

UNIVERGE[®] Business ConneCT Employee



At a Glance

- 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
- Easy to switch between roles
- Presence management
- Extensive directories
- Integrated voicemail
- Voicemail to email
- On demand Call Recording
- Secure Instant Messaging 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 & on-line help
- DECT and SMS text messaging
- 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

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 – whether 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.

Adequate response to incoming calls lead to revenue growth

- Use Business ConneCT for your colleagues' availability and call him with a simple mouse click. No need to read your phone's manual anymore. Simply use the BCT Client to transfer a call, create a conference call, view missed calls or listen to your voicemail.



Bridge the gap between computer and phone



Solution

Unify All Communication Streams and Empower Your Business

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 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 BCT 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 as soft break-in, while for remote workers it saves communication costs.

Improve the reachability of your staff

- Control how (manually or via the built-in calendar or Microsoft Outlook) and where (Voicemail, mobile number, secretary, home phone number) you want to be reached.
- Your mobile work force: extensive support of mobile DECT handsets (central directory, messaging) and Smartphone users.

Improve the efficiency and productivity of your staff

- Dial from Microsoft Outlook, Microsoft Office and web pages.
- Fast directory searches, with real-time phone and presence information.
- Collaborate with secure enterprise Instant Messaging; break down communication barriers and connect remote team members.

Support flexible working models

- Multi-role capabilities (e.g. in peak hours, allows your staff to act as Business ConneCT Agents or Operators when needed).
- Work remote with Softphone or Smartphone

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.

Open Standards	Integrated Voicemail
3-party conference call handling	Mobile Client for Smartphones
Call log, calls missed, calls answered, calls	On-line Help
Call Pickup	Outlook Calendar integration or Built-in
Corporate directory and phone Presence on DECT	Personal Group Display/Busy Lamp Field
DECT and SMS Messaging	Personal, Company, and External Directory
Desktop Call control	Presence Delegation
Desktop Client Pop-ups	Presence Management
Desktop Unified Communications for your employees	See who is calling, name, number, photo
Directory Services	Multilingual: Brazilian, Catalan, Chinese, Danish, Dutch, English- UK, English-US, European Portuguese, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Turkish
DT XML Client for NEC DT: Telephones	
Hotkey Dialer; dial from any application	
Instant Messaging	

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