



Presence SmartCloud

The most flexible solution for Contact Centers in the market that offers service, support, and communication with your clients, uniquely, from anywhere and through any channel.

Why are Cloud solutions distinctive?

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 become industry leaders, optimize resources and improve customer experience**. Equally, it is a cost effective way to grow your business, integrate technological advances, and adapt to new customer demands.

The benefits of migrating to the cloud:

- › Scalability and flexibility according to the needs of your business.
- › Reduced Time to Market.
- › Increased Security.
- › Increased productivity and agility.
- › Resource optimization.
- › Employee retention (agents) – work from anywhere!
- › Overcoming the limitations of needing a physical place to function.
- › Integration and customization.
- › Monitoring and analysis.

What is Presence SmartCloud?

It is a CCaaS solution based on the Microsoft Azure platform, which offers multiple advantages. An innovative, reliable, and flexible Omni channel contact center solution that will enable you to achieve your business objectives and increase Customer Experience (CX).

Key Factors Value Proposition

Our cloud-based solution for Contact Center helps companies offer an excellent customer experience while achieving their business goals through flexibility, scalability and security.



Flexibility: a flexible licensing scheme that allows combining packages dynamically according to the needs in each moment.



Premium security: with Microsoft Azure's infrastructure, and a safe and redundant connection. Keep all your data and services always available and secure.



Scalability: Without limitations of licenses to hold you, back during seasonal demand.



Improved Cash Flow: use just what you need for your business. Unexpected increases will be invoiced later.



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



IT Resources development: improve your teams' efficiency and do not worry about support for your Contact Center Omni channel solution. End-to-End support.

Benefits of Presence SmartCloud

- › Clients can add new agents when the demand exceeds the offer.
- › Offer based on concurrent use.
- › Reduced Time to Market for new campaigns and/or Omni-channel solutions.
- › Optimization of clients' P&L.
- › No worrying about IT infrastructure and software maintenance.
- › The client can reuse current providers and operators, as well as its tariffs.
- › Minimum Capex investment to enable financial viability and cloud migration.
- › No need to invest in new infrastructure if your business grows.
- › End of the month invoicing to allow the client to benefit from the platform while improving its cash flow.
- › Cost control solution helps assign the necessary resource according to the business needs.

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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