

# UNIVERGE® Business ConneCT Contact Center



## At a Glance

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- Multimedia Contact Center
  - ◊ Voice, Web Chat, WhatsApp and Email
  - ◊ Inbound and Outbound
  - ◊ Easy Call Handling
  - ◊ Operator Group Statistics
- Switch roles easily between Employee, Operator & Agent
- Unified communications
- Presence management
- Extensive directories
- Integrated Voicemail
- On demand Call Recording
- Soft Wallboard
- Secure IM and file transfer
- DECT corporate directory
- Multilingual - language selected by user
- All in one, single server solution that is easy to install
- Centralized management
- Integration with Active Directory
- Minimal training, intuitive user interface & on-line help
- Wizards and intuitive tools
- DECT and SMS text messaging
- Back Office Integrations
- 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.

# Solution

**Multimedia** - Single point of contact; efficient multi-channel interaction via telephone, web chat or email

**Connect Customers to the Right Agent the First Time** - Route calls, web chats or emails to the best skilled agent based on the requested service or language of the customer, and always route important customers to the same person.

**Reduce Waiting Times and Lost Calls** - Queue announcements give callers options for Callback or to leave a Voicemail.

**Increase Productivity and Performance Levels** - Real-time supervisor dashboard, soft wallboard and reporting provide important metrics to optimize your contact center.

**Offer 24/7 Services and Remote Agents** - Customers can be transferred-even during out of office hours, or given options, such as

Voicemail or Callback plus agents can work from any location-in the office, on the road or from home.

**One Consistent, Professional Face to the Customer** - Queue announcements can be customized to fit your needs.

**Personalized and Accurate Responses Lead to Revenue Growth** - Elevate customer satisfaction levels when caller information is visible at the agent user interface.

**Minimize Impact On Resources** - Simplified one-stop shopping, with the right agent tools “all-in-one-box”! And the intuitive User Interface requires little or no agent training.

**Scalability For Future Business Growth** - Add agents, supervisors, operators and more features by simply adding concurrent licenses.



## Features

Multi-Channel, Multimedia Routing: Voice, Web Chat, WhatsApp, Email	Database Integration	Open Standards	Supervisor Dashboard BCT Administration
Up to 500 Concurrent Agents	DECT Messaging	Outbound Dialer	Unified Messaging
Ad-Hoc Call Recording	Desktop CTI	Outlook Calendar Integration	UNIVERGE 3C Integrated
After Call Work Time	Email Routing	PC-Based Agents	Visual Queues (Voice, Email, WebChat and Web Callback)
Agent Group Statistics	Extensive Call Tracking	Phone-Based Agents	Wallboard
Agent Screen Pop-Ups	Extensive Supervisor Suite	Power Dialing	Web Callback
Alarming	Fast Directory Search	Preview Dialing	Web Chat History for Agents
Analytics	Floor Plan	Queue Announcements	Web Chats to Router/Agent
Audible/Visual Agent alerts	Free Seating	Ready/Not-Ready Reasons	WebChat
Auto Attendant/IVR	Group Status	Reporting	Multilingual: Brazilian, Catalan, Chinese, Danish, Dutch, English- UK, English-US, European Portuguese, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Turkish
Automated Email response	Instant Messaging	SalesForce.com integration	
Call Qualification	Integrated Voicemail	Service Level Management	
Callback Features	Maximum 200 VMP/Call	Skill-Based Routing	
Caller Greeting	Monitoring	Service Level Management	
Configuration Wizard	Multi-Site	Multi-Supervisor	
CRM Integration	Multi-Supervisor	Soft Wallboards	
Dashboard, Real-Time	Music-On-Hold	Status Information	

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