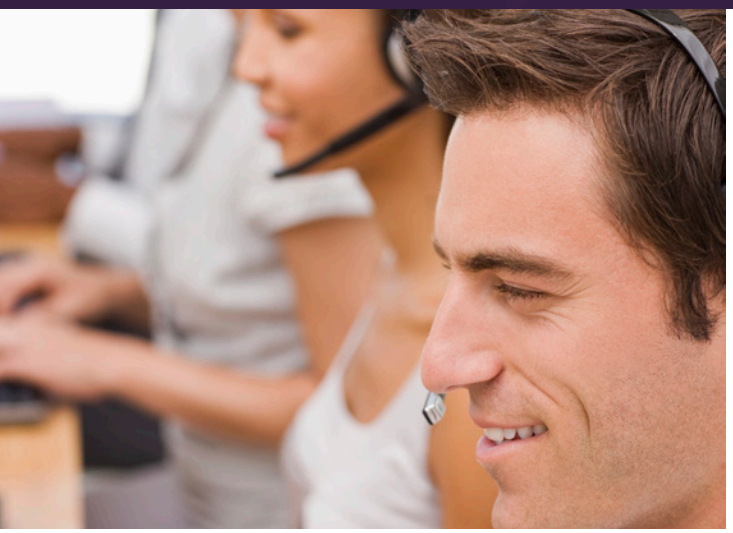
Sales Sheet

\Orchestrating a brighter world NEC

UC for Enterprise Suite

UC Interactive Voice Response (Que*WorX*®)



At a Glance

- Provides a sophisticated, cost-effective software-based contact center solution that works well in any size business
- Offers a wide-range of customer-focused applications that gives customers control of their own contact center experiences
- Increases agent productivity and efficiency to ensure superior performance
- Provides advanced call routing, multilevel/multilingual auto-attendant and recorded pre-call whisper announcement capabilities
- Enhances overall customer service and satisfaction
- Integrates seamlessly with UC Agent and Global Navigator

Overview

NEC's UC Interactive Voice Response (UC IVR, or Que*WorX*), an integral part of the UC for Enterprise Contact Center suite, enables you to provide superior service through its wide range of customer-focused applications. From its advanced call routing, multilevel/multilingual auto-attendant and pre-recorded whisper announcement capabilities to its immediate, scheduled or web-based callbacks, UC IVR enhances your contact center's ability to service your customers efficiently while improving agent productivity.

Giving your customers and agents access to these enhanced features and service options allows your customers to choose how they want to interact with you, and enables your agents to provide excellent customer service. This sophisticated, cost-effective, software-based contact center solution works well in any size business – small, medium or large.

UC IVR is designed to give your contact center customers a range of choices, as well as routing and information assistance to your agents, all delivered through UC IVR's advanced applications.

Solution

Attendant Applications

- **Auto Attendant** – Allows callers to navigate through multiple selection levels, enabling them to direct their call more efficiently. You may also create customized announcements.
- **Multilevel/Multilingual** – provides callers with menu options that you may record in up to seven different languages to ensure that they reach the correct department or agent. An unlimited number of distinct automated attendants and levels can be configured and recorded to meet your specific business requirements.
- **Customized Announcements** – enables you to record and configure custom announcements on a per pilot number basis. When a call is received, the announcement plays the pre-recorded message(s) while the caller waits in queue or prior to them going into a queue.

- **Pre-Call Whisper Announcements** – gives agents additional information about how to handle/answer a call through pre-recorded whisper announcements which play immediately prior to being connected to the caller. For instance, if the caller presses "2" for service, a message will be played to the agent that states, "This is a service call."

Callback Applications

The Callback option allows all callers to leave a brief message, and includes:

- **Immediate Callback** – callers can choose to be called back by an agent while keeping their place in queue.
- **Scheduled Callback** - callers can specify when they would like to be called back by an agent
- **Web Callback (Internet Initiated Callback)** - allows you to offer a Call Back option to your customers via your Website
- **Repeat Verification** – allows your callers to confirm the telephone number entered for callback (if they chose a number other than used to make the call). If entered incorrectly, they can re-enter to ensure their call will be handled properly.

Announcement Applications

- **Queue Depth Announcement** - This feature informs callers regarding their position in the ACD queue by telling them how many calls must be answered before an agent can address their call.
- **ETA Announcement (Estimated Time to Answer)** - The caller is told approximately how long they can expect to wait before an agent answers their call.

After Call Survey Application

Prior to their connection with an agent, the After Call Survey gives your customer the option of participating in an automated survey at the conclusion of their call; if accepted, the system prompts them with a series of recorded questions that are answered using the telephone key pad. The results are stored and can be reported on to help determine call center customer satisfaction. The After Call Survey feature is separately licensed and only available using the SIP/IP UC IVR option on a UNIVERGE SV9300 or SV9500.

UC Agent Integration

UC Agent is the next-generation of desktop applications that unifies call center functionality and UC capabilities into one easy to use client. UC Agent's intuitive interface brings information directly to the desktop. By providing agents easy access to information (such as the splits in which they are working, the number of calls in queue, the longest waiting call duration and the presence of everyone in the organization), UC Agent enables the entire contact center to be more efficient, responsive, collaborative and productive.

Integration between UC Agent and UC IVR enables agents to see information, such as a customer's callback request and any information entered (account code, etc.). With everything viewable in one location, this application greatly enhances your agents' ability to provide excellent customer service.

UC Agent also provides agents with a full-featured softphone directly on their desktop PC. It enables them to quickly and easily perform all calling functions such as answering, releasing, transferring and conferencing calls.

Global Navigator Integration

Global Navigator is a management information system specifically designed for contact center managers and supervisors. It records the activity of calls, tracks the performance of agents and offers 90+ standard reports. With this integration, Global Navigator's split, team, agent and admin group views have fields to display UC IVR related real-time information, enabling supervisors to view every aspect of their contact center.

Additional Modules Available:

- **UC ACD** (Call Distribution)
- **UC Agent Desktop**
- **Global Navigator** (Contact Center Analytics)
- **UC Multimedia** (Chat and Email)
- **Encore® Workforce Optimization** (DVSAnalytics)
  - Call Recording & Quality Monitoring
  - Speech Analytics
  - Workforce Management
- **UC Outbound Campaign Manager**

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