

Feature-rich omnichannel on-premises contact center customer experiences

NEC and T-Metrics combine industry-leading technologies to provide a robust and highly responsive on-premises contact center solution.

By integrating T-Metrics CX-2025 Contact Center platform with NEC's UNIVERGE® Unified Communication suite of solutions and NEC's UNIVERGE® Integration Platform (UIP), organizations gain maximum control over their ability to deliver seamless contact center experiences across multiple touchpoints within an on-premises business model.

It is the perfect solution for organizations who aren't ready to move to a cloud offering but are still looking to elevate their customer service within an omnichannel on-premises environment.

It is effortless adoption of a full-featured premise managed omnichannel contact center solution that is able to deliver coordinated and attentive service-oriented caller experiences focused on improving customer satisfaction and loyalty.

To Request A Demonstration

Contact us at necam.com/NETWORKCONNECT

Highlights

Unrivaled Security

- FedRAMP authorized
- JITC certified
- PCI & HIPAA compliant
- Federal Section 508 compliant (softphones)

UC Vendor Agnostic

- Integrated with all major vendor switch software include all prior releases
- Reuse existing phones or upgrade effortlessly to new models
- Avoid asset write-offs / leverage position of strength with UC vendors

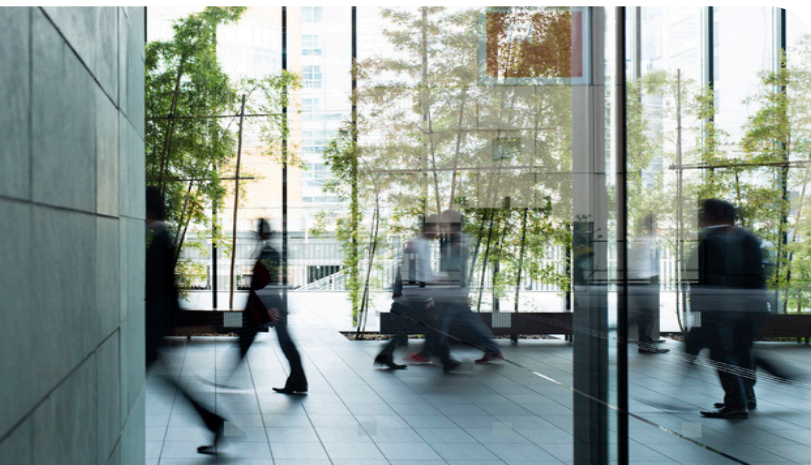
Omnichannel Features

- Voice, email, web chat, SMS, social media, video
- Customizable, self-service IVR
- Skill and attribute-based routing
- Integrated AI
- Outbound
- WFM/WFO integration
- CRM standard and custom integration
- Real-time custom reports
- (180+ prepackaged)
- Management dashboard

Streamlined Processes & Workflows

- Dynamic design and management
- Interconnect disparate systems with 'Drag & Drop' actions
- Shorter response time
- Faster innovation
- Higher service levels
- Customizable event triggers

Plus so much more!



Organizations gain control over their contact centers:

- T-Metrics CX-2025 platform delivers an advanced SaaS omnichannel contact center solution that integrates on top of ANY on-premises or hosted UC provider, delivering unrivaled security and unprecedented scale.
- NEC’s UNIVERGE® Unified Communication suite provides a broad set of advanced communications tools and capabilities for greater accessibility and responsiveness.
- Access to NEC’s UIP solution allows related workflows to be dynamically designed and implemented for highly adaptive and responsive call center development and management.



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About NEC Corporation of America

NEC Corporation of America (NEC) is a leading technology integrator providing solutions that improve the way people work and communicate and is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 140 countries and \$27 billion in revenues. For more information, please visit www.necam.com.

About T-Metrics, Inc.

T-Metrics, Inc. provides a 100% U.S. developed and supported next generation omnichannel SaaS solution to commercial and government entities of all sizes. To learn more about T-Metrics’ CX-2025 solution, please visit www.tmetrics.com.



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