

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.

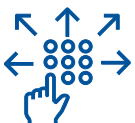
Better service, better outcomes

- 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

CONTACT US TODAY!

For more information about ENA's contact center solutions, contact your ENA account service manager or visit our website at www.ena.com.

ENA delivers transformative connectivity, communication, cloud, security, and data analytics solutions supported by exceptional customer care. For more information, please visit www.ena.com, call 866-615-1101, or e-mail info@ena.com.

99% Customer Satisfaction Rating 8 Years in a Row **90** World Class Net Promoter Score

