

Deliver Immediate, Responsive, and Helpful Service



Delivering quality, high-touch service interactions and experiences with your community is integral to realizing your organization's mission and achieving positive outcomes.

That's why ENA offers a range of cloud contact center solutions designed to equip you with the technology to deliver exceptional inbound and outbound customer service experiences. From basic integrated ACD to fully featured, omni-channel cloud contact center delivered in partnership with Intermedia/Telax, ENA's feature-rich contact center packages integrate with ENA SmartVoice and ENA SmartUC to deliver one comprehensive platform for all your communication needs.

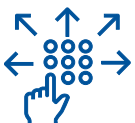
Better service, better outcomes

- Connect callers faster and answer better
- Achieve higher first contact resolution
- Shorten wait times
- Gain visibility and capture actionable insights
- Increase operational performance while reducing costs
- Enable flexibility for remote agents

Our powerful feature options include:



Integrated ACD – connect callers with the most qualified agents via skills- and rules-based routing



Customizable IVR and Self-Service – direct callers to the right agent or enable self-service options using voice or key prompts



Omni-Channel Routing – route and queue interactions from multiple communication channels including phone, chat, SMS, and email



Dynamic Notifications – enhance service with automated outbound voice, SMS, and email notifications



Analytics and Reporting – improve interactions with real-time dashboards monitoring live activity, and track queue and performance metrics with custom and pre-defined reports for agents and supervisors

About ENA by Zayo

ENA delivers transformative connectivity, communication, cloud, cybersecurity, and technology services. Our 99% customer satisfaction rating and world-class net promoter score (NPS) demonstrate our commitment to delivering exceptional customer care. For more information, please visit www.ena.com, call 866-615-1101, or email info@ena.com.

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