NEC

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 Dashoard, 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 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

Empowering the Smart Workforce

Orchestrating a brighter world

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Unify all communication Streams and Empower your Business

Multi-channel Multi-Media Routing: Voice, Web Chat, Email	Alarming
Up to 500 concurrent Agents	Service Levels
Single Software Solution	Group Status
PC Based Agents	Open Standard
Phone Based Agents	Automated Email response
Skills-based Routing	Caller Greeting
Outbound dialer	Music on Hold
Call-back	Multi-Site
Embedded Reporting	Unified Messaging
Analytics	Agent Screen pop-ups
Multi-supervisor	Preview Dialing
Real-time Dashboard	Power Dialing
Integrated Voicemail	DECT Messaging
CRM integration	SMS Messaging
Multilingual	Fast Directory Search
Instant Messaging	After Call Work time
Desktop CTI	Call Qualification
Free Seating	Ready/Not-ready reasons
Email Router	Group Statistics
Database integration	Queue Announcements
Wallboard	Auto Attendant
On demand Call Recording	Inbound
Web Call-back	Web Chat

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

For further information please contact NEC or:

www.nec-enterprise.com