



Business ConneCT

Fulfilling the promise of UNIVERGE®360

Business ConneCT is an all-in-one Unified Communication solution that provides operator, Contact Center and employee functionality on one server, using one database and a single user interface. This scalable, flexible and robust UC solution is ideally suited to meet the dynamic business communication needs of today.

At a Glance

- All-in-one Unified Communications
- Enhance customer contact
- Cost-effective
- Unified messaging and Multimedia services
- Collaboration & Teamwork

All-in-one Unified Communications

Today people have a choice of different modes of communication, different media and different devices to communicate with anyone, anywhere, at any time. Business ConneCT supports a wealth of communication methods, mobile and fixed devices and converged networks and applications to truly answer the needs of unified communications. This includes:

- Roles-based communication suite – One consistent and intuitive user interface that gives access to all functions and enables employees to work in teams and easily switch roles. Employees can jump in as additional Operators or Contact Center agents during peak hours.
- Unified messaging – Users can access voicemails from any telephone, a PC or their email inbox. Messages can be sent to other Business ConneCT users, DECT handsets and as texts to mobile phones from the Business ConneCT client.
- Collaboration – Reach and be reachable and work in flexible teams. All directories, call lists, and group lists give insight into phone and presence status.
- Converged network support: traditional, and Voice over IP
- Devices: Hardware and software based clients, fixed and mobile device support
- Standard integration with: Microsoft Office, Microsoft Outlook and IBM Lotus Notes

Enhance customer contact

Customers expect first time right contact. Business ConneCT provides operator, Contact Center and employee functionality to improve and manage your service level. The communication suite offers one consistent and intuitive user interface that comes in multiple skins and gives access to all functions. The user interface makes it easy for employees to switch between roles, and reduces learning time. Business ConneCT gives every employee control of how and when to be contacted, by whom, and on which device: in the office, at home, or on the move. What's more, it provides vital information before answering a call, empowering you to answer or handle the call in the most appropriate way: on-screen information guarantees a personal and effective response! The information presented can include name, number and photo of the calling party, call duration and call progress information. Real-time presence and call status information show at a glance who is available. Employees who are not available can indicate a reason and expected return. With this information the operator or colleagues can decide to choose an alternative form of communication, instead of wasting time listening to a busy phone or ending up in a voicemail box. A call log provides information on all calls; missed, answered, last dialed number and voicemail messages. Call-back is as simple as clicking on an entry in the list, and voicemail is just one click away. Any authorized employee can act as a telephone operator, connecting callers, handling messages and locating staff. A single user interface provides queue, call handling, directory, presence and group information all in one overview and makes it easy to combine operator tasks with other work.

Business ConneCT contact center guides callers to the best-suited employee, reducing waiting time and improving staff motivation. It also helps you manage your Contact Center's staffing and service levels. With integrated contact center functionality, each customer call reaches the right person, first time, every time. Every employee, wherever they are, can act as a virtual agent while doing other tasks.

Cost-effective

Powerful communication features ensure employees work more efficiently. Business ConneCT supports multiple languages and each individual user can choose their own preferred language. With minimal training required, a simple demonstration by a colleague is all the training that is required, enables companies to boost productivity and achieve a fast return on investment. Simple and cost-effective to deploy, Business ConneCT has just one

server, one database, one install, and one user interface allowing centrally deployment of clients and offers high performance on client computers. Thanks to .Net and smart client technology, there is no need to install the client application on the user's local PC. This all adds up to a lower Total Cost of Ownership.

Unified Messaging and Multimedia services

Business ConneCT has fully integrated voicemail that can automatically follow the presence and reachability status and offers different greetings, depending on the user's presence. Users can access their messages through the interface of their choice: phone or computer. With a mouse click messages can be deleted or a call-back can be initiated. The system can also forward voicemails to the user's email inbox. Sending DECT, text or Instant Messages is as easy as clicking on a name, typing the message and clicking "send".

Collaboration & Teamwork

In certain situations employees might want their calls to be redirected. Business ConneCT makes it possible to do this and also state the reason for the diversion (in-built automated attendant). For example "I'm out to lunch until 13:30" or "I'm on holiday until June 15". This information is displayed to all users. Microsoft Outlook users can automate their presence management, thanks to Outlook calendar integration. Employees can delegate presence management to any authorized person.

Monitoring the status of group members without the need for a display phone lets employees check whether colleagues are present or busy before transferring a call. Colleagues even know when someone will be available again. The user interface provides the flexibility to choose which groups to monitor.

Extensive directories

Business ConneCT gives all users access to up-to-date and powerful directories that show phone status and presence status information. In addition to a company directory, employees can create a personal list for contacts. A right mouse click copies an entry from a call log or company directory. You can also integrate external and web-based directories. You can dial your contacts directly from Lotus Notes, Microsoft Outlook or Office as well as TAPI applications with a simple mouse-click. The Business ConneCT directory can also be accessed from DECT handsets to offer a truly central directory concept including phone status and presence status information.

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