

For the UNIVERGE® UM8700

TeamQ™



At a Glance

- Provides vital contact center features to multiple offices and remote locations
- Empowers teams to prioritize workflows, make time management decisions and answer customer calls
- Offers easy access to TeamQ's dashboard from any Windows® desktop client
- Enables viewing and control of all calls in queue via the dashboard
- Distributes calls to desktop phones, mobile and softphones
- Delivers a very cost-effective, easy to install contact center solution
- Integrates with UNIVERGE UM8700 and other vendor's platforms

Overview

Empowering the Smart Enterprise

Welcome to TeamQ – a new informal call center solution that facilitates collaboration among next-generation workers. Workplaces are changing. Today's teams – from IT help desks, technical support groups, sales support and service departments, to hospital administrators and university staff – often work in remote locations and simultaneously field calls, juggle projects and make key decisions. These teams need an easy way to manage calls and TeamQ is a cost-effective way to provide them with exactly the capabilities they need. TeamQ is a perfect solution when there are no requirements for a full-featured contact center with capabilities that will never be used. With support for up to 250 agents, TeamQ empowers agents to control their calls and workflows.

Solution

TeamQ delivers high ROI by giving your team access to vital call center features that they actually require. Features include: Uniform Call Distribution (UCD), Automatic Call Distribution (ACD), Agent Desktop Control with Informative Screen Pops, Supervisor Interface, and Reporting – to name just a few.

With the TeamQ dashboards, agents can view all calls in the queue, decide which call to pull first, indicate when the call is done, reserve a call, redirect a call and decide when ready to take their next call. TeamQ puts your agents in control, even if they are mobile; calls can be delivered to any device including desk phones, mobile, and softphones.

TeamQ is a simple, easy add-on to your UNIVERGE UM8700. Plus TeamQ not only works on all NEC UNIVERGE platforms, but it works on other vendor's platforms as well. And there is no ACD or CTI connection required on your phone system – making it a cost-effective and easy-to-install call center solution.

Features and Specifications

Agent Features

- Control and full view of call activity:
 - Decide which calls to pull first
 - Indicate when available to take next call
 - Reserve a call in the queue
 - Redirect a call
- See the status of other agents on the team
- Flexibility to answer calls in a way that fits your business process:
 - Receive the next call in the queue automatically (push)
 - Select specific calls to answer from the list of queued calls (pull)
- Informative screen pops
- Call information presented to agents, such as whose calling, why, wait time, etc.
- Perform other actions on calls in queue, such as:
 - Re-route a call to another team or extension
 - Instruct a caller to leave a message
- The option to view call-specific information in a web browser, CRM, etc.
- Customized notifications related to incoming calls and calls that have been on hold for an extended period
- Login remotely from any Windows desktop client
- Work locally using a telephone system extension or remotely using an external telephone number
- Delivers calls to desk phones, mobile, and softphones
- Agents can be members of multiple teams
- Specify a reason code when entering busy status

Capacity

- Up to 50 teams
- Up to 25 agents per team (maximum 250 agents total)

Administrator Features

- Manage users; assign permissions
- Manage call-flow options for all queues
- Create new teams and agents
- Force terminate call
- View all team, call and agent activity
- Specify a reason code when entering busy status

Supervisor Features

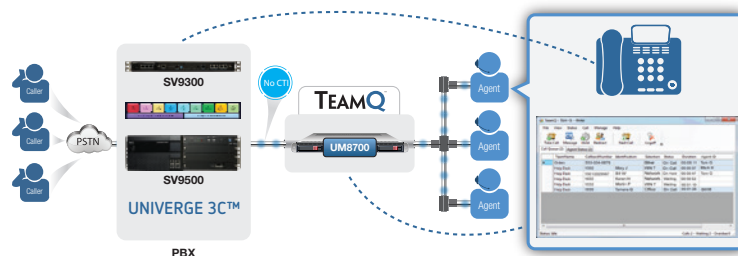
- Manage teams and agent accounts
- Manage log files
- Manage busy codes
- Force sign-out of an agent
- Run reports with up-to-the-minute live data

Caller Experience Features

- Inform callers of their position in queue
- Ask callers to enter a callback telephone number
- Ask callers to enter an identification number, such as an account number
- Ask callers to indicate the reason for their call
- Play customized announcements to callers while waiting in the queue
- Send calls to an overflow team based on wait time or number of calls in queue
- Periodically give callers the option to leave a message or remain in queue
- Redirect calls exceeding a maximum hold time to a different team or ask callers to leave a message

Technical Specifications

- Requires UNIVERGE UM8700 V8.6 or higher
- Requires UCConnect™ license
- Requires TeamQ Agent and/or TeamQ Supervisor licenses



Agents control workflow - pull, reserve and redirect calls, and decide when available.

Corporate Headquarters (Japan)
NEC Corporation
nec.com

North America (USA & Canada)
NEC Corporation of America
necam.com

NEC Enterprise Solutions
NEC Europe Ltd
nec-enterprise.com

APAC
NEC Asia Pacific Pte Ltd
sg.nec.com

Latin America
NEC Latin America
lasc.necam.com

About NEC Corporation of America: Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 140 countries and \$29.5 billion in revenues. For more information, visit necam.com.

NEC Corporation of America

© 2015 NEC Corporation of America. NEC and UNIVERGE are registered trademarks of NEC Corporation. All rights reserved.
Other product or service marks mentioned are the trademarks of their respective owners.

SW15020 | v.11.25.15