

BCT Contact Center

Enhance Customer Contact







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





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Outbound



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

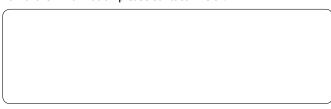
Alarming
Service Levels
Group Status
Open Standard
Automated Email response
Caller Greeting
Music on Hold
Multi-Site
Unified Messaging
Agent Screen pop-ups
Preview Dialing
Power Dialing
DECT Messaging
SMS Messaging
Fast Directory Search
After Call Work time
Call Qualification
Ready/Not-ready reasons
Group Statistics
Queue Announcements
Auto Attendant
Inbound



roup Statistics		
asy to deploy, manage and customize		
ituitive Agent Experience		
anguages:	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:



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