

# BUSINESS CONNECT CONTACT CENTER

## DRIVING CUSTOMER ENGAGEMENT

**NEC's versatile Unified Communications suite UNIVERGE® Business ConneCT integrates all communication streams and presents them in a single view. Simple and cost effective to deploy, the three user modes - Employee, Operator and Contact Center - use the same database, a common user interface, and are managed from a central point.**

Business ConneCT Contact Center is a rich multi-channel environment that supports multiple customer touch points including social media. It handles email, live web chat, WhatsApp and voice via a single interface, providing 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. With support of up to 500 concurrent desktop agents, Business ConneCT Contact Center is very powerful in driving customer engagement and boosting productivity and competitiveness.



### AT A GLANCE

- > Single point for omni channel integration via phone, e-mail, webchat and various social media
- > Routes calls, webchats, apps and emails to agents based on language, skill or service
- > Agents can work from any location
- > Call-back avoids having to wait in queue
- > Real-time dashboard, wallboard and reporting
- > Intuitive user interface minimizes training
- > Customer interaction history incl. social media



Business ConneCT's Contact Center features help your company to manage your Contact Center staffing and service levels. Group performance statistics enable your company to improve customer service, while extensive reporting tools provide insight into performance, costs and trends.

## BUSINESS CONNECT CONTACT CENTER

The single point of contact supports efficient multi-channel interaction via telephone, web chat, social media or email. Calls, emails, web chats, and WhatsApps are routed to the best skilled agent based on the requested service or language of the customer. Important customers can be automatically routed always to the same agent.



### CONNECT THE FIRST TIME RIGHT

Business ConneCT Contact Center guides callers and routes email traffic to the best-suited employee, reducing waiting time and improving staff motivation. Contact Center agents are provided with additional information, such as the language in which to greet a caller.

Skills-based routing ensures calls are transferred only to those agents with the best-matched skill set. If no agent with the required skill set is available, an automated attendant can provide callers with a choice of alternative options.

Each customer call or email reaches the right person, first time, every time! Every employee, wherever he is, can act as agent while doing other tasks. All agents have access to advanced Unified Communications functions like Presence Management, Instant Messaging, DECT and Mobile Messaging.



### THE POWER OF SOCIAL MEDIA

Business ConneCT Social media integrates with a WhatsApp service provider to allow customers to communicate in real time with agents using WhatsApp, similar to Webchat.

Integrating Webchat and Social Messaging into your Contact Center offers your customers utmost convenience and allows them to communicate in real time with your agents using the application of their choice. This does not only significantly enhance the quality and success of customer engagement – with typically higher customer satisfaction and business value – but also increases the efficiency of your operations.



### EFFECTIVE & PRODUCTIVE WEBCHAT

Do not 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

Business ConneCT Contact Center webchat technology is very powerful and yet simple to install and operate, with the live chat interface matched to your website and brand style. 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. In addition, with a full-page view history for each visitor, you will be up to speed by the time your customers click 'Chat'.

No surprise that when it comes to sales, web chatters are 4 times more likely to convert than a regular website visitor and average order values are typically 25% higher.



### COMPLETE CUSTOMER HISTORY

In the agent's chat conversation window, the date of the message is included and social media chats including received attachments are stored in the database. Both voice and social media chats (WhatsApp) are combined in the customer history, so that when a customer contacts the Contact Center, the agent will see the complete customer's history, including WhatsApp and attachments.

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



### CO-BROWSING

Co-browsing stands short for 'Collaborative Browsing' and allows screen sharing on a website – without downloading and installing any additional software. Co-Browsing streamlines communication between customer and agent through advanced, hassle-free screen optimized for the use on websites and web applications. It allows customer service agents to join customers browsing on your digital platforms.

Join customers on your website, gain mutual context quickly, and lead customers to quality solutions. With just a single click, connect with individual customers instantly and get on the same page. Turn a regular call into a sales call. Show the

customer around your website and give them visual cues, just as you would in a physical store or when sitting next to them. Optionally an Agent can take control within the website session and navigate the visitor through the site.

### **REDUCE WAITING TIMES & LOST CALLS**

Estimated waiting time or position in queue information provides callers the possibility to make an informed decision to be called back or leave a voicemail.

### **WORKFLOW OPTIMISATION**

Integrating contact center operations with all relevant business processes is crucial in coping with market dynamics. NEC's UNIVERGE Integration Platform combined with Business ConneCT Contact Center enables flexible and easy integration of applications as well as design and speedy adaptation of workflows and processes.

### **INCREASE SERVICE LEVELS**

Customers can be transferred, even during out of office hours. Alternatively, they can get the option to be called back or leave a voicemail. Agents can work from any location: in the office, from home or elsewhere. Real-time Supervisor Dashboard, Soft Wallboard and Reporting provide important metrics to optimize your Contact Center.

### **EASY TO USE AND HIGHLY FLEXIBLE**

Little or no user training is necessary thanks to Business ConneCT's intuitive user interface. The application is easy to deploy, customize and maintain. Agents, Supervisors and Contact Center features can be added simply via licenses. Business ConneCT enables you to maximize your business performance by back office integrations with CRM and ERP solutions.

## UNIVERGE BUSINESS CONNECT

UNIFY ALL COMMUNICATION STREAMS AND EMPOWER YOUR BUSINESS



**BUSINESS CONNECT CONTACT CENTER FEATURES**

Multimedia Contact Center

- > Voice, Email, Web Chat, Social Media (WhatsApp, Facebook Business API, Twitter)
- > Multi-Media Routing
- > Inbound and Outbound
- > Easy call handling
- > Call back
- > Live interaction via Co-Browsing enabling screen sharing on a website
- > Seamless Chatbot integration

Up to 500 concurrent Agents

- > PC Based Agents
- > Phone Based Agents

Outbound dialer

Outbound Call Back for Abandoned Callers

Web Callback

Auto Attendant

Auto Attendant Analysis, Agent Break Time Analysis

Active/Inactive per Agent Group

Interactive Voice Response

After Call Work time

Skills-based Routing

Email Router

Integrated Voicemail

Voicemail to Email

Automated Email response

Instant Messaging

Unified Messaging

DECT and SMS Messaging

Alarming

Caller Greeting

Queue Announcements

Music on Hold

Agent Screen pop-ups

Preview Dialling

Power Dialling

On demand /Ad-hoc Call Recording

Fast Directory Search

Call Qualification

Ready/Not-ready reasons

Desktop CTI

Extensive Directories

Integrates with Active Directories

GDPR compliancy (easy deletion/tracking of personal data)

Real-time Dashboard

Soft Wallboard

Reporting / Statistics

Embedded Reporting

Group Status

Group Statistics

Service Levels

Analytics

Multi-supervisor

Free Seating

Back Office integration with all NEC platforms

Integrates with MS Outlook Calendar and MS Office

CRM integration

Database integration

Easy to deploy, manage and customize

Intuitive Agent Experience

Minimal training required, online help

Multi-lingual 20 Languages: Arabic, Brazilian, Chinese, Danish, Dutch, English, English-US, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Spanish, Catalan, Turkish

Select language per user

Single Software Solution

Open Standard

Multi-Site

High Availability

- > Automatic reboot function

- > certified StorMagic

NEC and the NEC logo are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All trademarks identified with © or TM are registered trademarks or trademarks of their respective owners. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice. Please refer to your local NEC representative(s) for further details.

**Corporate Headquarters (Japan)**

NEC Corporation  
www.nec.com

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

NEC Enterprise Solutions  
www.nec-enterprise.com

**North America (USA)**

NEC Corporation of America  
www.necam.com