

# Business ConneCT Operator

Better service and satisfied customers

Operator



**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.

## Cost Reduction by a more efficient use of existing operator staff

- > Any employee can act as Operator and can assist at peak hours;
- > Reduced need for dedicated Operator staff.

## More incoming calls handled in a single response

- > Fast call handling through an integrated directory and intuitive user interface;
- > All call and presence information in one overview.



## Adequate response to incoming calls lead to revenue growth

- > Optimal and friendly customer response;
- > Reduced waiting times; more customers serviced.

## Improved service levels and satisfied customers

- > VIP caller priority routing, reduced waiting time; professional and personal service;
- > Providing the best customer experience. Real-time monitoring and historical reporting for improved efficiency of your operator staff and detailed insight into Operator performance, waiting times or missed calls, will further improve the reachability of your organization.

## Save time by instantly providing callers with the right information

- > Customers receive queue announcements, including call back options;
- > Presence management and Microsoft Outlook Calendar integration enable operators to inform customers adequately.

## Reduce number of times a caller is transferred

- > Presence status of the destination known before transferring the call;
- > Alternative destinations instantly available;
- > Access to multimedia communication methods like SMS Text, DECT and instant messaging.

## Reduce the number of fall back calls

- > Presence status of the destination ensures first time right.

## Easy look and feel reduces operator training

- > One look and feel for all roles and an intuitive user interface;

## 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 Roles (Employee, Operator, Agent)
- > Presence Management
- > Extensive Directories
- > Integrated Voicemail
- > Voicemail to e-mail
- > On demand Call Recording
- > Secure Instant Messaging & file transfer
- > DECT Corporate Directory
- > Single Server
- > Multilingual: 20 languages available
- > Single and Easy Install
- > Select language per user
- > Single Point of Management
- > Integration with MA4000 or Active Directory
- > Minimal training, Intuitive users interface, On-line help
- > DECT and SMS TextMessaging
- > Back Office Integrations
- > Works with all NEC platforms (3C, SV9000 and SIP@Net) and terminals (Softphone, IP, digital, DECT, analog)
- > 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

### Up to 500 concurrent Operators

Operator queue:	Number of calls waiting
	Single all-in-one or multiple queues
	External/Internal call
	Direct/Fallback call
	Name or number of call waiting
	Call waiting for whom
	Time in queue
	Previous operator
	Rich Presence indication
	Retrieve call from queue
	Selective call pick up
	Answer/Hold/Shuttle/(blind)Transfer/Enquiry

Call Handling:	Call Recording
	Break-in

Busy Lamp Field with Rich Presence
Real-time status of up to 10000 extensions
Click to call/transfer, send email
Full screen view or screen pop-up on incoming call
Day/night mode with overflow
Free seating

Operator group statistics
Outlook Calendar integration
Performance reports
Internal and external directory
Instant messaging
DECT and Mobile messaging
Braille support for visually impaired persons
Last operator warning
Desktop pop-ups
Historical Performance Reporting
Automatic department selection
Leave message via email
Supervisor Dashboard
Soft Wallboard
Queue Announcements
Selective call answer

Languages:	Arabic, Brazilian, Chinese, Danish, Dutch, English, English-US, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish
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## 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)

For further information

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