

# UNIVERGE® Business ConneCT Operator



## At a Glance

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- Multimedia Contact Center
  - ◊ Voice, Web Chat, WhatsApp and Email
  - ◊ Callback
  - ◊ Inbound and Outbound
- Unified Communications
  - ◊ Desktop PC Client
  - ◊ Smart Mobile Client
  - ◊ Desktop Phone XML client
- Operator functionality
- Easy to switch between roles
- Presence management
- Extensive directories
- Integrated Voicemail
- Voicemail to Email
- On Demand Call Recording
- Secure IM and file transfer
- DECT Corporate Directory
- All in one single server that is easy to install
- Multilingual - language selected by user
- Centralized management
- Integration with UC Manager or Active Directory
- Minimal training, intuitive user interface and on-line help
- DECT text messaging
- Back Office integrations
- Works with all NEC platforms (UNIVERGE 3C & UNIVERGE SV9000 Series) and telephones (Softphone, IP, digital, DECT, analog)
- Latest Microsoft® Windows® and .NET technology
- Integrates with Microsoft® Outlook Calendar and Microsoft® Office

## Overview

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**UNIVERGE® Business ConneCT(BCT)**, NEC's versatile all-in-one Unified Communications & Collaboration (UC&C) suite, integrates all communication streams and presents them in a single view, giving employees control over how and when to be contacted, via a choice of devices – in the office, at home and on the move. Business ConneCT includes call control, presence, voicemail, operator and directory services, as well as a comprehensive contact center.

### Cost Reduction by a more efficient use of existing operator staff

- Any employee can act as Operator and can assist at peak hours
- Reduced need for dedicated Operator staff

### More incoming calls handled in a single response

- Fast call handling through an integrated directory and intuitive user interface
- All call and presence information in one overview

### Adequate response to incoming calls lead to revenue growth

- Optimal and friendly customer response
- Reduced waiting times; more customers serviced

### Improved service levels and satisfied customers

- VIP caller priority routing, reduced waiting time; professional and personal service
- Providing the best customer experience. Real-time monitoring and historical reporting for improved efficiency of your operator staff and detailed insight into Operator performance, waiting times or missed calls, will further improve the reachability of your organization

### Save time by instantly providing callers with the right information

- Customers receive queue announcements, including call back options
- Presence management and Microsoft Outlook Calendar integration enable operators to inform customers adequately

### Reduce number of times a caller is transferred

- Presence status of the destination known before transferring the call
- Alternative destinations instantly available
- Access to multimedia communication methods like DECT and instant messaging

### Reduce the number of fall back calls

- Presence status of the destination ensures first time right

### Easy look and feel reduces operator training

- One look and feel for all roles and an intuitive user interface

## Solution

### Unify All Communication Streams and Empower Your Business

Up to 500 concurrent Operators	
Operator queue:	Number of calls waiting
	Single all-in-one or multiple queues
	External/Internal call
	Direct/Fallback call
	Name or number of call waiting
	Call waiting for whom
	Time in queue
	Previous operator
	Rich Presence indication
	Retrieve call from queue
	Selective call pick up
	Answer/Hold/Shuttle/(blind)Transfer/Inquiry
Call Handling:	Call Recording
	Break-in
Busy Lamp Field with Rich Presence	
Real-time status of up to 10000 extensions	
Click to call/transfer, send email	
Full screen view or screen pop-up on incoming call	
Day/night mode with overflow	
Free seating	

Operator group statistics	
Outlook Calendar integration	
Performance reports	
Internal and external directory	
Instant messaging	
DECT and Mobile messaging	
Braille support for visually impaired persons	
Last operator warning	
Desktop pop-ups	
Historical Performance Reporting	
Automatic department selection	
Leave message via email	
Supervisor Dashboard	
Soft Wallboard	
Queue Announcements	
Selective call answer	
Languages:	Multilingual: Brazilian, Catalan, Chinese, Danish, Dutch, English- UK, English-US, European Portuguese, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Turkish

**Corporate Headquarters (Japan)**  
 NEC Corporation  
[nec.com](http://nec.com)

**North America (USA & Canada)**  
 NEC Corporation of America  
[necam.com](http://necam.com)

**NEC Enterprise Solutions**  
 NEC Europe Ltd  
[nec-enterprise.com](http://nec-enterprise.com)

**APAC**  
 NEC Asia Pacific Pte Ltd  
[sg.nec.com](http://sg.nec.com)

**Latin America**  
 NEC Latin America  
[latam.necam.com](http://latam.necam.com)

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