge management suite, intuitive mobile navigator, corporate web directories and a development platform that enables organisations to quickly deploy self-service applications for telephony, video messaging, SMS, and email. They can be used as standalone solutions or implemented as part of the overall customer interaction strategy and increase revenues by enabling transactions to be processed around the clock.

Listen to your customers and agents

Understanding the voice of the customer is a powerful tool. Quality management does not have to be an expensive endeavour. Enghouse Interactive's Quality Management Suite as part of the operator console, helpdesk or call centre captures interactions across departments and company sites, and helps organisations optimise their business processes and workforce, achieve regulatory compliance, improve customer service and resolve disputes.

Call billing & reporting

The call handling system is one of the most powerful business tools, so it's important that it always performs at optimum efficiency. Enghouse Interactive Call Billing and Reporting provides sophisticated reporting through a standard web interface to help monitor, manage and analyse call data across the entire organisation. With this information at their fingertips, organisations can monitor performance, detect fraud and misuse, identify unnecessary cost factors such as idle lines and unused devices, complete detailed cost analyses or plan new investments. Reliable and scalable solution users by thousands of customers and reduces costs by at least 10% within a few months.

Trusted Avaya Partner

Enghouse Interactive has been a trusted partner for over fourteen years, through our original family of solutions - Datapulse, Telrex and Zeacom. Our solutions are tested to ensure they are interoperable with Avaya Unified Communications solutions and as a Avaya Dev Connect Technology Partner you can be rested assured you are in safe hands.

AVAYA
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Best of Breed

Designed exclusively for Avaya Unified Communications platforms therefore our solutions are flexible enough to adapt to networks of any size and complexity.

Why choose Enghouse Interactive?

With over 25 years experience developing solutions that consistently exceed the expectations of our customers and partners, Enghouse has an enviable pedigree.

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market. Through our extensive network of reseller partners, we are helping thousands of organisations of all sizes, industries and complexity across the world to improve their service, productivity and operational efficiency.

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor.

Our solutions scale from a single site call reception console to multi-tenanted, multi-media contact centres with users in excess of 10,000. We have more than 1 million agent seats handling over 1 billion interactions through our systems daily – making Enghouse Interactive one of the biggest providers of customer contact solutions in the world.

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

Enghouse Interactive

Learn more at www.enghouseinteractive.co.uk