



**Enghouse
Interactive**

Unlocking Contact Centre Emotional Intelligence

Jeremy Payne – Group VP of Marketing & Alliances, Enghouse Interactive

29%

Struggling to cope**

37%

Increase in demand*

91%

likely to leave in 2021**

Source: *thisismoney.co.uk
**Enghouse Interactive



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Listening to the Voice of the Customer AND the Agent



AI & BI Insights
Real-time Speech Analytics
Surveys & Emojis

Better *together!*



Video & Microsoft Teams
System & Cloud Integration



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Taking off the *pressure*



AI & Chatbots
Knowledge Management
Self & Social Service

Digital by Design



Evolution
Revolution
Or Cut & Paste?



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5 tips to *empower*

your agents:

- Data is the new oil
- **Self & Social Service**
- **Knowledge Management**
- Align your **channels**
- Get the **culture & KPIs** right





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