

Orchestrating a brighter world

NEC

# UNIVERGE® Business ConneCT



All-in-one Unified Communications & Collaboration,  
Operator and Contact Center solution

[www.nec-enterprise.com](http://www.nec-enterprise.com)





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## Unify all communication Streams and Empower your Business

At NEC we understand the important role your communication solution plays in supporting business processes and building effective relationships with your customers; being able to connect easily with them can make or break your business.

Today a variety of methods – phone, conferencing, email, voicemail, and chat – is available to support this. However, managing the various communication streams efficiently, can be challenging.

**UNIVERGE® Business ConneCT**, NEC's all-in-one Unified Communications & Collaboration suite, integrates all communication streams in a single view, giving employees easy control over how to be contacted, via a choice of devices.

Business ConneCT adds call control, presence, voicemail, operator and directory services, as well as a comprehensive multi-channel Contact Center to your NEC communication server.

# Business made Easy

Clear benefits of UC&C



While the benefits of UC&C are clear, its implementation is often regarded as complex and tedious. NEC's UNIVERGE® Business Connect has been designed to be installed, used and managed easily. Simple and cost-effective to deploy, the three user modes – Employee, Operator and Contact Center Agent – use the same database, a common user interface, and are managed from a central point. These versatile modes allow employees to easily switch between roles. In peak hours e.g. some of your office staff or remote workers can act as Operator or Contact Center Agent.

## Deployed around the world

Deployed by thousands of customers around the world, Business Connect is a proven solution that meets the dynamic needs of any organization, small or

large. It enables your organization and employees to communicate more efficiently and effectively – and become more productive and competitive! Scalable, flexible and robust, it supports many languages to suit each individual and runs on a single or shared server. Its intuitive interface makes it easy to use, with minimal training. Additional features or users can be enabled by simply activating more licenses – all software based.

## Enhanced contactability and call handling

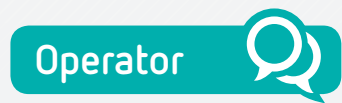
Connecting callers to the right person, first time right, reduces waiting times and lost calls. Front office and back office application integration ensures well-informed call handling and personalized, qualified responses to customer enquiries.





# Business ConneCT Operator

Better service and satisfied customer



Business ConneCT's combination of intuitive icons, name directory and messaging facilities, offers professional operator functionality. Queues show where a call is coming from: external, internal or rerouted. Before the call is answered, operators can see which person the caller wants to reach and which colleagues with similar skills are available. The queues allow operators to spot specific callers easily and treat them in a special way (VIPs, returning callers, priority calls, etc.).

## Cost reduction by a more efficient use of staff

With Business ConneCT any authorised employee can act as operator – connecting callers, handling messages and locating staff. The single user interface makes it easy to combine operator tasks with other work.

Because any employee can act as operator and can assist during peak hours this reduces the need for additional dedicated operator staff

## Not just an Operator

Because Business ConneCT is an all-in-one solution, all the benefits of Unifie Communications are also available to operators, while all Contact Center Agent functionality is available to operators as well, like Announcements, Callback, Reporting or Supervisor Dashboard.

In hotels, Business ConneCT integrates with Tiger® and FCS® middleware to connect to a hotel's Property Management System. This provides real-time information about check-in / check-out status and extensive guest information like language and VIP status.

Business ConneCT Operator is also available for visually impaired people, allowing them to work with braille displays, voice guidance and screen magnification software



### Improved service levels and satisfied customers

VIP caller priority, reduced waiting time and the personal, well informed service ensures an optimal and friendly customer response. The Presence information of the destination ensures calls are routed first time right.

### Enhanced productivity

The integrated directory and the intuitive user interface with keyboard shortcuts lead to reduced waiting times, faster call handling and consequently more customers serviced.

### Minimal training required

Because all roles – Employee, Operator and Agent – have one look and feel, switching roles is easy. The intuitive user interface ensures a short learning curve, enabling use with minimal training for everyone – roles is easy for everyone.

## Unique operator functionality

- 1 Internal, external and park queue
- 2 Calls waiting in queue
- 3 Current call information
- 4 Easy Call handling incl. short keys
- 5 Company, External & Personal directory
- 6 Coffee break or Not-Ready state
- 7 Settings
- 8 Access to Group Display – BLF
- 9 Access to Call Recordings
- 10 Operator Group Statistics
- 11 Additional Operator info
- 12 Busy Lamp Field (BLF)



# Business ConneCT Contact Center

Enhance Customer Contact



Supporting multiple customer touch points, NEC Business ConneCT Contact Center is a rich multi-channel environment that handles email, live web chat and voice via a single interface to effectively manage different touch point and multiple channels to provide an omni-channel experience to customers. Voice calls, emails and webchats are routed to the best suited agent, reducing waiting time and improving staff motivation.

Skill-based routing ensures calls are transferred to those agents with the best matched skill set. Agents are provided with additional caller information, such as a customer's account code, the language in which to greet him/her or any other customer information. Each customer call, email or webchat reaches the right person, first time, every time

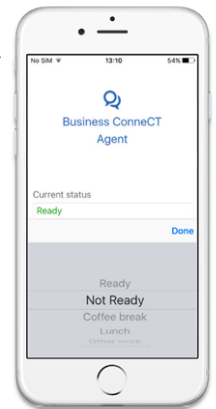
With support of up to 500 concurrent desktop agents and multimedia routing of voice, webchat and email, Business ConneCT Contact Center is extremely powerful in enhancing customer contact and boosting productivity, competitiveness and customer satisfaction.

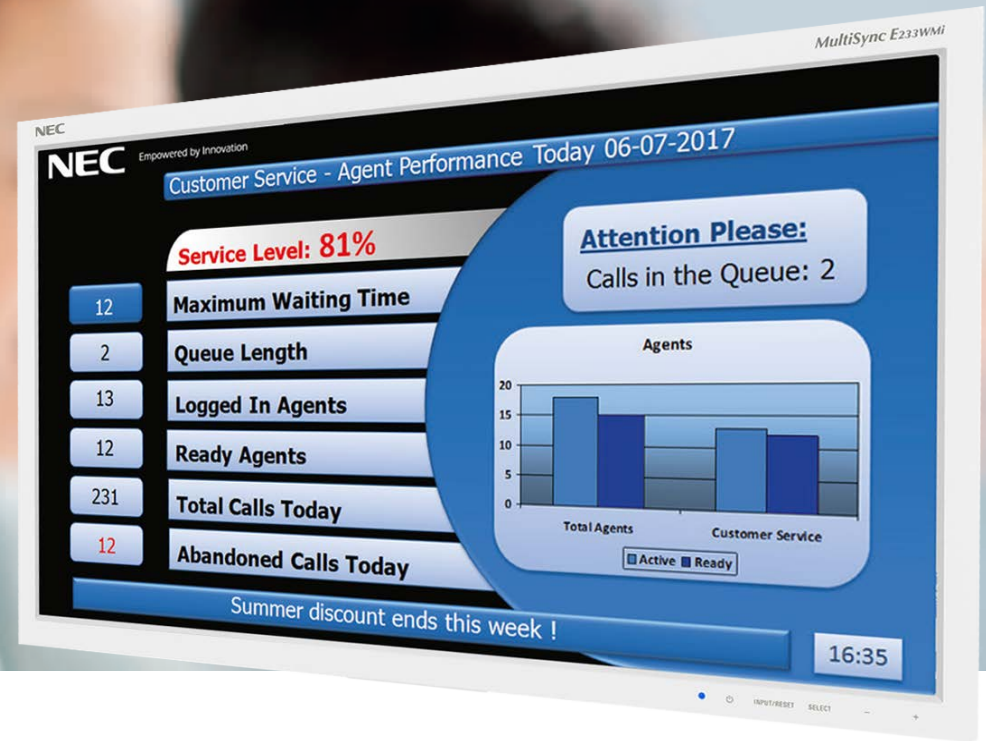
## Unique Flexibility

Agents, Supervisors and Contact Center features can be added simply via licenses. Call or email routing are configured based on clock and calendar, on customer specific features (language, requested topic, historical data identification), on staff specific skills and availability. Queue announcements give options for immediate or scheduled Callback or to leave Voicemail.

And what's more, each employee can act as agent while doing other tasks. The common user interface makes switching from Employee to Contact Center Agent mode easy, while all agents have access to advanced UC functions like Presence Management, IM, DECT and Mobile Messaging. Agents can request supervisor assistance via a single click. Supervisors can coach and manage agents by silently monitoring and barging into live conversations. Customer interaction history is automatically displayed so relevant information is at hand before and during a call.

With the BCT Mobile Agent App agents can operate from any location.





### Navigation Dashboard

Floorplan, Call Tracking, Analysis, Reporting, Agent Coaching and Assistance

### Routed Calls/Hour

### System Monitor



## Monitor and improve your business process

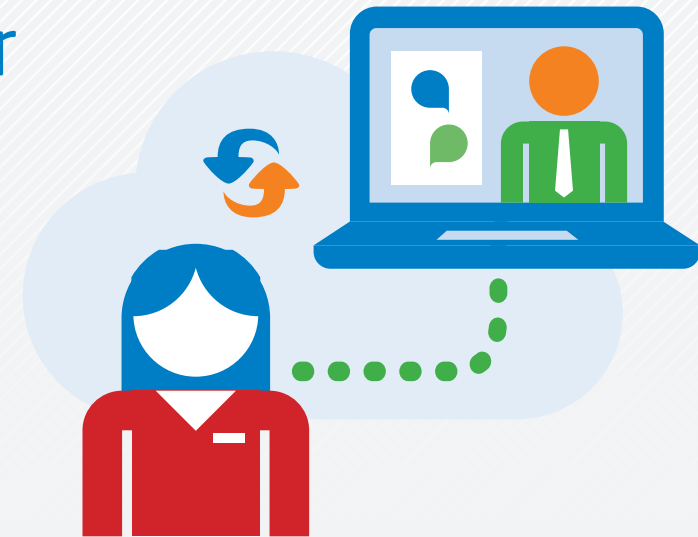
Business ConneCT's Contact Center helps your company to manage your Contact Center's staffing and service levels. Post Call Surveys enable your company to improve customer service, while extensive reporting tools provide insight into performance, costs and trends.

The unique soft wall-board supports and stimulates agents or operators at the point of action and can be easily designed and modified in MS Powerpoint.



# Business ConneCT Contact Center

Have a Chat with your Customer



Contact Center



Don't lose customers due to unanswered questions any longer. Get in touch with people on your website and start a conversation that matters. Create a more personal connection with your website visitors, point them in the right direction and increase your sales and customer satisfaction.

With the Business ConneCT Contact Center customer live chat interface you can serve your customers at the moment they are ready for business or at the point where they are in need of support. You can illustrate your comments by means of a graph or image, and experience shows that with webchat most cases are resolved on the spot. Business ConneCT Contact Center turns any call center, service or support desk into a highly sophisticated Customer Experience Center.

## Cost-effective and highly productive

Webchat is very cost effective as your agents can chat with several people at a time. Typically one webchat agent talks with 10 times more people than a phone agent. And with a full page view history for each visitor, you'll be up to speed by the time your customers click 'Chat'. No surprise that when it comes to sales, webchatters are 4 times more likely to convert than a regular website visitor and average order values are typically 25% higher.

## Easy to implement and customize

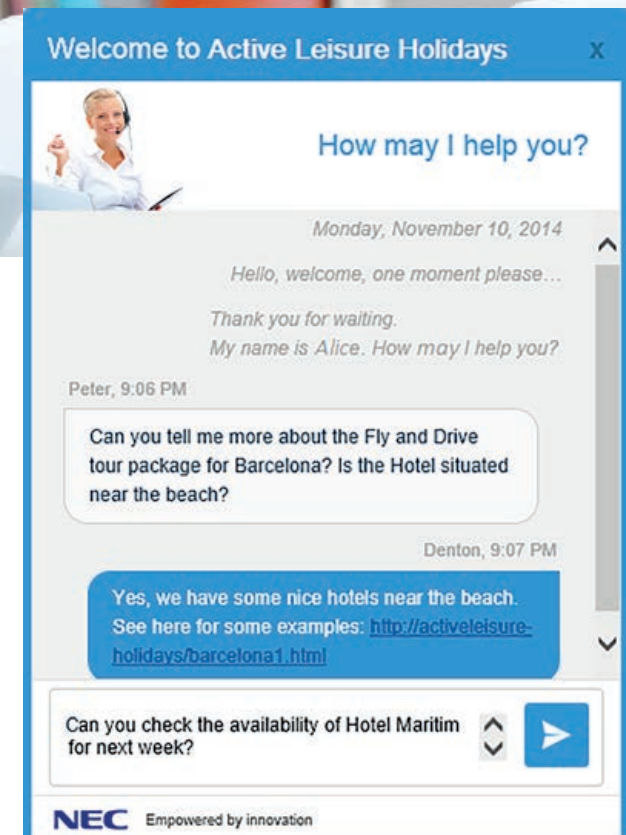
Business ConneCT webchat technology is very powerful and yet simple to install and operate. Business ConneCT Contact Center enables you to customize the live chat interface to match your website and brandstyle. Don't miss out on this extremely valuable addition to your contact center, and include webchat functionality right now.





### At a glance

- > Single contact point for efficient multi-channel interaction via phone, webchat or email
- > Get the most out of your agents by integrating their skill set in the different call flows
- > Automatically route calls, webchats and emails to agents based on requested language or service
- > Route important customers always to the same agent
- > Agent can pick calls from the queue
- > Enable your agents to work from any location: in the office, from home or on the road
- > With Callback customers don't have to wait in queue, reducing call abandonment
- > Add agents when you need them most and improve your performance
- > Real-time dashboard, wallboard and reporting provide important optimization metrics
- > Track agent productivity, customer behaviour and service trends
- > Extensive reporting gives the tools to optimize service levels
- > Minimize training requirements thanks to the intuitive user interface and role switching
- > Route important customers always to the same agent
- > Customer interaction history
- > Agent supervisor assistance notification and coaching functions



# Business ConneCT Employee

Improved efficiency and productivity

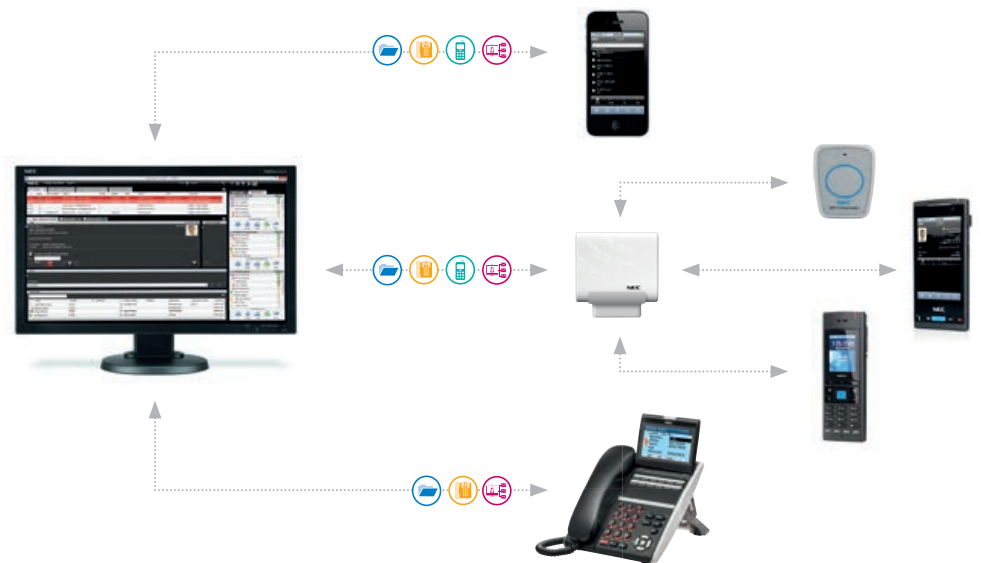


Employee



Business ConneCT Employee provides vital information to all employees, such as the name, number and photo of the caller. Any incoming call is instantaneously displayed in a pop-up window, enabling employees to handle the call efficiently from their screen. Standard features, such as hold, transfer and end call are just a mouse click away.

A call log provides information on all calls, the last number dialed as well as Voicemail messages. Calling back is a matter of clicking on an entry in the contact list. And by redirecting calls according to their calendar schedule, employees can be available for customers 24/7.





### Presence

Presence information allows users to check whether colleagues are present or busy. A single view shows the availability of everyone in your organization in real time (PC, calendar, phone) and you can contact colleagues the minute they become available.



### Mobile Client

Business Connect's Mobile Client works with the majority of mobile phones, making them true extensions of the enterprise telephony infrastructure and giving mobile workers the same familiar experience on their mobile phone as they're used to on their office PC



### Voicemail & Messaging

Business Connect has built-in Voicemail. Activation can either be controlled through the Business Connect calendar or through the Microsoft Outlook calendar. Instant Messaging (and DECT and SMS Text messaging) provides an alternative way of contacting a colleague while he or she is busy on the phone or in a meeting. It can also be used by an Operator as soft break-in, while for remote workers it saves communication costs.



### Directory Services

Business Connect provides access to up-to-date and powerful directories that also show phone and presence status. Employees can create their own personal list of contacts, while external and web-based directories can also be integrated. The Hotkey Dialer can dial any phone number in any application on the screen.

# Business ConneCT Employee UCC

Unique multiparty video conferencing across desktops, notebooks, smartphones and tablets



UCC Employee



With organizations becoming increasingly fragmented departments more flexible and employees more mobile, collaboration has become crucial to enable them to work together, in real time, and interact with each other, with clients and suppliers – wherever they are.

The use of virtual meeting spaces for project teams for instance enables real-time collaboration on documents, designs and ideas. Business ConneCT enables you to work with partners, suppliers and customers to shorten decision cycles, improve information sharing and increase the speed of business.

The Business ConneCT UCC Employee client builds further on Business ConneCT Employee to provide rich collaboration functionality from the device of choice.

## BYOD and Collaborate

With the Business ConneCT UCC Employee client, knowledge workers can easily set up audio and video conferencing from wherever they are. They can effortlessly connect via PCs, iMacs, iPads, iPhones, Android Phones and Tablets and utilize screen sharing, file sharing and more. This flexibility enables organizations to expedite consumerization and implement BYOD (Bring Your Own Device) policies.

## External 'guest users' - an exclusive advantage

With Business ConneCT you can even provide services such as audio-, video-, and web-conferencing to your customers or other contacts off-site. You can include external guest users in a three-way conference at the touch of a button, while they too are able to use their own preferred smartphone or tablet.



# Multiparty **video conferencing**

Corporate Directory | Recent contacts  
Guest users | Click to dial | Contact card

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Instant Messaging

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Built-in softphone | Voicemail | Call History

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Tele- and Multimedia Conference

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Share ideas and discuss in team

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Put messages on a wall

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Notifications

Personal Presence Status

**Alice Andrews**  
3295  
In a Call

**Denton Denary**  
Online

**Hannah Henson**  
In a Call

**Ethan Edwards**  
In a Call

**Cindy Charlton**  
In a Call

**Bethany Baker**  
In a Call

Team Availability & Presence

Conference

Video

Group Chat

**Hannah Henson**

**Bethany Baker**

**Cindy Charlton**

**Denton Denary**

**Ethan Edwards**

Multi-Party Video Conference

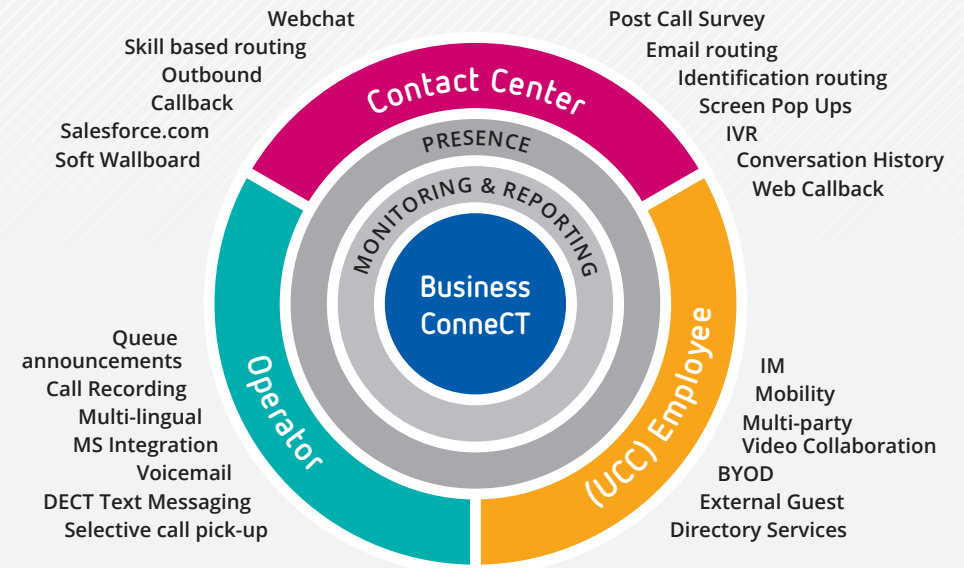


"Improving productivity, efficiency  
and customer satisfaction"

# Functional Details

**NEC ensures the proper interworking of UNIVERGE Business Connect with the following NEC Communication Servers:**

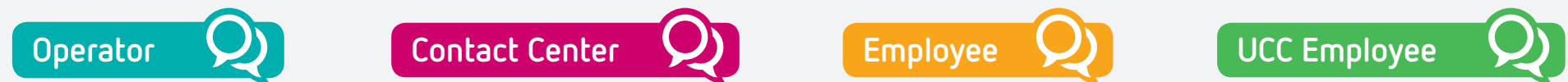
UNIVERGE SV9100	Networked up to 50 sites via Netlink
UNIVERGE SV9300	Stand-alone, remote unit, networked via CCIS up to 16 sites
UNIVERGE SV9500	Stand-alone / Dual server / Networked (via FCCS and CCIS)
UNIVERGE 3C	
SIP@Net / IS3000	Stand-alone / Networked (via IPVN (DPNSS, PVN), IMP)
Aspire UX	Networked up to 50 sites via Netlink



Functionality can differ depending on the PBX platform. Not all boundaries can be used to the maximum at the same time and server. Dimensioning depends on Business Connect configuration and call rate.

## Language versions

The adoption of Business Connect worldwide has led to its support of many languages to suit each individual user. Currently the following languages are supported: Arabic, Brazilian, Chinese, Danish, Dutch, English, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish (This applies to Business Connect Operator, Contact Center and Employee. Business Connect Employee UCC is available in English, Dutch, Chinese and German).





## Valuable Pillars on which to Build the Smart Enterprise

NEC combines its advanced technologies, services and knowledge to help ensure the safety, security, efficiency and equality of society – enabling people to live brighter, more enriched lives.

Combining our capabilities and rich portfolios in Communications and IT, NEC can provide government authorities, individuals and enterprises with solutions that cover the full spectrum of their operations. The level of integration between NEC's network, server, storage and enterprise communications solutions highlights the power of these technologies – and reinforces the benefits our customers receive.

Smart Enterprises leverage these technologies to optimize business practices, drive workforce engagement and create a competitive edge. This is how NEC empowers the Smart Enterprise, and why the Smart Enterprise relies on NEC.



### EMEA (Europe, Middle East, Africa)

NEC Enterprise Solutions  
[www.nec-enterprise.com](http://www.nec-enterprise.com)

### North America (USA)

NEC Corporation of America  
[www.necam.com](http://www.necam.com)

### Corporate Headquarters (Japan)

NEC Corporation  
[www.nec.com](http://www.nec.com)

**About NEC Corporation** - NEC Corporation is a leader in the integration of IT and network technologies that benefit businesses and people around the world. By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 100 years of expertise in technological innovation to empower people, businesses and society. For more information, visit NEC at <http://www.nec.com>

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