



Contact Center



Up to 175 concurrent Agents	Reporting	Multi-site
PC based agents	Configuration wizard	Voicemail
Phone based agents	Extensive Supervisor suite	Unified Messaging
Skill-based Routing	Floorplan	Agent screen pop-ups
Auto Attendant / IVR	Monitoring	Preview Dialing
Multi-supervisor	Alarming	Power Dialing
Status information	Service level Management	Multilingual
CRM integration	Group status	DECT messaging
Instant Messaging	Dashboard	SMS messaging
Desktop CTI	Open standards	Fast directory search
Free seating	Automated e-mail response	After call work time
Outbound Dialer	Caller greeting	Call qualification
E-mail Routing	Queue Announcements	Ready/not-ready reasons
Database integration	Music on hold	Agent Group statistics
Wallboards	Call back features	Identification
Ad-hoc Call Recording	Soft Wallboards	

Benefits

- Improve customer satisfaction**
 Single point of contact; one number or one e-mail address; automated attendant.
- Connect customers to the right agent first time**
 Route calls or e-mails to the right skilled agent based on the requested service; Route important customers always to the same person.
- Reduce waiting times and lost calls**
 Queue announcements, give options for Callback or to leave Voicemail; Reporting provides important information to optimize your Contact Center.
- Offer 24/7 services**
 Customers can be transferred, even out of office hours; Or given options, such as Voicemail or Callback.
- One consistent, professional face to the customer**
 Announcements customized to your needs.
- Personalized, accurate, qualified responses lead to revenue growth**
 Customer information visible at the agent user interface.
- Minimize the impact on resources**
 One stop shopping, all in one box! Little or no user training, Intuitive User Interface.
- Scalability to accommodate for future growth**
 Add agents, supervisors and features by adding licenses.
- Improve your staff's efficiency and productivity and reduce costs**
 Call and presence state of colleagues, role switching, free seating, special attention for returning customers; Instant Messaging; integrated wallboard info and Agent Group Display.



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:

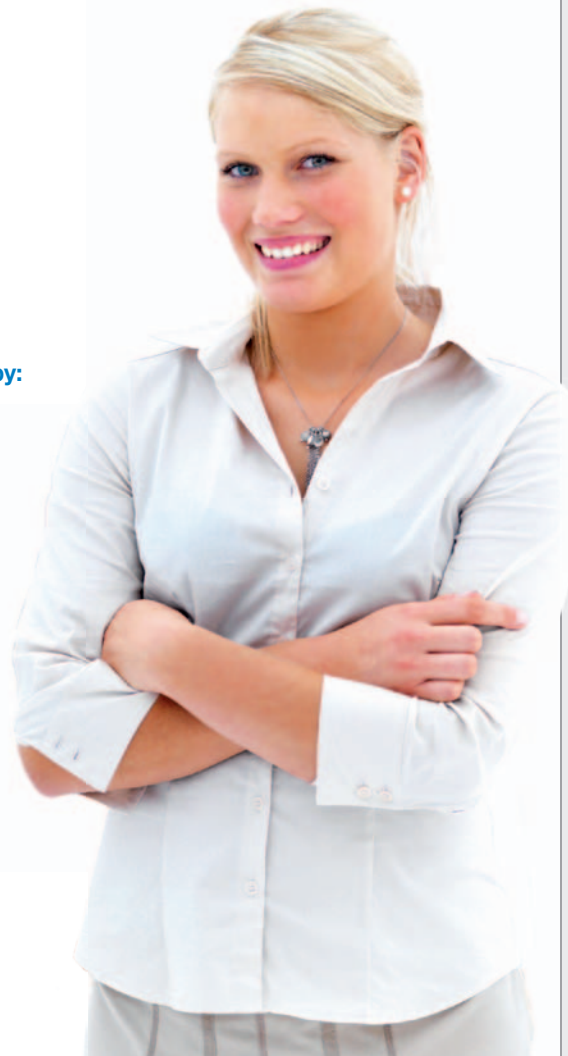
Minimizing the impact on your resources because little or no need for end-user training;

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