\Orchestrating a brighter world

NEC

UNIVERGE®
Business ConneCT

Versatile Operator, Contact Center and
Unified Communications Suite

www.necam.com

Contents

Unify all Communications Streams and Empower Your Business

At NEC we understand the important role your communications solution plays in supporting business processes and building effective relationships with your customers; being able to connect easily with them can make or break your business.

Today a variety of methods – phone, conferencing, email, voicemail, WhatsApp and chat – is available to support this. However, managing the various communication streams efficiently, can be challenging.

UNIVERGE® Business ConneCT, NEC's versatile Unified Communications & Collaboration (UC&C) suite, integrates all communication streams in a single view, giving employees easy control over how to be contacted, via a choice of devices.

Business ConneCT adds call control, presence, voice-mail, operator and directory services, as well as a comprehensive omni-channel Contact Center to your NEC communications server.

Business made Easy

Clear benefits of UC&C

While the benefits of UC&C are clear, its implementation is often regarded as complex and tedious. NEC's UNIVERGE Business ConneCT has been designed to be installed, used and managed easily. Simple and cost-effective to deploy, the three user modes – Employee, Operator and Contact Center Agent – use the same database, a common user interface, and are managed from a central point. These versatile modes allow employees to easily switch between roles. In peak hours e.g. some of your office staff or remote workers can act as Operator or Contact Center Agent.

Deployed around the world

Deployed by thousands of customers around the world, Business ConneCT is a proven solution that meets the dynamic needs of any organization, small or large. It enables your organization and employees to communicate more efficiently and effectively – and become more productive and competitive!

Scalable, flexible and robust, it supports many languages to suit each individual and runs on a single or shared server. Its intuitive interface makes it easy to use, with minimal training. Additional features or users can be enabled by simply activating more licenses – all software based.

Enhanced contactability and call handling

Connecting callers to the right person, the first time, reduces waiting times and lost calls. Front office and back office application integration ensures well-informed call handling and personalized, qualified responses to customer inquiries.

Business ConneCT Operator

Better service and satisfied customers

Operator

Business ConneCT's combination of intuitive icons, name directory and messaging facilities, offers professional operator functionality. Queues show where a call is coming from: external, internal or rerouted. Before the call is answered, operators can see which person the caller wants to reach and which colleagues with similar skills are available. The queues allow operators to spot specific callers easily and treat them in a special way (VIPs, returning callers, priority calls, etc.).

Cost reduction by a more efficient use of staff

With Business ConneCT any authorized employee can act as an operator – connecting callers, handling messages and locating staff. The single user interface makes it easy to combine operator tasks with other work.

Because any employee can act as an operator and can assist during peak hours, this reduces the need for additional dedicated operator staff.

Not just an operator

Because Business ConneCT is an all-in-one solution, all the benefits of Unified Communications are also available to operators, while all Contact Center Agent functionality is available to operators as well, like Announcements, Callback, Reporting or Supervisor Dashboard.

In hotels, Business ConneCT integrates through middleware with a hotel's Property Management System. This provides real-time information about check-in / check-out status and extensive guest information like language and VIP status.

Business ConneCT Operator is also available for visually impaired people, allowing them to work with braille displays, voice guidance and screen magnification software.

Unique operator functionality

1. Internal, External, Park, and Rerouting Queues
2. Calls Waiting in Queue
3. Current Call Information
4. Easy Call Handling incl. Short Keys
5. Company, External & Personal directory
6. Coffee Break
7. Settings

8. Access to Call Log
9. Abandoned Calls List
10. Access Voicemail
11. Access to Group Display – BLF
12. Access to Call Recordings
13. Operator Group Statistics
14. Additional Operator Info
15. Busy Lamp Field (BLF)

Improved service levels and satisfied customers

VIP caller priority, reduced waiting time and the personal, well informed service ensures an optimal and friendly customer response. The Presence information of the destination ensures calls are routed the first time right.

Enhanced productivity

The integrated directory and the intuitive user interface with keyboard shortcuts lead to reduced waiting times, faster call handling and consequently more customers serviced.

Minimal training required

Because all roles – Employee, Operator and Agent – have one look and feel, switching roles is easy. The intuitive user interface ensures a short learning curve, enabling use with minimal training for everyone – roles are easy for everyone.

Business ConneCT Contact Center

Enhance Customer Contact

Contact Center

Supporting multiple customer touch points, NEC Business ConneCT Contact Center is a rich multi-channel environment that handles email, live web chat, WhatsApp and voice via a single interface to effectively manage different touch points and multiple channels to provide an omni-channel experience to customers. Voice calls, emails and webchats are routed to the best suited agent, reducing wait time and improving staff motivation.

Skill-based routing ensures calls are transferred to those agents with the best matched skill set. Agents are provided with additional caller information, such as a customer's account code, the language in which to greet him/her or any other customer information. Each customer call, email, WhatsApp message or webchat reaches the right person, first time, every time.

With support of up to 500 concurrent desktop agents and multimedia routing of voice, webchat and email, Business ConneCT Contact Center is extremely powerful

in enhancing customer contact and boosting productivity, competitiveness and customer satisfaction.

Unique flexibility

Agents, Supervisors and Contact Center features can be added simply via licenses. Call or email routing are configured based on clock and calendar, on customer specific features (language, requested topic, historical data identification), on staff specific skills and availability. Queue announcements give options for immediate or scheduled Callback or to leave Voicemail.
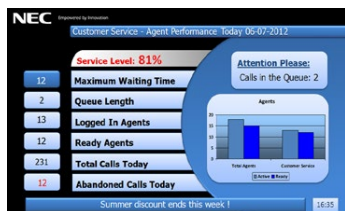
And what's more, each employee can act as an agent while doing other tasks. The common user interface makes switching from Employee to Contact Center Agent mode easy, while all agents have access to advanced UC functions like Presence Management, IM, DECT and Mobile Messaging. Agents can request supervisor assistance via

a single click. Supervisors can coach and manage agents by silently monitoring and barging into live conversations. Customer interaction history is automatically displayed so relevant information is at hand before and during a call. With the BCT Mobile Agent App, agents can operate from any location.

Monitor and improve your business process

Business ConneCT's Contact Center helps your company to manage your Contact Center's staffing and service levels. Post Call Surveys enable your company to improve customer service, while extensive reporting tools provide insight into performance, costs and trends. The unique soft wall-board supports and stimulates agents or operators at the point of action and can be modified easily in Microsoft® Powerpoint.

Navigation Dashboard
Floorplan, Call Tracking,
Analysis, Reporting

Routed Calls/Hour

System Monitor

**Individual Agent
Call Volumes**

Business ConneCT Contact Center

Have a Chat with your Customer

Contact Center

Don't lose customers due to unanswered questions any longer. Get in touch with people on your website and start a conversation that matters. Create a more personal connection with your website visitors, point them in the right direction and increase your sales and customer satisfaction.

With the Business ConneCT Contact Center customer live chat interface, you can serve your customers at the moment they are ready for business or at the point where they are in need of support. You can illustrate your comments by means of a graph or image, and experience shows that with webchat most cases are resolved on the spot. Business ConneCT Contact Center turns any call center, service or support desk into a highly sophisticated Customer Experience Center.

Cost-effective and highly productive

Webchat is very cost effective as your agents can chat with several people at a time. Typically one webchat agent talks with 10 times more people than a phone agent. And with a full page view history for each visitor, you'll be up to speed by the time your customers click 'Chat'. No surprise that when it comes to sales, webchatters are 4 times more likely to convert than a regular website visitor and average order values are typically 25% higher.

Easy to implement and customize

Business ConneCT webchat technology is very powerful and yet simple to install and operate. Business ConneCT Contact Center enables you to customize the live chat interface to match your website and brandstyle. Don't miss out on this extremely valuable addition to your contact center, and include webchat functionality right now.

The power of all-in-one social media

integrating Webchat and WhatsApp Social Messaging into your Contact Center offers your customers utmost convenience and allows them to communicate in real time with your agents using the application of their choice. This does not only significantly enhance the quality and success of customer engagement – with typically higher customer satisfaction and business value – but also increases the efficiency of your operations.

Co-browsing

Co-browsing ('Collaborative Browsing') allows screen sharing on a website – without downloading and installing any additional software. It allows agents to join customers browsing on your digital platforms and show them around your website and give them visual cues, just as you would in a physical store or when sitting next to them.

Welcome to Active Leisure Holidays   X

How may I help you?

Monday, November 10, 2023

Hello, welcome, one moment please...

Thank you for waiting.
My name is Alice. How may I help you?

Peter, 9:06 PM

Can you tell me more about the Fly and Drive tour package for Barcelona? Is the Hotel situated near the beach?

Denton, 9:07 PM

Yes, we have some nice hotels near the beach. See here for some examples: http://activeleisure-holidays/barcelona1.html

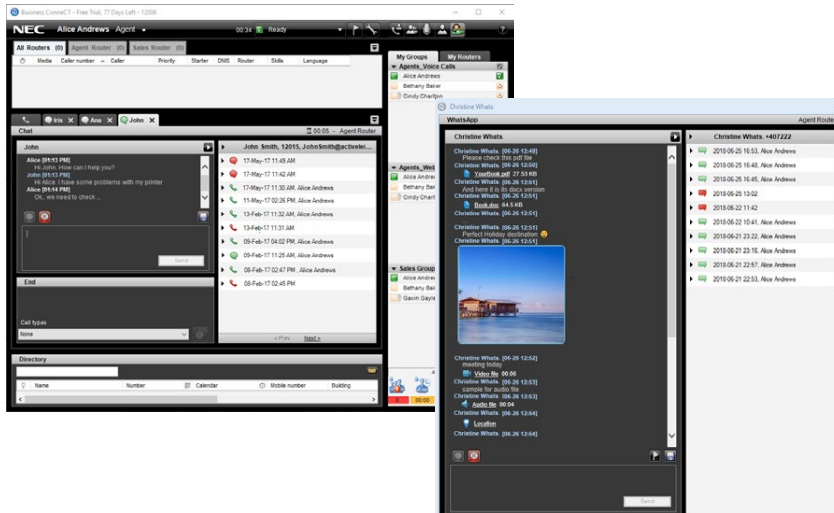Can you check the availability of Hotel Maritim for next week?

NEC   Empowered by innovation

Business ConneCT Contact Center

## Enhance Customer Loyalty through Social Media Integration

Contact Center

Over 5 billion global consumers use messaging apps daily. Practically all of these would prefer to message businesses with their inquiries rather than by other means. Integrating the commonly used WhatsApp messaging is therefore a major enhancement to any organization's customer service desk. Business ConneCT Social media integrates with a WhatsApp service provider to allow customers to communicate in real time with agents using well known messaging applications, like WhatsApp, Facebook Messenger, X Direct Messaging, Line iMessage, SMS, similar to Webchat. Attachments can be received and viewed by the agent, while emoticons are supported as well.

Complete customer history

In the agent's chat conversation window, the date of the message is included and social media chats including received attachments are stored in the database. Both voice and social media chats are combined in the customer history, so that when a customer contacts the Contact Center, the agent will see the complete customer's history, including chat and attachments.
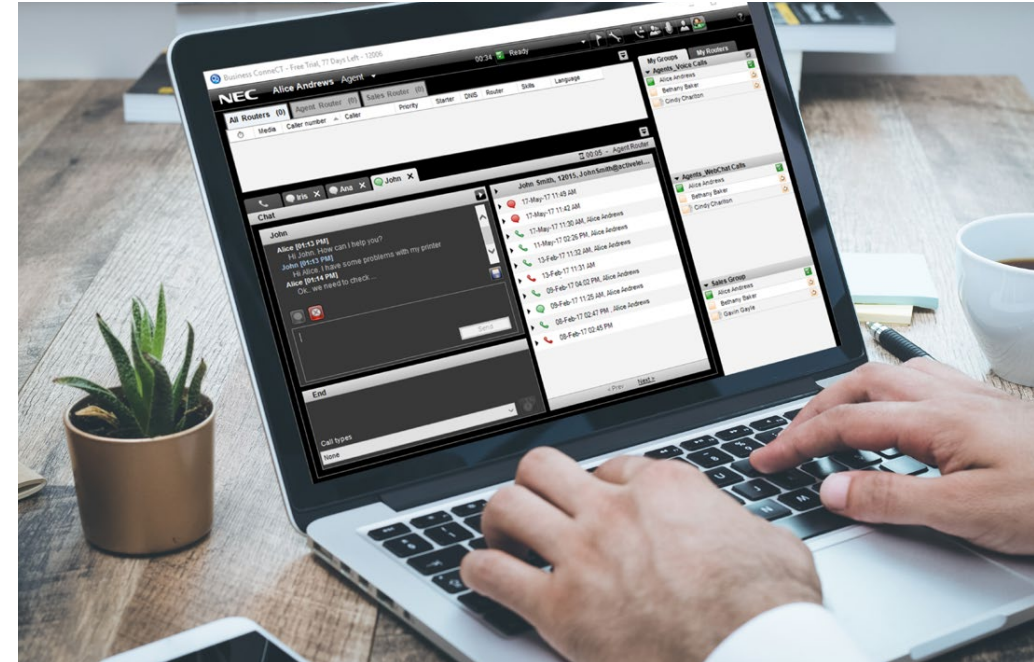
Business ConneCT Contact Center – At a Glance

VOICE #8   **WEBCHAT** #15   **WHATSAPP** #60

> Single point for omni channel integration via phone, e-mail, webchat and various social media
> Get the most out of your agents by integrating their skill set in the different call flows
> Automatically route calls, webchats and emails to agents based on requested language or service
> Routes calls, webchats, apps and emails to agents based on language, skill or service
> Agent can pick calls from the queue
> Enable your agents to work from any location: in the office, from home or on the road
> Efficiently manage call volumes and agent workloads using advanced callback options

> With Callback, customers don't have to wait in queue, reducing call abandonment
> Add agents when you need them most and improve your performance
> Real-time dashboard, wallboard and reporting provide important optimization metrics
> Track agent productivity, customer behavior and service trends
> Extensive reporting provides the tools to optimize service levels
> Minimize training requirements thanks to the intuitive user interface and role switching
> Route important customers always to the same agent
> Customer interaction history including social media
> Agent supervisor assistance notification and coaching functions

 # Illustration: Number of Customers served (average per hour per agent)

Business ConneCT Employee

Improved efficiency and productivity
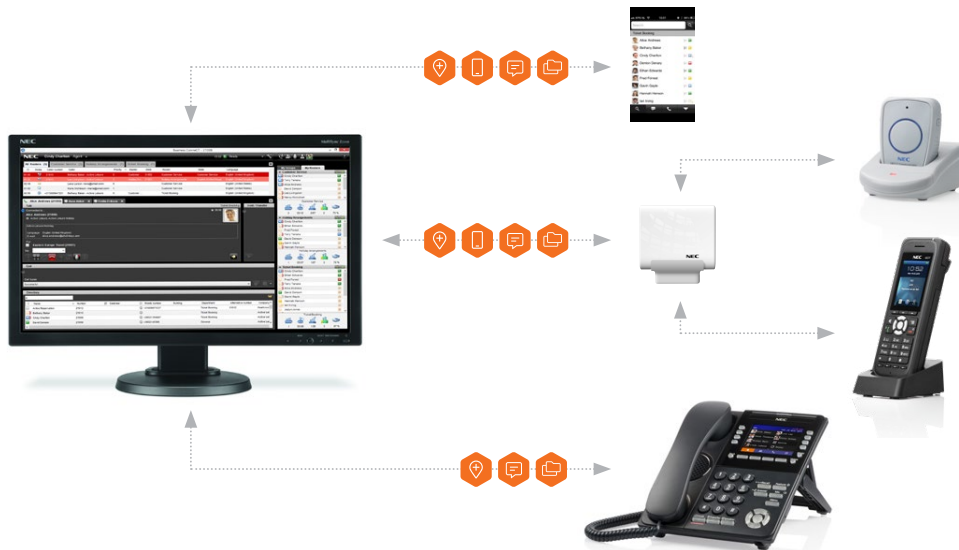
Employee

Call efficiently

Business ConneCT Employee provides vital information to all employees, such as the name, number and photo of the caller. Any incoming call is instantaneously displayed in a pop-up window, enabling employees to handle the call efficiently from their screen. Standard features, such as hold, transfer and end call are just a mouse click away.

Call log

A call log provides information on all calls, the last number dialed as well as Voicemail messages. Calling back is a matter of clicking on an entry in the contact list. And by redirecting calls according to their calendar schedule, employees can be available for customers 24/7.

Presence

Presence information allows users to check whether colleagues are present or busy. A single view shows the availability of everyone in your organization in real time (PC, calendar, phone) and you can contact colleagues the minute they become available.

Mobile client

Business ConneCT's Mobile Client works with the majority of mobile phones, making them true extensions of the enterprise telephony infrastructure and giving mobile workers the same familiar experience on their mobile phone as they're used to on their office PC.

Voicemail & messaging

Business ConneCT has built-in Voicemail. Activation can either be controlled through the Business ConneCT calendar or through the Microsoft Outlook calendar. Instant Messaging (and DECT and SMS Text messaging) provides an alternative way of contacting a colleague while he or she is busy on the phone or in a meeting. It can also be used by an Operator as a soft break-in, while for remote workers it saves communication costs.

Directory services

Business ConneCT provides access to up-to-date and powerful directories that also show phone and presence status. Employees can create their own personal list of contacts, while external and web-based directories can also be integrated. The Hotkey Dialer can dial any phone number in any application on the screen.
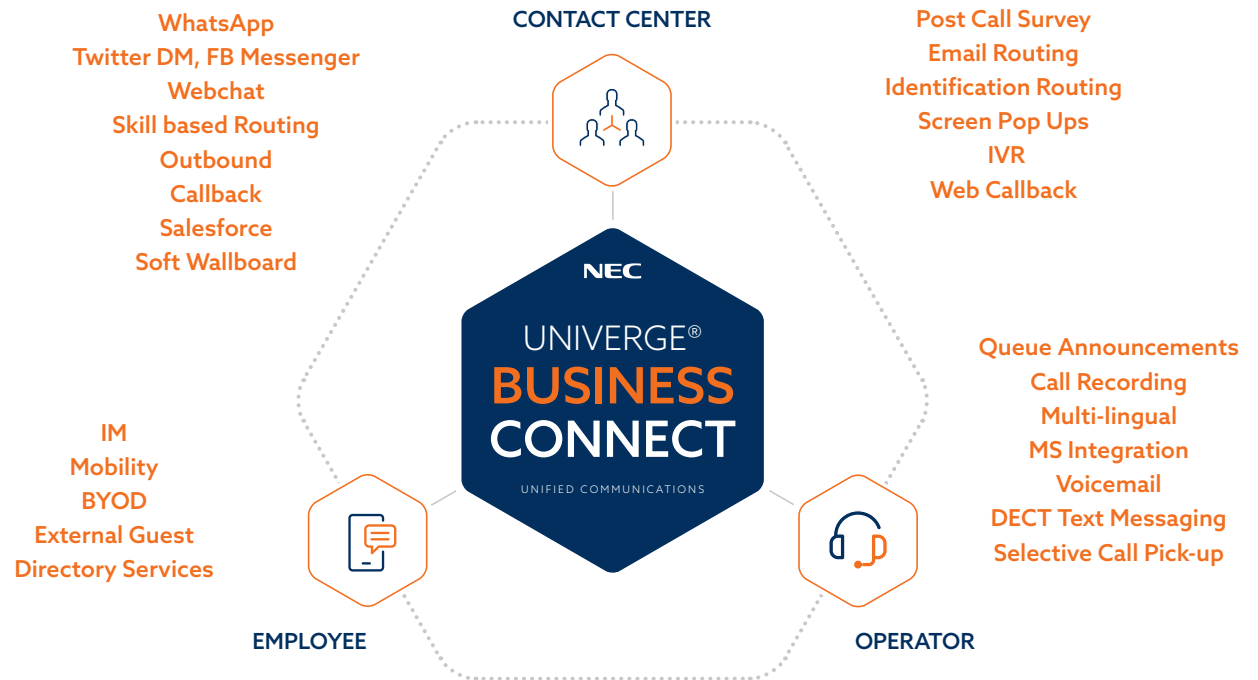
"Improving productivity, efficiency and customer satisfaction"

Unify Commmunications & Empower Your Business!

> Over 100.000 customers enjoy the rich functionality of NEC's powerful UNIVERGE Business ConneCT All-in-One solution on a daily basis.

> Business ConneCT is continuously enhanced and enriched to serve users even better and to align with latest market developments.

> NEC's Software Assurance program guarantees that you always have the latest release of Business ConneCT with the latest functionality available and ensures you of compatibility with the latest Windows Operating Systems, Microsoft Office versions and security updates.

CONTACT CENTER

WhatsApp
Twitter DM, FB Messenger
Webchat
Skill based Routing
Outbound
Callback
Salesforce
Soft Wallboard

Post Call Survey
Email Routing
Identification Routing
Screen Pop Ups
IVR
Web Callback

NEC
UNIVERGE®
BUSINESS CONNECT
UNIFIED COMMUNICATIONS

IM
Mobility
BYOD
External Guest
Directory Services

Queue Announcements
Call Recording
Multi-lingual
MS Integration
Voicemail
DECT Text Messaging
Selective Call Pick-up

EMPLOYEE   **OPERATOR**

Interworking ensured

NEC ensures the proper interworking of UNIVERGE Business ConneCT with all present day NEC Communications Servers. Functionality can differ depending on the PBX platform, while not all boundaries can be used to the maximum at the same time. Dimensioning depends on Business ConneCT configuration and call rate.

Language versions

The adoption of Business ConneCT worldwide has led to its support of many languages to suit each individual user. Currently the following languages are supported:
Arabic, Brazilian, Chinese, Danish, Dutch, English, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Spanish, Spanish Catalan, Swedish, Turkish
(This applies to Business ConneCT Operator, Contact Center and Employee).

Valuable Pillars on which to Build the Smart Enterprise

NEC combines its advanced technologies, services and knowledge to help ensure the safety, security, efficiency and equality of society – enabling people to live brighter, more enriched lives.

Combining our capabilities and rich portfolios in Communications and IT, NEC can provide government authorities, individuals and enterprises with solutions that cover the full spectrum of their operations. The level of integration between NEC's network, server, storage and enterprise communications solutions highlights the power of these technologies – and reinforces the benefits our customers receive.

Smart Enterprises leverage these technologies to optimize business practices, drive workforce engagement and create a competitive edge. This is how NEC empowers the Smart Enterprise, and why the Smart Enterprise relies on NEC.

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