NEC

UNIVERGE®
Business ConneCT

All-in-one Unified Communications & Collaboration,
Operator and Contact Center solution

Empowering the Smart Enterprise

www.nec-enterprise.com

Contents

Unify all communication Streams **and Empower your Business**

At NEC we understand the important role your communication solution plays in supporting business processes and building effective relationships with your customers; being able to connect easily with them can make or break your business.

Today a variety of methods – phone, conferencing, email, voicemail, and chat – is available to support this. However, managing the various communication streams efficiently, can be challenging.

UNIVERGE® Business ConneCT, NEC's all-in-one Unified Communications & Collaboration suite, integrates all communication streams in a single view, giving employees easy control over how to be contacted, via a choice of devices.

Business ConneCT adds call control, presence, voicemail, operator and directory services, as well as a comprehensive multi-channel Contact Center to your NEC communication server.

Business made Easy

Clear benefits of UC&C

While the benefits of UC&C are clear, its implementation is often regarded as complex and tedious. NEC's UNIVERGE® Business ConneCT has been designed to be installed, used and managed easily. 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 modes allow employees to easily switch between roles. In peak hours e.g. some of your office staff or remote workers can act as Operator or Contact Center Agent.

Deployed around the world
Deployed by thousands of customers around the world, 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 – and become more productive and competitive! 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.

Enhanced contactability and call handling
Connecting callers to the right person, first time right, reduces waiting times and lost calls. Front office and back office application integration ensures well-informed call handling and personalized, qualified responses to customer enquiries.

Operator

Contact Center

Employee

UCC Employee
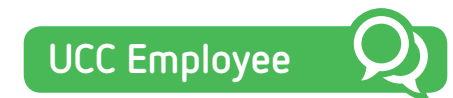
Business ConneCT Operator

Better service and satisfied customers

Operator

Business ConneCT's combination of intuitive icons, name directory and messaging facilities, offers professional operator functionality. Queues show where a call is coming from: external, internal or rerouted. Before the call is answered, operators can see which person the caller wants to reach and which colleagues with similar skills are available. The queues allow operators to spot specific callers easily and treat them in a special way (VIPs, returning callers, priority calls, etc.).

Cost reduction by a more efficient use of staff

With Business ConneCT any authorised employee can act as operator – connecting callers, handling messages and locating staff. The single user interface makes it easy to combine operator tasks with other work.

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

Not just an Operator

Because Business ConneCT is an all-in-one solution, all the benefits of Unified Communications are also available to operators, while all Contact Center Agent functionality is available to operators as well, like Announcements, Callback, Reporting or Supervisor Dashboard.

In hotels, Business ConneCT integrates with Tiger® and FCS® middleware to connect to a hotel's Property Management System. This provides real-time information about check-in / check-out status and extensive guest information like language and VIP status.

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

Unique operator functionality

① Internal, external and park queue
② Calls waiting in queue
③ Current call information
④ Easy Call handling incl. short keys
⑤ Company, External & Personal directory
⑥ Coffee break
⑦ Settings

⑧ Access to Group Display – BLF
⑨ Call Recording
⑩ Operator Group Statistics
⑪ Additional Operator info
⑫ Busy Lamp Field (BLF)

Improved service levels and satisfied customers
VIP caller priority, reduced waiting time and the personal, well informed service ensures an optimal and friendly customer response. The Presence information of the destination ensures calls are routed first time right.

Enhanced productivity
The integrated directory and the intuitive user interface with keyboard shortcuts lead to reduced waiting times, faster call handling 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 for everyone – roles is easy for everyone.

Business ConneCT Contact Center

Enhance Customer Contact

Contact Center

Business ConneCT Contact Center equips your organization with a single point of contact and guides callers, emails and webchats to the best suited agent, reducing waiting 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 caller information, such as a customer's account code, the language in which to greet him/her or any other customer information. Each customer call, email or webchat reaches the right person, first time, every time!

With support of up to 500 concurrent desktop agents and multimedia routing of voice, webchat and email, Business ConneCT Contact Center is extremely powerful in enhancing customer contact and boosting productivity, competitiveness and customer satisfaction.
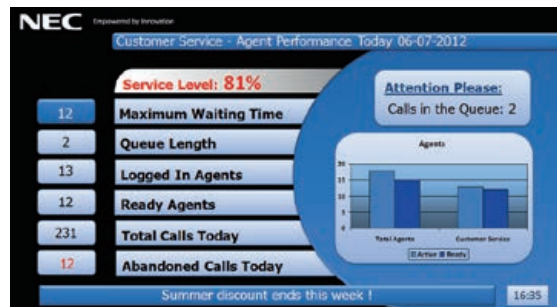
Unique Flexibility

Agents, Supervisors and Contact Center 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, on staff specific skills and availability. Queue announcements give options for immediate or scheduled Callback or to leave Voicemail.

And what's more, every employee, wherever located, can act as agent while doing other tasks. The common user interface makes switching from Employee to Contact Center Agent mode easy, while all agents have access to advanced UC functions like Presence Management, Instant Messaging, DECT and Mobile Messaging.

Monitor and improve your business process

Business ConneCT's Contact Center helps your company to manage your Contact Center's 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. The unique soft wall-board supports and stimulates agents or operators at the point of action and can be modified easily in MS Powerpoint.

Navigation Dashboard
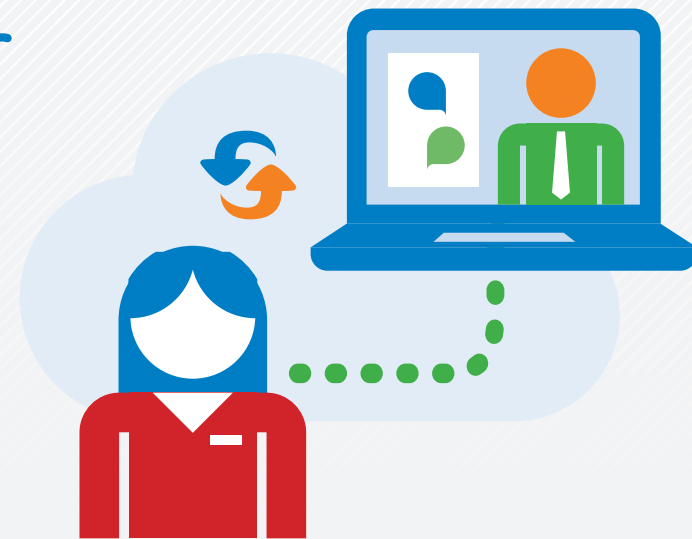Floorplan, Call Tracking, Analysis, Reporting

Routed Calls/Hour

System Monitor

Individual Agent Call Volumes

Business ConneCT Contact Center

Have a Chat with your Customer

Contact Center

Don't lose customers due to unanswered questions any longer. Get in touch with people on your website and start a conversation that matters. Create a more personal connection with your website visitors, point them in the right direction and increase your sales and customer satisfaction.

With the Business ConneCT Contact Center customer live chat interface you can serve your customers at the moment they are ready for business or at the point where they are in need of support. You can illustrate your comments by means of a graph or image, and experience shows that with webchat most cases are resolved on the spot. Business ConneCT Contact Center turns any call center, service or support desk into a highly sophisticated Customer Experience Center.

Cost-effective and highly productive

Webchat is very cost effective as your agents can chat with several people at a time. Typically one webchat agent talks with 10 times more people than a phone agent. And with a full page view history for each visitor, you'll be up to speed by the time your customers click 'Chat'. No surprise that when it comes to sales, webchatters are 4 times more likely to convert than a regular website visitor and average order values are typically 25% higher.

Easy to implement and customize

Business ConneCT webchat technology is very powerful and yet simple to install and operate. Business ConneCT Contact Center enables you to customize the live chat interface to match your website and brandstyle. Don't miss out on this extremely valuable addition to your contact center, and include webchat functionality right now.

At a glance

> Single contact point for efficient multi-channel interaction via phone, webchat or email
> Get the most out of your agents by integrating their skill set in the different call flows
> Route calls, webchats and emails to agents based on requested language or service
> Route important customers always to the same agent
> Enable your agents to work from any location: in the office, from home or on the road
> With Callback customers don't have to wait in queue, reducing call abandonment
> Add agents when you need them most and improve your performance
> Real-time dashboard, wallboard and reporting provide important optimization metrics
> Track agent productivity, customer behaviour and service trends
> Extensive reporting gives the tools to optimize service levels
> Minimize training requirements thanks to the intuitive user interface and role switching
> Route important customers always to the same agent

Welcome to Active Leisure Holidays   X

How may I help you?

Monday, November 10, 2014

Hello, welcome, one moment please…

Thank you for waiting.
My name is Alice. How may I help you?

Peter, 9:06 PM

Can you tell me more about the Fly and Drive tour package for Barcelona? Is the Hotel situated near the beach?

Denton, 9:07 PM

Yes, we have some nice hotels near the beach. See here for some examples: http://activeleisure-holidays/barcelona1.html

Can you check the availability of Hotel Maritim for next week?

NEC Empowered by innovation

Business ConneCT Employee

Improved efficiency and productivity

Employee

Business ConneCT Employee provides vital information to all employees, such as the name, number and photo of the caller. 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 dialled 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.
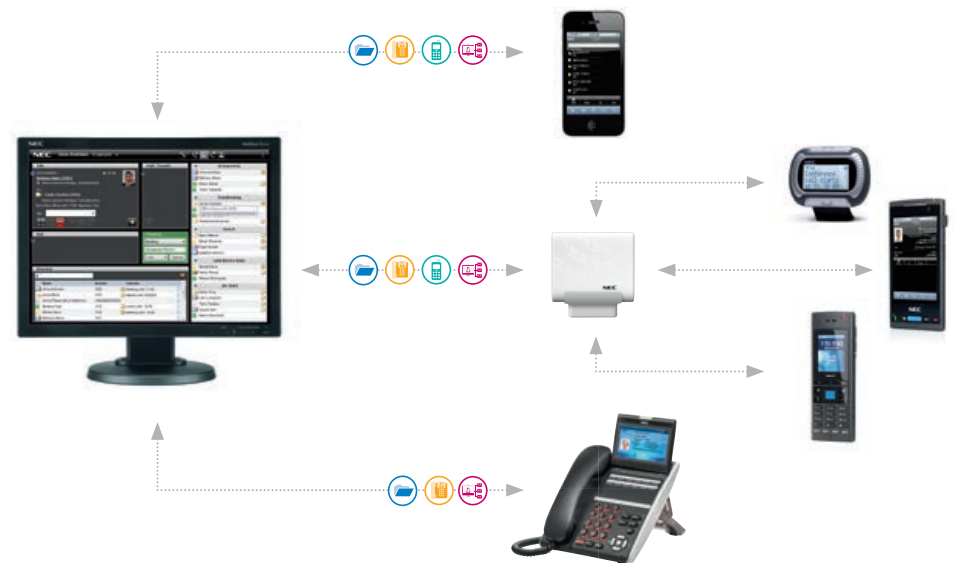
Presence
Presence information allows users to check whether colleagues are present or busy. A single view shows the availability of everyone in your organization in real time (PC, calendar, phone) and you can contact colleagues the minute they become available.

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 Business ConneCT 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 by an Operator as soft break-in, while for remote workers it saves communication costs.

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.

Business ConneCT Employee UCC

Unique multiparty video conferencing across desktops, notebooks, smartphones and tablets

UCC Employee

With organizations becoming increasingly fragmented departments more flexible and employees more mobile, collaboration has become crucial to enable them to work together, in real time, and interact with each other, with clients and suppliers – wherever they are.

The use of virtual meeting spaces for project teams for instance enables real-time collaboration on documents, designs and ideas. Business ConneCT enables you to work with partners, suppliers and customers to shorten decision cycles, improve information sharing and increase the speed of business.

The Business ConneCT UCC Employee client builds further on Business ConneCT Employee to provide rich collaboration functionality from the device of choice.

NEC

Multiparty **video conferencing**

❶ Personal presence status
❷ Search as you type
❸ Corporate Directory
   Recent contacts
   Guest users
   Click to dial
   Contact card
❹ Team Availability & Presence
❺ Tag for status change alerts
❻ 6-Party video conference

❼ Built-in softphone
❽ Voice teleconference
❾ Group IM
❿ Video Collaboration
⓫ Voicemail
   Call history
   IM history
⓬ Settings
⓭ Group Instant Messaging

BYOD and Collaborate

With the Business ConneCT UCC Employee client, knowledge workers can easily set up audio and video conferencing from wherever they are. They can effortlessly connect via PCs, iMacs, iPads, iPhones, Android Phones and Tablets and utilize screen sharing, file sharing and more. This flexibility enables organizations to expedite consumerization and implement BYOD (Bring Your Own Device) policies.

External 'guest users' - an exclusive advantage

With Business ConneCT you can even provide services such as audio-, video-, and web-conferencing to your customers or other contacts off-site. You can include external guest users in a three-way conference at the touch of a button, while they too are able to use their own preferred smartphone or tablet.

"Improving productivity, efficiency and customer satisfaction"

Functional Details

NEC ensures the proper interworking of UNIVERGE Business ConneCT with the following NEC Communication Servers:

UNIVERGE SV8100 / SV9100	Networked up to 50 sites via Netlink
UNIVERGE SV8300 / SV9300	Stand-alone, remote unit, networked via CCIS up to 16 sites
UNIVERGE SV8500 / SV9500	Stand-alone / Dual server / Networked (via FCCS and CCIS)
UNIVERGE 3C	
SIP@Net / iS3000	Stand-alone / Networked (via IPVN (DPNSS, PVN), IMP)
Aspire X / Aspire UX	Networked up to 50 sites via Netlink
2000 IPS	Remote PIM configurations
NEAX 2000 IPS	Networked up to 16 sites with CCIS (incl. a mix of SV8300 and 2000 IPS via CCIS)
2400 IPX / SV7000	Stand-alone / Dual server / Networked (via FCCS)
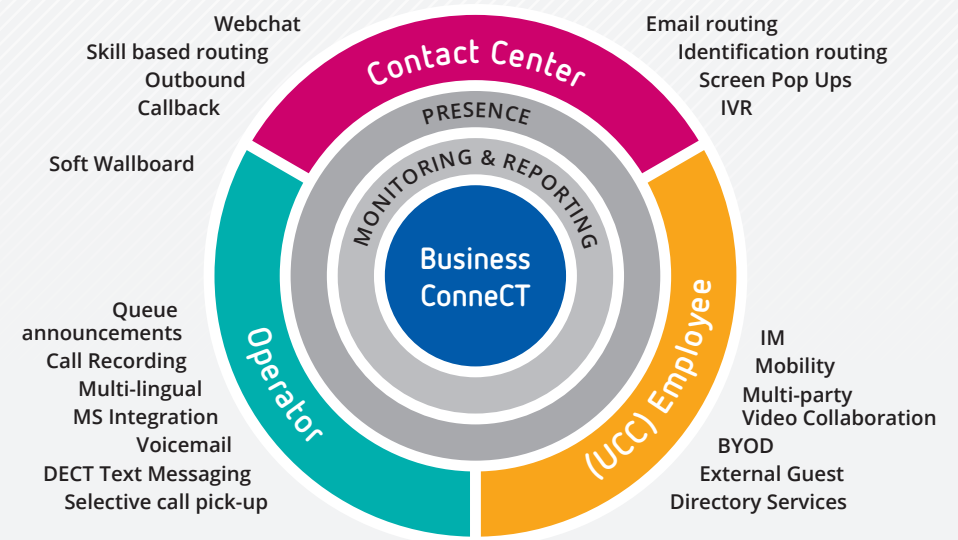
Functionality can differ depending on the PBX platform. Not all boundaries can be used to the maximum at the same time and server. Dimensioning depends on Business ConneCT configuration and call rate.

Language versions

The adoption of Business ConneCT worldwide has led to its support of many languages to suit each individual user. Currently the following languages are supported:
Arabic, Brazilian, Chinese, Danish, Dutch, English, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish
(*This applies to Business ConneCT Operator, Contact Center and Employee. Business ConneCT Employee UCC is available in English only*).

Operator   Contact Center   Employee   UCC Employee

For further information please contact NEC EMEA or:
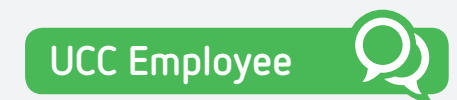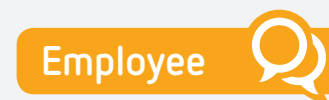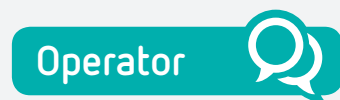
NEC Enterprise Solutions provides IT & Communication solutions to small, medium and large enterprises in both the private and public sectors. Designed for open connectivity, high availability and flexible growth, our innovative solutions incorporate the latest voice, data and video technologies and enable real-time, collaborative working, increased productivity and customer satisfaction. Our servers, storage solutions, software and virtualised workstations enable businesses to maximise operational efficiency, performance and profitability. NEC Enterprise Solutions serves its customers across EMEA (Europe, Middle East & Africa) through a network of direct sales organizations, business partners and value-added resellers. For more information, please visit: http://www.nec-enterprise.com.

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