



Employee



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 Lotus® Notes, 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).



Real-time phone status and presence information	DECT and SMS Text Messaging
Desktop Call control of Soft, IP, digital and DECT phones	Voice Mail and Unified messaging
Answer/Hold/Shuttle/(blind)Transfer/Enquiry	Presence and Voice Mail are integrated
Presence management	3-party conference call handling
Presence delegation	Outlook or built-in calendar integrated
Directories: Personal, Company, External and Internet/Web; all with click to dial	Corporate directory on DECT handset
Control deskphone	Multi-skin user Interface
Click-to-dial in Microsoft Word, Excel, Outlook	Outlook contact pop-up
Call log, missed, answered, made calls	Multilingual Screens and Prompts
Group Display	Outlook Contact Dialing
Instant Messaging	Up to 2000 employees
	Up to 2000 mailbox users



Business ConneCT

Business ConneCT offers Unified Communications for a really affordable price by:

Providing similar functionality and more than Microsoft® Office Communications Server;
Activating more licenses is all what 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;
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:

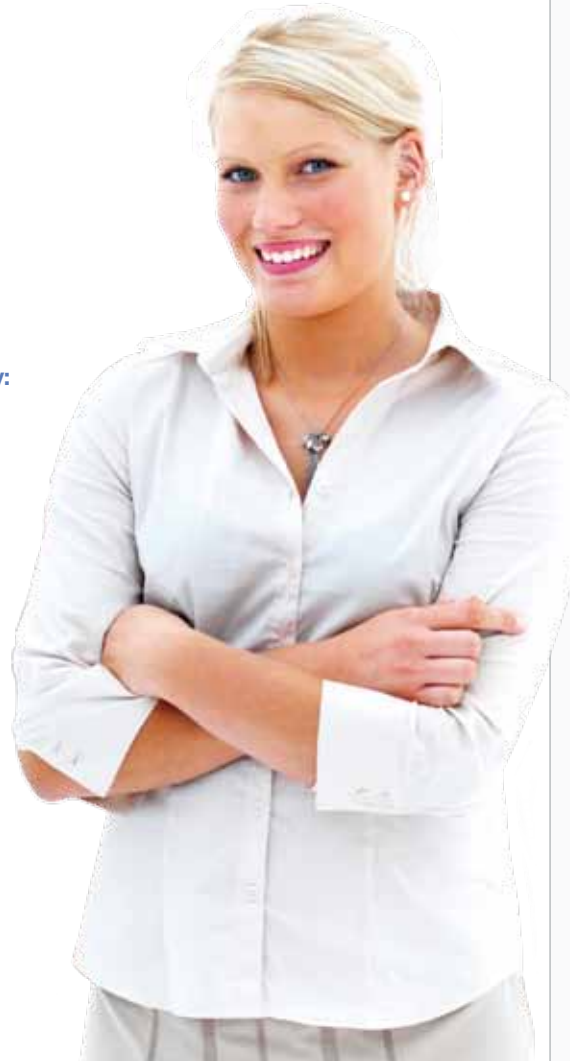
Displaying their real-time presence status;
Offering flexible working models / roles;
Facilitating mobile and home workers;
Providing central directory also accessible from DECT phones, including presence information;
Sending Text messages to DECT and Mobile phone users
Send secure instant messages between 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.



At a Glance

- Contact Center
- Operator
- Employee
- Unified Communications
- Easy to Switch Roles
- Presence Management
- Extensive Directories
- Integrated Voicemail
- Voice mail to e-mail
- Secure Instant Messaging
- DECT Corporate Directory
- Multilingual: Brazilian, Chinese, Danish, Dutch, English, French, German, Italian, Japanese, Portuguese, Russian, Spanish, Spanish Catalan, Swedish
- 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 Lotus® Notes, Microsoft® Outlook, Microsoft® Office