



Enghouse BI

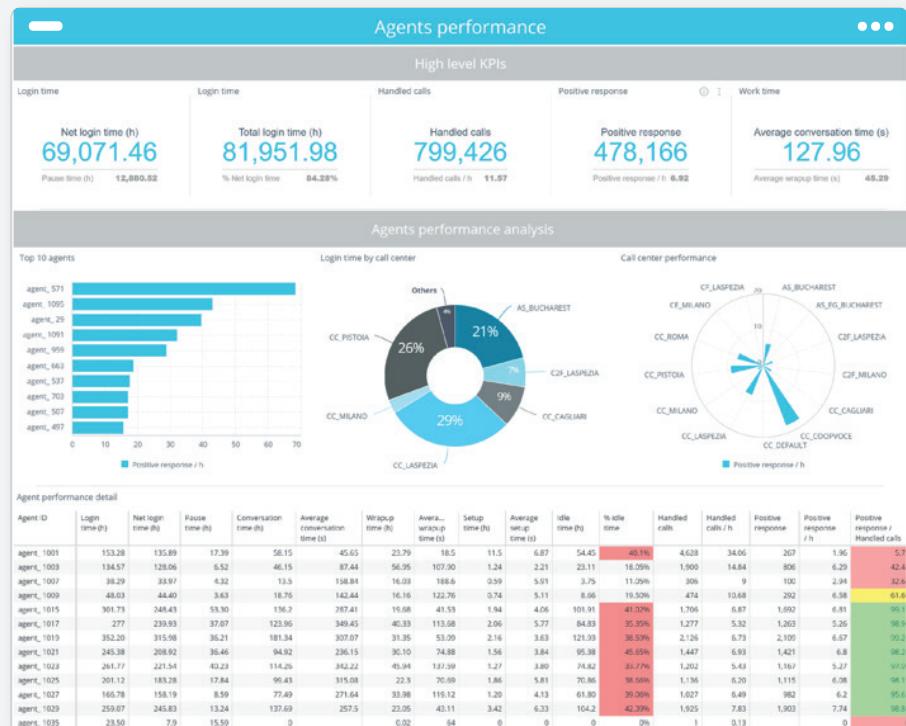
The Business Intelligence solution that solves one of the great challenges of the Contact Center, converting the data generated in it into useful information and business opportunities.

The "drag & drop" data models, together with in-chip technology, allow immediate answers to the queries raised. Navigating through the data collected by all Enghouse solutions, and presenting them in interactive dashboards that can be shared throughout the organization.

Why Enghouse BI

Contact Centers generate and store an extraordinary amount of data in relation to customers, agents, interactions, and conversations. Many times too much data can make it difficult to get valuable information that can make a difference to your customers and how your contact center operates.

Enghouse BI, the new way of visualizing and interacting with data to get answer in seconds to complex questions that drive the right decisions.



User Profiles: Freedom to Create and Explore

DESIGNER

Data Model
Design

Dashboard
Design

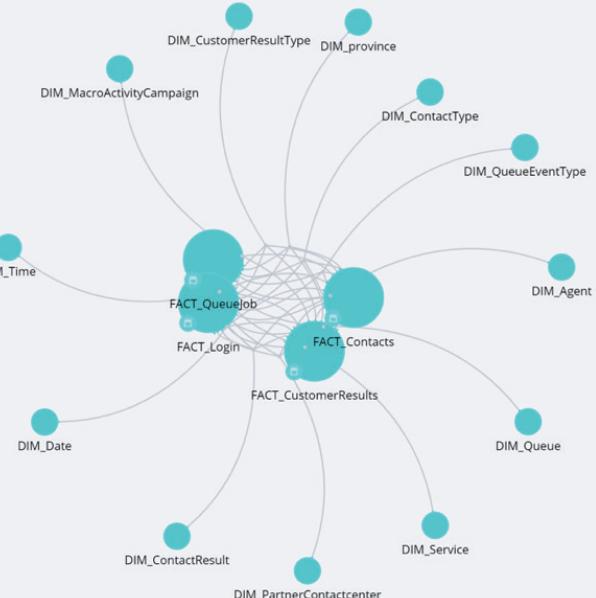
VIEWER

Dashboard Interaction

KPI Alarms

Analytical Data Models

- Customizable Data Models that collect, normalize and process data from multiple Enhouse Sources.
- Provides a visual representation of fact and dimension tables and their relations.
- Models can be populated in-memory Virtual Cubes to improve dashboard interaction responsiveness or with direct DB access to provide faster data refresh.
- Data model export and import.

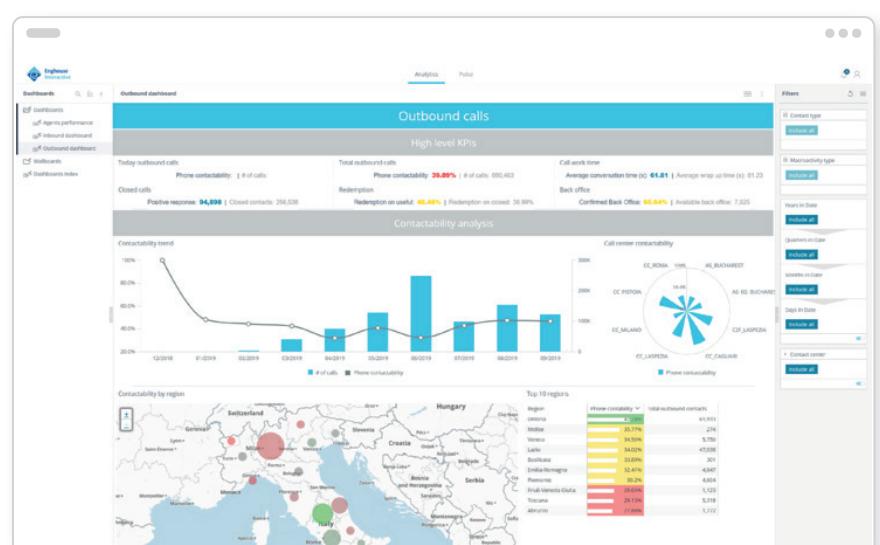


Design

- Extensive widget library.
- No-SQL needed just drag & drop.
- Dashboard and widgets customization.
 - Object distribution, font, colors...
 - Filter options.
 - Relationship between widgets.
 - Conditional colors.
 - Data representation and order.
 - Calculations or behaviors.
- Dashboard import and export.

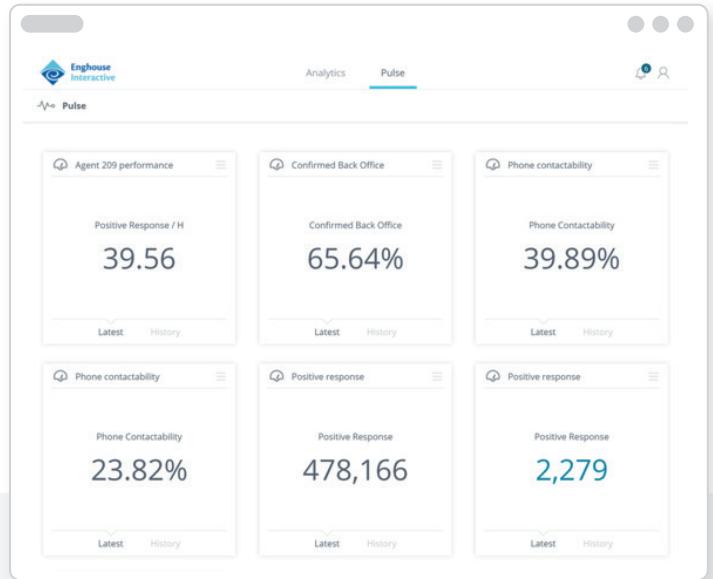
Analyze

- Extremely fast representation.
- Interactive Widgets.
 - Filtering / slizing.
 - Drill-down & Drill-back.
 - Dimension Change.
- Favorite Filters and Bookmarks.
- User can export widget data on multiple formats: CSV, Image, PDF.
- Enables collaboration between users.
- Easy to embed on any Web Site.



Monitor

- Track KPIs and define alarms.
- KPIs monitored on dedicated screen:
 - Displays last value.
 - Access to previous values to identify trends.
- Alarms:
 - Triggered by: threshold, automatic and always.
 - Notified via email or web hook.
 - Notifications can be shared with other users.



Benefits

- Normalizes information on EI multi-product or multi-module setups.
- Sexy and interactive reporting interface that delivers an valuable experience.
- Business user can navigate through the data. No need for SQL or IT.
- Freedom to get to the detail needed. Not limited by static report views.

- Export of resulting data allows users to import on other applications.
- Full control over KPI monitoring and alarms.
- Share dashboards and findings with others, enabling collaboration.
- Answer complex questions in seconds: "Trend of sales by product on outbound campaigns per quarter in the last year calling mobile phones by agent seniority".

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.



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