

BCT 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 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 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

Multi-channel Multi-Media Routing: Voice, Web Chat, 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

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

Navigation Dashboard

Floorplan, Call Tracking, Analysis, Reporting

Routed Calls/Hour

System Monitor

Individual Agent Call Volumes



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

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