

# Business ConneCT Contact Center

## Enhance Customer Contact

Contact Center



**UNIVERGE Business ConneCT**, 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 – 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.

### Multi Media

- > Single point of contact; efficient multi-channel interaction via telephone, web chat or email.

### Connect customers to the right agent first time

- > Route calls, web chats, WhatsApp or emails to the best skilled agent based on the requested service or language of the customer;
- > Route important customers always to the same agent.



### Reduce waiting times and lost calls

- > Estimated waiting time or position in queue information, provides callers the possibility to make an informed decision to be called back or leave a voicemail.

### Increase Productivity & Performance levels

- > Real-time Supervisor Dashboard, Soft Wallboard and Reporting provide important metrics to optimize your Contact Center.

### Offer 24/7 services and remote agents

- > Customers can be transferred, even during out of office hours;
- > Alternatively, they can get the option to be called back or leave a voicemail;
- > Agents can work from any location: in the office, on the road or from home.

### Personalized and accurate responses lead to revenue growth

- > Detailed customer information visible via the agent user interface.

### Minimize the impact on resources

- > Little or no user training, Intuitive User Interface.
- > Easy to deploy, customize and self-maintenance.

### Scalability to accommodate for future growth

- > Add agents, Supervisors Operators and Features by simply adding concurrent licenses. If you decide to upgrade you won't need to redeploy anything. One stop shopping, all in one box!

### At a Glance

- > Multimedia Contact Center
  - Voice, Web Chat, WhatsApp and Email
  - Inbound and Outbound
  - Easy Call Handling
  - Operator Group Statistics
- > Unified Communications
- > Easy to Switch Roles (Employee, Operator, Agent)
- > Presence Management
- > Extensive Directories
- > Integrated Voicemail
- > On demand Call Recording
- > Soft Wallboard
- > Secure Instant Messaging & file transfer
- > All-in-one Solution
- > Multilingual: 20 languages available
  - Select language per user
- > Single and Easy Install
- > Single Point of Management
- > Minimal training, Intuitive users interface, On-line help
- > Back Office Integrations
- > Latest Microsoft® Windows and .NET technology
- > Integrates with Microsoft® Outlook Calendar and Microsoft® Office



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## Unify all communication Streams and Empower your Business

- Multi-channel Multi-Media Routing: Voice, Web Chat, WhatsApp, Email
- Up to 500 concurrent Agents
- Single Software Solution
- PC Based Agents
- Phone Based Agents
- Skills-based Routing
- Outbound dialer
- Call-back
- Embedded Reporting
- Analytics
- Multi-supervisor
- Real-time Dashboard
- Integrated Voicemail
- CRM integration
- Multilingual
- Instant Messaging
- Desktop CTI
- Free Seating
- Email Router
- Database integration
- Wallboard
- On demand Call Recording
- Web Call-back

- Alarming
- Service Levels
- Group Status
- Open Standard
- Automated Email response
- Caller Greeting
- Music on Hold
- Multi-Site
- Unified Messaging
- Agent Screen pop-ups
- Preview Dialing
- Power Dialing
- DECT Messaging
- SMS Messaging
- Fast Directory Search
- After Call Work time
- Call Qualification
- Ready/Not-ready reasons
- Group Statistics
- Queue Announcements
- Auto Attendant
- Inbound
- Outlook Calendar Integration



- Outbound
- Group Statistics
- Easy to deploy, manage and customize
- Intuitive Agent Experience
- Languages: Arabic, Brazilian, Chinese, Danish, Dutch, English, English-US, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish

For further information

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