

How to Sort Through the Sea of Options

CHOOSING THE BEST SOLUTION FOR YOUR CONTACT CENTER

An Enghouse Interactive Whitepaper

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CHOOSING THE BEST SOLUTION FOR YOUR CONTACT CENTER

INTRODUCTION

With an overwhelming amount of contact center solutions to choose from, it's incredibly time consuming to pinpoint the perfect fit for your day-to-day operations. Once you're committed, ripping and replacing is difficult; so it's vital to select carefully. We narrowed down the major factors to consider to help ease the painstaking process of sorting through endless options.

First, steer clear of 'we can do it all—big or small' solutions. There are many issues you may encounter with this one-solution-fits-all approach. For starters, they typically don't cater to the specific needs of each contact center size. By only offering one choice, the solution falls short for either the SMB, enterprise, or service providers. Even if the price is enticing, it's probably not a risk worth taking when your contact center needs to scale over time.

Three Solutions

At Enghouse Interactive, we recognize that each contact center has unique needs and requirements, which is why we provide three best-in-class solutions to fill all the checkboxes on your wish list.

Communications Center (CC) – With its multi-/omni-channel focused platform boasting a modern, intuitive UI, it was created for multiple UC and PBX environments, along with the best Skype for Business integration in the industry—this solution is a dream for SMBs.

Contact Center: Enterprise (CCE) – This robust, enterprise-focused multi-/omni-channel platform achieves high availability over complex networks, while lowering TCO, boosting service levels, and enabling agents to easily hone in on every aspect of the customer journey.

Contact Center: Service Provider (CCSP) – This solution enables service providers to implement a contact center platform designed specifically for carrier-grade networks. It preserves their most valuable customer base by providing a white labeled, multi-tenant cloud contact center solution as a managed service in their cloud.

Deployment and Payment Models

Aside from all the bells and whistles, it's also imperative to determine which deployment and payment models work best for your business.





Always keep your main priorities in mind when considering deployment methods. If security and uptime/availability is a major concern, an on-premise or hybrid model may be the way to go. Need your current PBX(es) and UC to stay put? Have several locations with multiple connectivity models? Verify that the solution can lay over the top of them while sustaining high availability. For example, our enterprise solution can lay one contact center solution over any mix of PBX(es) and UCs, while maintaining the ability to perform server side updates and upgrades across your locations. Using Skype for Business as your UC? Tight Microsoft integrations are the key to success. Make sure your potential vendor is a Microsoft® Gold Certified Partner and can fully integrate into every aspect of the Microsoft suite.

Subscription models shouldn't be reserved for SaaS cloud offerings only—at least we think so—and payment methods/preferences should never interfere with the solution that works best for your contact center. That's why our hybrid and on-premise solutions are available as a subscription model as well. Gone are the days where the solution type dictates the type of payment, thankfully!

Choosing a comprehensive contact center platform is no easy feat, and should be treated accordingly. It's important to keep a pulse on what your needs will consist of in five days, five months, and five years. We'd be happy to discuss your plans and vision for your contact center as well as provide greater detail of our solutions. Learn more at www.enghouseinteractive.com or [click here](#) to contact us today.

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About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.

