

UNIVERGE Business ConneCT

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





Unify all communication streams and empower your Business!

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UNIVERGE® Business ConneCT

Truly unifying communications

Communications is essential to all organizations and business processes and today a variety of methods – phone, conferencing, email, voicemail, and IM – is available to support this. However, managing the various communication streams efficiently, can be challenging.

UNIVERGE® Business ConneCT, NEC's versatile all-in-one Unified Communications & Collaboration 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 when they are on the move.

Business ConneCT includes call control, presence, voicemail, operator and directory services, as well as a comprehensive contact center.



Versatile user modes

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 to easily switch between various roles. For instance in peak hours some of your staff, including remote office workers, can act as Operator or Agent.

Business ConneCT is a proven solution that is ideally suited to meet the dynamic communication 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!





Business made Easy!

While the benefits of Unified Communications & Collaboration (UC&C) are clear, organizations often regard its implementation as complex and tedious. Business ConneCT has been designed to easily install, use and manage, providing effortless UC&C.

Deployed by many organizations around the world, Business ConneCT supports many languages to suit each individual user. The scalable, flexible and robust solution runs on a single or shared server. Its intuitive design and interface make it easy to use, with minimal training. Additional features or more users can be enabled by simply activating more licenses - all software based.

Enhanced contactability and call handling

Simplified call handling (one click to call and collaborate) and a single point of contact connects callers to the right person, first time right. This reduces waiting times and lost calls.

Showing one consistent, professional face to the customer, it enables your organization to provide personalized, accurate and qualified responses. Pop-up on incoming calls integrated with back office applications enables professional and well-informed call handling.

More collaboration, less costs

Displaying real-time Presence status of employees and offering flexible roles it facilitates office, mobile and home workers to collaborate effectively. Enhanced means of collaboration reduce latency, calling costs and travel costs, while flexible working modes and roles reduce staff costs. Multi-party videoconferences are set up with a single click - on any computer, smartphone or tablet, whatever you or your contacts feel most at ease with.

- One Solution for Employees, Operators and Contact Center.
- Improves efficiency, flexibility and productivity of your workforce.
- Single point of contact for your customers, 24/7.
- Reduces waiting times and lost calls.
- Affordable Unified Communications.
- Facilitates mobile and home workers.

One Click to Collaborate



Business ConneCT Employee

Employee 

Improved efficiency and productivity

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 dialed as well as Voicemail messages. Calling back is a matter of clicking on an entry in the contact list. And by redirecting calls to a mobile phone, employees can be available for customers 24/7.



Presence



Presence information allows users to check whether colleagues are present or busy, and when they will be available again. A single view shows the availability of everyone in your organization in real time and you can contact colleagues the minute they become available.

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.

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.

Some of the powerful features Mobile Client offers on your mobile phone:

- Allows you to have one telephone number on your business card.
- Access to the Corporate, External and Personal Directory.
- Presence status of you and your colleagues.
- Click-to-Dial from the Directory.
- Call setup is done through the PBX, saving costs.
- Control your Call Redirections and Voicemail.
- The Operator knows if you are busy on your Mobile Phone.
- Built-in security will keep your information safe and secure.

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.

The directory can be accessed from desktop screens and phones, as well as from DECT handsets and mobile phones. The directory can be linked to other directories, creating a single point of entry and management of user data.

Business ConneCT UCC Employee

UCC Employee



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

With organizations becoming increasingly fragmented, departments more flexible and employees more mobile, collaboration is becoming crucial as a means of enabling 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.

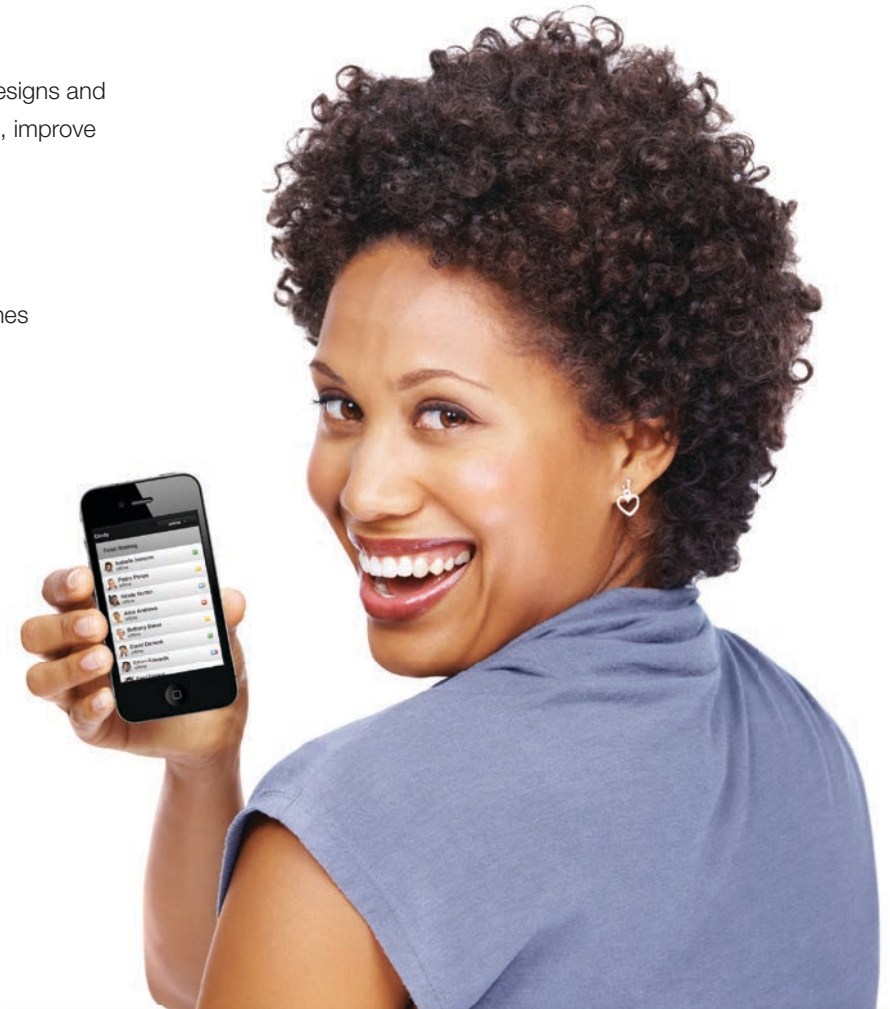
BYOD and Collaborate

With the Business ConneCT UCC Employee client, employees can easily set up and experience 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, co-browsing and more, in a rich and engaging user experience. This flexibility enables organizations to expedite consumerization and implement BYOD (Bring Your Own Device) policies. Finding and installing a UCC client has never been easier. The BCT UCC Employee client runs in a Web browser on iMac, Windows and Linux PC, so no installation is required. You can find and download the BCT app for smartphones and tablets from the app store.

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.

Now there is a UC solution that not only accelerates collaboration between colleagues but also between customers and suppliers!



Multiparty video conferencing

Personal presence status

Search as you type

Corporate Directory
Recent contacts
Guest users
Click to dial
Contact card

Team Availability
Rich presence:
- Phone status
- PC status
- Personal note

Tag for status change alerts

Built-in softphone

Voice teleconference

Group IM



6-Party video conference

Group Instant Messaging

Emoticons

Settings

Voicemail
Call history
IM history

Video Collaboration



Business ConneCT Operator



Better service and satisfied customers

Business ConneCT's combination of intuitive icons, name directory and messaging facilities, 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 right 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 and treat them in a special way (VIPs, returning callers, etc.). Not only does Business ConneCT offer a fully-featured and advanced operator position, 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.

Not just an Operator

A specific application is within the hospitality industry, where Business ConneCT integrates with Tiger® and FCS® middleware to connect to a hotel's Property Management System. This integration provides real-time information about check-in / check-out status of a guest 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. And because it's an all-in-one solution, it makes all of the benefits of Unified Communications also available to operators.

Cost reduction by a more efficient use of staff

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

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 status information of the destination ensures calls are routed first time right.

Enhanced productivity

Fast call handling thanks to the integrated directory and intuitive user interface lead to reduced waiting 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.

Unique operator functionality

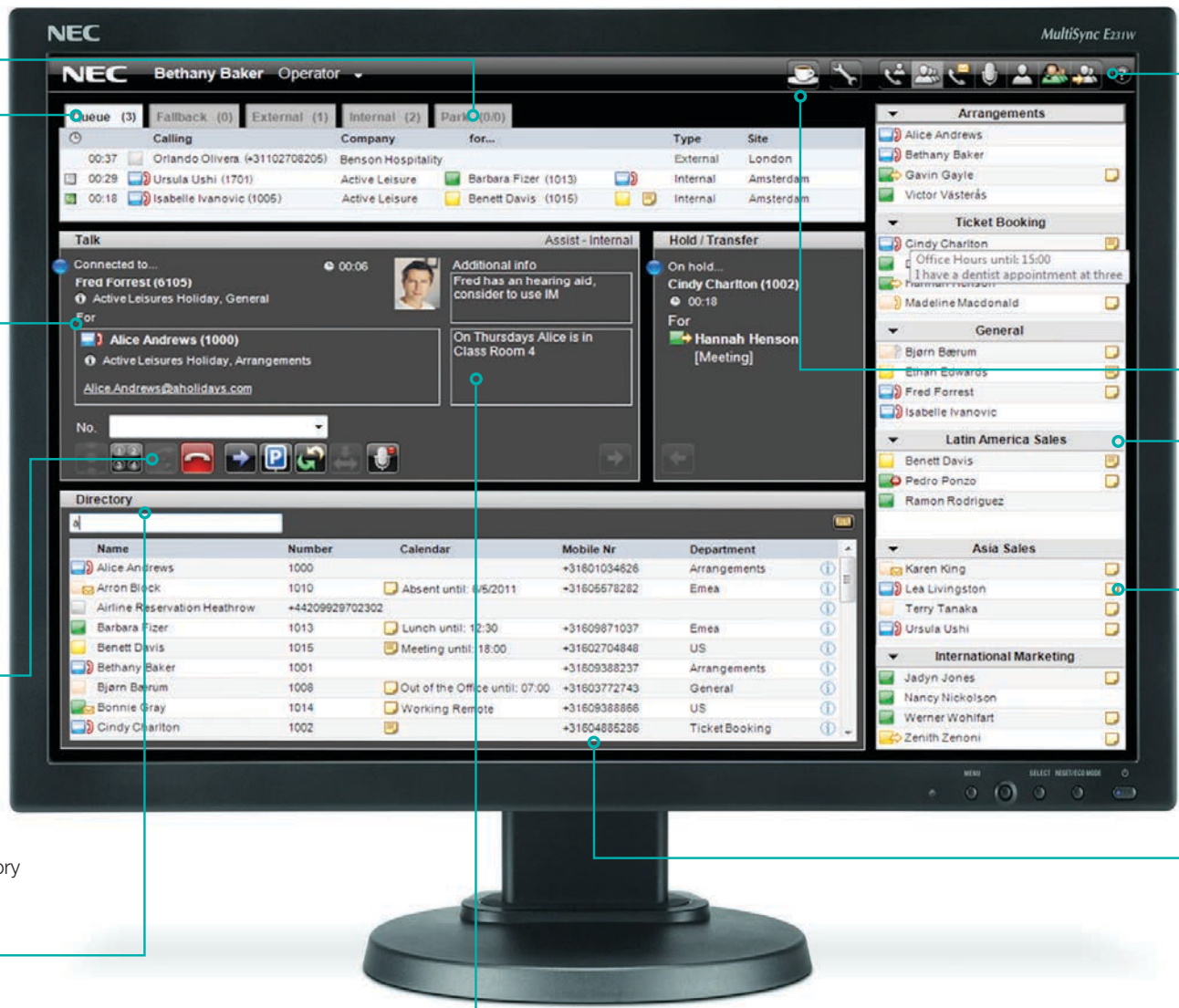
Individual park queue
Indication of 'your parkings'

Calls waiting in queue
New calls & recalling calls
Presence and phone status
Selective call pickup

Current call with ID, name, photo
Progress Information
Hold/transfer display
Drag & Drop
Point & Click

Easy Call handling
Shortcut keys
Break in
Call Recording

Company, External & Personal directory
Search as you type
Phone, PC & Calendar Status



Busy Lamp Field (BLF)
Call Log
Voicemail
Call recordings
Operator group
Dynamic BLF
Settings
Online help

Coffee break

Group Display - BLF
User Presence status
Phone status of all users

Click to dial
Instant Messaging
Personal Note

Alternative numbers,
Department / Location

Additional operator info

*Improving productivity, efficiency
and customer satisfaction*



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 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 information, such as the language in which to greet a caller or any other customer information. 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, on staff specific skills and availability. Queue announcements give options for 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 features help 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.



- Get the most out of your agents by integrating their skill set in the different call flows.
- Track agent productivity, customer behaviour 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 gives the tools to optimize inbound and outbound service levels.

Functional Details

Contact Center

Up to 500 concurrent Agents	Voice Mail
PC based agents	Unified Messaging
Phone based agents	Agent screen pop-ups
Skill-based Routing	Preview dialling
Auto Attendant / IVR	Power dialling
Multi-supervisor	Multilingual
Status information	DECT messaging
CRM integration	SMS messaging
Instant messaging	Fast directory search
Desktop CTI	After-call work time
Free seating	Call qualification
Outbound dialler	Ready/not-ready reasons
Email router	Agent Group statistics
Database integration	Ad hoc call recording
Wallboards	Soft Wallboards
Monitoring	Queue Announcements
Alarming	Auto Attendant
Service levels	Inbound
Group status	Outbound
Dashboard	Group statistics
Reporting	Wizards and intuitive tools to set- up your Contact Center
Open standards	Languages: Brazilian, Chinese, Danish, Dutch, English, English-US, French, German, Greek, Italian, Japanese, Polish, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish
Automated email response	
Caller greeting	
Music on hold	
Call back features	
Multi-site	

Operator

Up to 500 concurrent Operators	Instant messaging	
Audible indication (sound) on incoming call	DECT messaging	
Queue info:	Single all-in-one or multiple queues	Mobile messaging
	External/Internal call	Braille support
	Direct/Fallback call	Last operator warning
	Number of calls waiting	Desktop pop-ups
	Name or number of call waiting	Configuration wizard
	Call waiting for whom	Automatic group selection
	Duration	Multiple skins of user interface
Call Handling:	Previous operator	Ad hoc call recording
	Retrieve call from queue	Soft Wallboards
	Selective call pick up	Queue Announcements
	Answer/Hold/Shuttle/(blind)Transfer/Enquiry	Selective call answer
	Disconnect 1 or 2 parties	Languages: Arabic, Brazilian, Chinese, Danish, Dutch, English, English-US, French, German, Greek, Italian, Japanese, Polish, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish
	Break-in	
Camp on busy		
Shortcut keys, drag & drop, point & click		
Busy Lamp Field: Presence and call status of all users		
Concurrent real-time status of up to 4000 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		
Integration of announcements		

Employee

Up to 2000 employees
Real-time phone status and presence information
Desktop Call control
Answer/Hold/Shuttle/(blind)Transfer/Enquiry
Presence management
Presence delegation
Directory Services
Personal/speed dials, Company, External, Internet/Web
Control deskphone
Call Pick-up
Click-to-dial integrations
Call log, missed, answered, made
Group Display
Instant Messaging
DECT and SMS messaging
Voicemail and Unified Messaging
Voicemail integrated into presence
3-party conference call handling
On-line help
Outlook calendar integration
Built-in calendar
Mobile Client for Mobile Smart Phones
DT XML Client for DT710, DT730 and DT750
Corporate directory on DECT handset
Multi-skin user interface
Desktop pop-ups
Languages: Brazilian, Chinese, Danish, Dutch, English, English-US, French, German, Greek, Italian, Japanese, Polish, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish

UCC Employee

Up to 5000 UCC employees
iPhone, iPad, Android Phone, Android Tablet app
Web browser client for Windows PC, Linux PC and Apple iMac
Softphone for SV8300, SV8500, SIP@Net
Central directory
Real-time phone status and presence information
Instant Messaging
Group Instant Messaging
Video collaboration with up to 6 participants
Audio Conferencing with up to 30 participants
Video messaging, record video messages and send them to other people
Guest users
Instant Messaging history
Call log, missed, answered, made
Firewall friendly, join meetings from behind a firewall
Buddy list
Voicemail and Unified Messaging
On-line help
Corporate directory on DECT handset
Languages: English, other languages can be made available upon request

NEC Communication Servers

UNIVERGE® SV8100	Networked up to 50 sites via Netlink
Aspire X	Networked up to 50 sites via Netlink
UNIVERGE® SV8300	Stand-alone, remote unit, networked via CCIS up to 16 sites
UNIVERGE® SV8500	Stand-alone / Dual server / Networked (via FCCS and CCIS)
2000 IPS	Remote PIM configurations
NEAX 2000 IPS	Networked up to 16 sites with CCIS
	Including a mix of SV8300 and 2000 IPS via CCIS
2400 IPX / SV7000	Stand-alone / Dual server / Networked (via FCCS)
SIP@Net / iS3000	Stand-alone / Networked (via IPVN (DPNSS, PVN), IMP)
Notes: 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.	

For further information please contact your local NEC representative or:

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