



Bringing Intelligence to Customer Self-Service

Millions of Times a Day



ENACOMM processes more than 1,000,000 voice calls, SMS texts, emails, mobile and automated data transactions every day.



ENACOMM. Innovative, Intelligent Interactions.

ENACOMM provides innovative, interactive and intelligent customer self-service applications to a variety of industries. Using web, mobile, SMS text, email, voice and other communication channels, ENACOMM offers your customers a superior, multi-modal self-service experience. ENACOMM also provides your organization with the information to better manage your customers, your systems and your analytics.

ENACOMM systems and services are flexible and rapidly intake, automate and process high volumes of spoken or digital requests. Rapidly deployed, these systems and services quickly provide unparalleled, real-time, intelligent customer service to your organization.



Whether ENACOMM provides your organization with a hosted application or an on-demand “cloud” solution, it will streamline your customer interactions, provide an exceptional customer experience, improve customer retention and reduce your costs.

ENACOMM provides an exceptional self-service experience – across all communication channels.



ENACOMM. Multi-Tenant. Multi-Branded. Multi-Modal.

MULTI-TENANT. ENACOMM offers reliable, scalable Multi-Tenant platforms to serve the critical needs of your organization and your customers. Using a feature rich, secure, partitioned infrastructure these platforms will improve your organization’s operational efficiency and provide flexible, autonomous self-management.

MULTI-BRANDED. ENACOMM systems and services are Multi-Branded. Your organization can select a unique persona, implement your corporate branding and present a unified brand experience to your customers.

MULTI-MODAL. Today’s customers require more than just voice access. From the Internet to mobile phones and tablets, ENACOMM offers Multi-Modal applications, communicating with your customers via their channel of choice. ENACOMM products also provide real-time information to your management team via all available communication channels.



From IVRs to tablets, phones, and computers, ENACOMM provides the unified data and personalized experience that will exceed your customers' expectations.

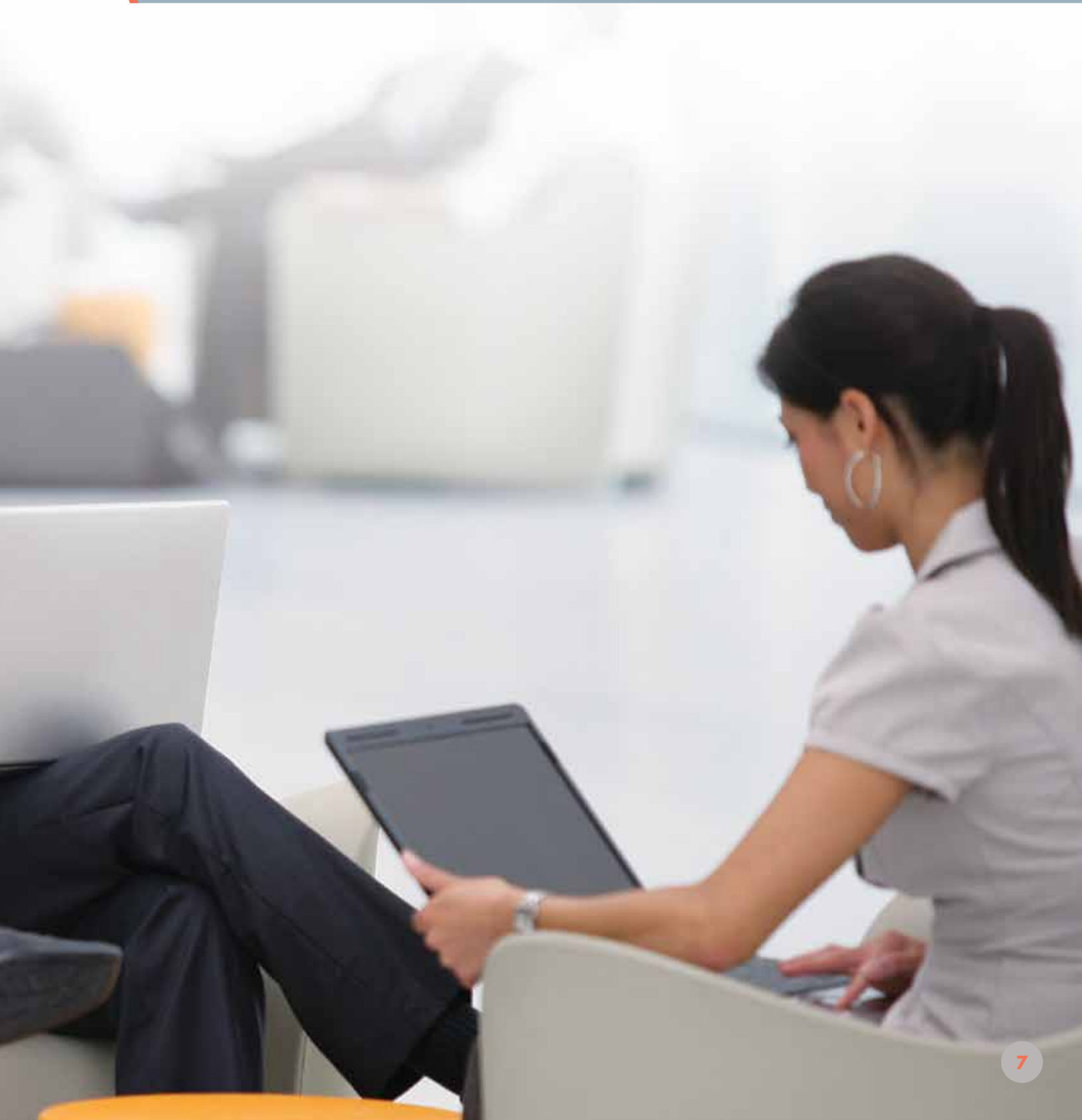
ENACOMM. Intelligent Management.

ENACOMM provides intelligent inbound and outbound interactions for your organization and your customers. Using flexible, dynamic decisioning tools and proprietary, real-time analytics, ENACOMM streamlines your customer's experience while gathering and reporting the data you need to conduct marketing and retention campaigns and to better know your customer.

Today, ENACOMM's clients include financial institutions, prepaid/cash card organizations, utilities, telecommunications firms and health care networks. Whether you need to drive card activation rates or boost the performance of a prescription medication ordering process, ENACOMM is the one source you need.



ENACOMM will provide your organization with a hosted application or a “cloud” solution to streamline your customer interactions and advance your communication processes.



ENACOMM's robust, real-time analytics will drive improved efficiency and fully realize each customer's profit potential.



ENACOMM. Analyzing the IVR. Managing the Customer.

REAL-TIME, MULTI-MODAL ANALYTICS.

ENACOMM provides robust analytical, operational, development and real-time reporting tools for your IVR. ENACOMM's ViA and Engage products enable IVR deployment in minutes while improving operational effectiveness and optimizing each customer's profit potential.



KNOWING YOUR CUSTOMER.

ENACOMM offers advanced CRM technology – not only tracking each customer’s activities and behaviors – but automatically interacting with them in real-time. Using micro-segmentation, ENACOMM’s 4Cast product predicts each customer’s behavior, interacts with your customer in real-time and dynamically markets products and services to them – all while building customer retention.

Experience. Innovation. Service.



ENACOMM. The experience and expertise to drive success.

ENACOMM processes more than 1,000,000 voice calls, emails, SMS texts, mobile and automated data transactions every day. ENACOMM offers advanced voice recognition; IVR monitoring, reporting and analytics; 4Cast advanced CRM predictive marketing and truly intelligent real-time customer interactivity. ENACOMM is PCI-DSS Level 1 certified and approved by the major payment networks.



ENACOMM offices and data centers are strategically located across the United States. With more than 100,000 live channels in the “cloud” ENACOMM is positioned to serve all of your customer self-service needs.

ENACOMM is the one source you need to drive efficiency, provide outstanding customer service and increase your profitability.

Contact us today! Let us show you how ENACOMM can help your company become more successful.

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Corporate Offices: Austin, TX • Tulsa, OK

Sales/service offices and data centers are strategically located across the United States.

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