

Orchestrating a brighter world

NEC

UNIVERGE® Business ConneCT



Empowering the Smart Enterprise with Truly Unifying Communications



At a Glance

- One Solution for Employees, Operators and Contact Center agents which improves efficiency, flexibility and productivity of your workforce
- Provides specific points of contact, connecting callers to the right person, first time, every time - reducing wait times and lost calls
- Displays real-time presence status of employees
- Facilitates collaboration between office and mobile/remote workers
- Screen-pops on incoming calls, integrated with back office applications, enable professional and well-informed call handling
- Enhanced collaboration reduces latency and calling and travel costs, while flexible working modes and roles reduce staff costs
- Single point of contact for your customers - 24/7
- Provides access to directories that can be linked together – creating a single point of entry and management
- Integrates with external and web-based directories
- Hotkey Dialer can dial any phone number in any application on the screen
- Facilitates customer satisfaction and response times

Overview

Freedom to Communicate However Needed

Communications are essential to all organizations and business processes, and today a variety of methods – phone, conferencing, email, voicemail, and IM – are available to support this. However, having employees, operators and agents manage the various communication streams efficiently can be challenging, especially if your solution is not totally integrated within your communications system.

UNIVERGE® Business ConneCT (BCT) is a fully integrated, versatile Employee, Operator and Contact Center Unified Communications (UC) suite for NEC's UNIVERGE 3C and UNIVERGE SV9300 communications platforms. It includes call control, presence, instant messaging, operator and directory services, as well as a comprehensive contact center.

Simply put, UNIVERGE BCT is a user intuitive suite that will optimize your workforce, improve customer satisfaction levels, increase overall productivity, all while streamlining scalability through added licensing and reducing operating costs.



Solution

Dynamic Communications for Businesses of Any Size

UNIVERGE Business ConneCT has been designed to be easily installed, used and managed. Simple and cost-effective to deploy, the three user modes – Employee, Operator and Contact Center Agent – use the same database, a common user interface, and are managed from a central point. These versatile user modes allow employees/operators/agents to easily switch between various roles. For instance in peak hours some of your staff, including remote office workers, can act as an Operator or Agent.

Business ConneCT is a proven solution that meets the dynamic needs of any organization, small or large. It enables your organization and employees to communicate more efficiently and effectively. Scalable, flexible and robust, it supports many languages to suit each individual and runs on a single or shared server. Its intuitive interface makes it easy to use, with minimal training. Additional features or users can be enabled by simply activating more licenses – all software based.

By showing a consistent, professional face to the customer, it enables your organization to provide personalized, accurate and qualified responses which increases customer satisfaction.

Business ConneCT Employee

UNIVERGE® Business ConneCT (BCT) Employee 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. BCT employee includes call control, presence, voicemail, and directory services plus a full range of other features.

BCT Employee provides vital information to all employees, such as the name, number and photo of the caller (if available). Any incoming call is instantaneously displayed in a pop-up window, enabling employees to handle the call efficiently from their screen. Standard features, such as hold, transfer and end call are just a mouse click away.

A call log provides information on all calls, the last number dialed as well as Voicemail messages. Calling back is a matter of clicking on an entry in the contact list. And, by redirecting calls according to their calendar schedule, employees can be available for customers 24/7.

Bridge the Gap Between Computer and Phone

Use Business ConneCT for your colleagues' availability and call them with a simple mouse click. Simply use the BCT Client to transfer a call, create a conference call, view missed calls or listen to your voicemail.

Improve the Reachability of Your Staff

Employees control how (manually or via the built-in calendar or Microsoft® Outlook) and where (Voicemail, mobile number, administrative assistant, home phone number) they want to be reached. Your mobile workforce is easily connected through softphone, mobile DECT handsets (central directory, messaging) and Smartphones.

Improve the Efficiency and Productivity of Your Staff

Employees can dial from Microsoft Outlook, Microsoft Office and web pages plus fast directory searches, with real-time phone and presence information increase overall efficiency. Breakdown communication barriers and connect remote team members with secure enterprise Instant Messaging.

Business ConneCT Operator

Better Service and Satisfied Customers

Business ConneCT's combination of intuitive icons, name directory and messaging capabilities, offers professional operator functionality to any user. Queues show at a glance where a call is coming from: external, internal or rerouted. Calls are always routed to the best person to handle their inquiry because operators can see which person the caller wants to reach and which colleagues with similar skills are available.

Additionally, the comprehensive view on the queues allows operators to spot specific callers easily (i.e. VIPs, returning callers, etc.) to enable them to handle the call in a specific way. Not only does it offer an advanced, full featured operator position, with Business ConneCT, any authorized employee can act as an operator - connecting callers, handling messages

and locating staff. The single user interface makes it easy to combine operator tasks with other work.

Business ConneCT Operator is also available for visually impaired people, allowing them to work with Braille displays, voice guidance and screen magnification software.

Cost Reduction by a More Efficient Use of Staff

Because any employee can act as operator and can assist during peak hours, Business ConneCT reduces the need for additional dedicated operator staff.

Improved Service levels and Customer Satisfaction

VIP caller priority, reduced waiting time and the personal, well informed service that a caller receives, ensures an optimal and exceptional customer experience. The Presence status information also makes certain that calls are routed correctly the first time – alleviating multiple transfers.

Enhanced Productivity

Fast call handling, thanks to the integrated directory and intuitive user interface, leads to reduced wait times and consequently more customers serviced.

Minimal Training Required

Because all roles –Employee, Operator and Agent – have one look and feel, switching roles is easy. The intuitive user interface ensures a short learning curve, enabling use with minimal training.



Business ConneCT Contact Center

Enhance Customer Contact

Business ConneCT Contact Center equips your organization with a single point of contact and guides callers and emails to the best suited employee, reducing wait time and improving staff motivation.

Skill-based routing ensures calls are transferred to those agents with the best matched skill set. Agents are provided with additional information, such as the language in which to greet a caller plus any other customer information that is available. Each customer call or email reaches the right person, first time, every time!

Unique Flexibility

Agents, supervisors and features can be added simply by adding licenses. Call or email routing can be easily configured based on clock and calendar, on customer specific items such as language, requested topic, historical data, identification, and on staff specific skills and availability. Queue announcements give options for Callback, Web Callback or to leave Voicemail. Additionally, all agents have access to advanced UC functions like Presence Management, Instant Messaging, and DECT Messaging.

Monitor and Improve Your Business Process

Business ConneCT's Contact Center features help your company to manage staffing and service levels. Group performance statistics enable your company to improve customer service, while extensive reporting tools provide insight into performance, costs and trends.

- Get the most out of your agents by integrating their skill set into the different call flows
- Track agent productivity, customer behavior and service trends
- Add agents when you need them the most and improve your performance
- Manage the routing of incoming calls (and emails) in a flexible, easy way
- A dashboard shows calls, performance, queue length, agent and group status
- Extensive reporting provides the tools to optimize inbound and outbound service levels

Corporate Headquarters (Japan)
NEC Corporation
nec.com

North America (USA & Canada)
NEC Corporation of America
necam.com

NEC Enterprise Solutions
NEC Europe Ltd
nec-enterprise.com

APAC
NEC Asia Pacific Pte Ltd
sg.nec.com

Latin America
NEC Latin America
lasc.necam.com

About NEC Corporation of America: Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 160 countries and \$28 billion in revenues. For more information, visit necam.com.