



# Employee



Real-time phone status and presence information	Instant Messaging & file transfer
Desktop Call control of Soft, IP, digital and DECT phones	DECT and SMS Text Messaging
Mobile Client for Mobile Smart Phones	Voice Mail and Unified messaging
XML Client for DT710, DT730 and DT750 XML Desktop Phones	Presence and Voice Mail are integrated
Answer/Hold/Shuttle/(blind)Transfer/Enquiry	3-party conference call handling
Presence management	Outlook or built-in calendar integrated
Presence delegation	Directory and Presence on DECT handset
Directories: Personal, Company, External and Internet/Web; all with click to dial	Multi-skin user Interface
Easy Role switching	Outlook contact pop-up
Click-to-dial in Microsoft Word, Excel, Outlook	Multilingual Screens and Prompts
Call log, missed, answered, made calls	Outlook Contact Dialing
Group Display	Up to 2000 employees
Call Pickup	Up to 2000 mailbox users
	Desktop Application Integrations
	Hotkey Dialer

## Benefits

- Improve customer satisfaction**  
 Showing one consistent, professional face to the customer;  
 Having personalized, accurate and qualified responses.
- Improve the reachability of your staff**  
 Control how (manually, via the built-in calendar or Microsoft® Outlook) and where (Voicemail, mobile number, secretary, home phone number) you want your staff to be reached;  
 Your mobile work force: extensive support of mobile DECT handsets (central directory, messaging) and mobile phone users.
- Improve the efficiency and productivity of your staff**  
 Pop-up on incoming calls, integration with back office applications;  
 Dial from Microsoft® Outlook, Microsoft® Office and Web pages;  
 Fast directory searches, with real-time phone and presence information;  
 Secure enterprise Instant Messaging;  
 Provides interfaces for CRM and ERP solutions.
- Support flexible working models**  
 Multi-role (e.g. in peak hours some of your staff act as Business ConneCT Agents or Operators);  
 Remote office working (using NEC's Softphone in combination with Business ConneCT Employee).





# Business ConneCT

## **Business ConneCT offers Unified Communications at a really affordable price by:**

Thanks to an all-in-one concept for Contact Center, Operator and Employee functionality including integrated voicemail;

Activating more licenses is all that is needed to add more features or more users in any mix of roles – all software based!

## **Business ConneCT enables you to improve your business by:**

Providing you with the tools to monitor, analyze, adjust, and create reports to optimize your business process in an easy and intuitive way.

## **Business ConneCT improves the reachability and availability of your company by:**

Offering a single point of contact including queue announcements;

Connecting customers to the right person - first time right;

Reducing waiting times and lost calls;

Providing 24/7 services.

## **Business ConneCT provides operational excellence in customer and caller services by:**

Showing one consistent, professional face to the customer;

Having personalized, accurate and qualified responses.

## **Business ConneCT improves the reachability of your employees by:**

Displaying their real-time presence status;

Offering flexible working models/roles;

Facilitating mobile and home workers;

Providing central directory from DECT, XML and Mobile phones, including presence information;

Sending Text messages to DECT and Mobile phone users

Secure instant messages between Business ConneCT users.

## **Business ConneCT improves your multi-tasking staff's efficiency and productivity by:**

Avoiding telephone tag;

Offering an integrated application environment;

Integrating with back-office applications.

## **Business ConneCT minimizes your cost of ownership by:**

Minimizing the impact on your resources because little or no need for end-user training;

Requiring only one application to install and to maintain;

Guiding installation via wizards;

Confirming the status of all critical components in a System Health screen.

Efficiently utilizing IT resources and increasing availability by supporting virtual environments based on VMware and Marathon with virtualized voice media.



## At a Glance

- **Contact Center**
- 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
- Secure Instant Messaging & file transfer
- DECT Corporate Directory
- Multilingual: Brazilian, Chinese, Danish, Dutch, English, French, German, Greek, Italian, Japanese, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish, Polish
- Select language per user
- Single Server
- Single and Easy Install
- 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 PBX platforms and terminals (Softphone, IP, digital, DECT, analog)
- Latest Microsoft® Windows and .NET technology
- Integrates with Microsoft® Outlook and Microsoft® Office
- Call Recording
- Soft Wallboard