

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;
- > Short learning curve.

At a Glance

- > Multimedia Contact Center
 - Voice, Web Chat and Email
 - Callback
 - Inbound and Outbound
- > Operator
- > Employee
- > Unified Communications
 - Desktop PC Client
 - Smart Mobile Client
 - Desktop Phone XML Client
- > Easy to Switch Roles
- > Presence Management
- > Extensive Directories
- > Integrated Voicemail
- > Voicemail to e-mail
- > On demand Call Recording
- > Soft Wallboard
- > 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 |

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|----------------|----------------|
| Call Handling: | Call Recording |
| | Break-in |

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| 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 |

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| 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 |

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| 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)