

UCB - What's New in 8.0?



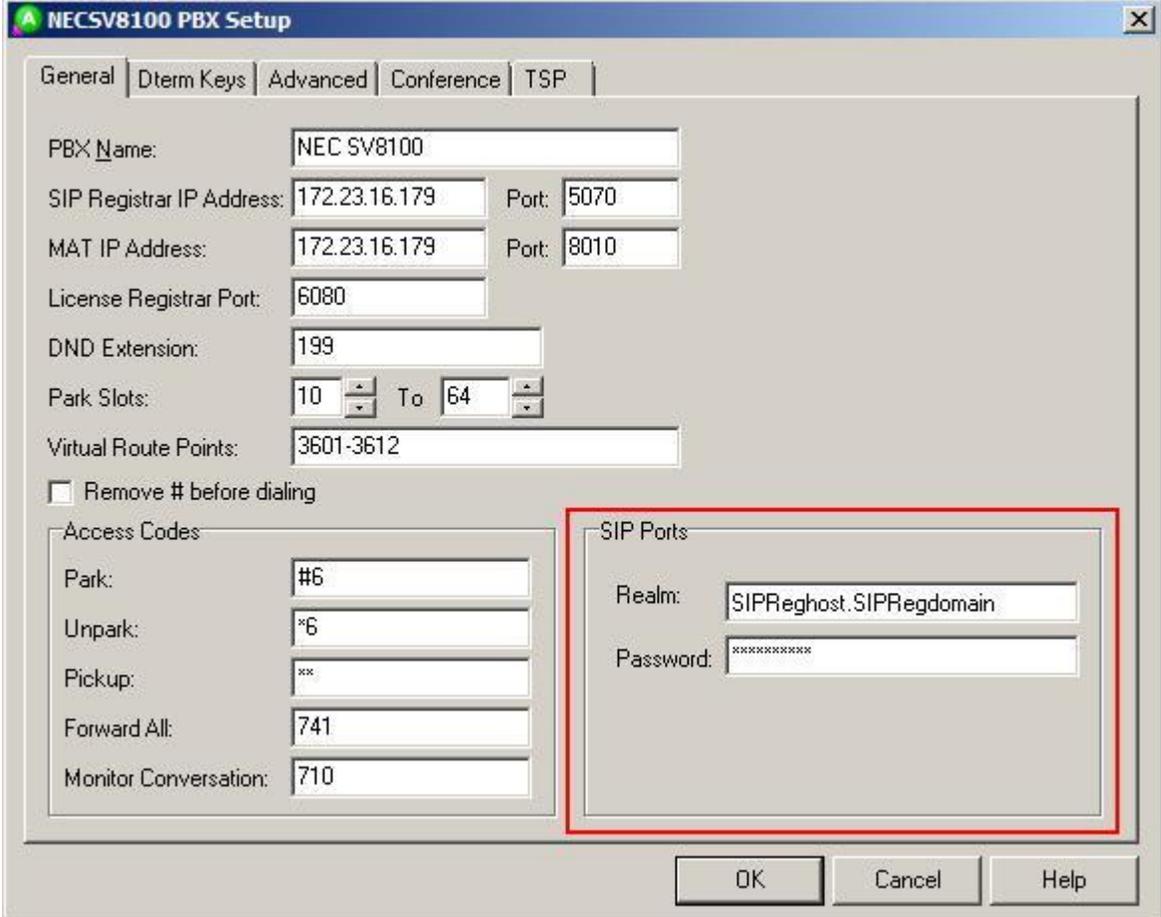
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SIP Port Authentication Support for the NEC SV8100

Applies to Administrator

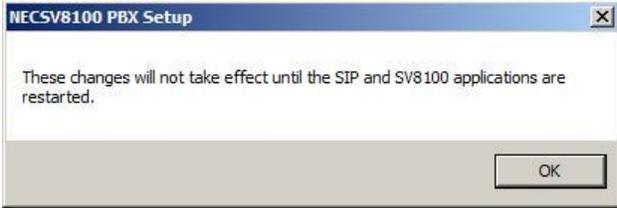
UCB now supports SIP port authentication on NEC SV8100 systems. SIP Port authentication information configured in **WebPro** can now be entered into the **General** tab of **NECSV8100 PBX Setup** in UC for Business.



The screenshot shows the 'NECSV8100 PBX Setup' dialog box with the 'General' tab selected. The 'SIP Ports' section is highlighted with a red border. The fields are as follows:

Field	Value
PBX Name	NEC SV8100
SIP Registrar IP Address	172.23.16.179
Port	5070
MAT IP Address	172.23.16.179
Port	8010
License Registrar Port	6080
DND Extension	199
Park Slots	10 To 64
Virtual Route Points	3601-3612
Remove # before dialing	<input type="checkbox"/>
Access Codes	
Park	#6
Unpark	*6
Pickup	xx
Forward All	741
Monitor Conversation	710
SIP Ports	
Realm	SIPRegghost.SIPRegdomain
Password	*****

The changes take effect once the SIP and NEC SV8100 applications are restarted.



The screenshot shows a small dialog box titled 'NECSV8100 PBX Setup' with the following text:

These changes will not take effect until the SIP and SV8100 applications are restarted.

OK

Support for International Callback

Applies to Desktop, Administrator, TouchPoint

UC for Business now provides Callback prompts to assist an international caller in leaving a number for a Callback.

When UCB detects that a caller is calling from an international location, it can now play specific prompts allowing them to enter their country code separately from their area code and local number, rather than having to enter all of this information when asked for their phone number. So when an international caller rings a call center that has International Callback enabled and opts to leave a number, they will receive the following prompts:

- *Please enter your country code, then press the # key.*
- *Please enter your phone number including the area code, then press # key.*

International Callback is enabled in Administrator. It can be set up in two ways:

- Using the **Configure Callback** wizard

Configure Callback

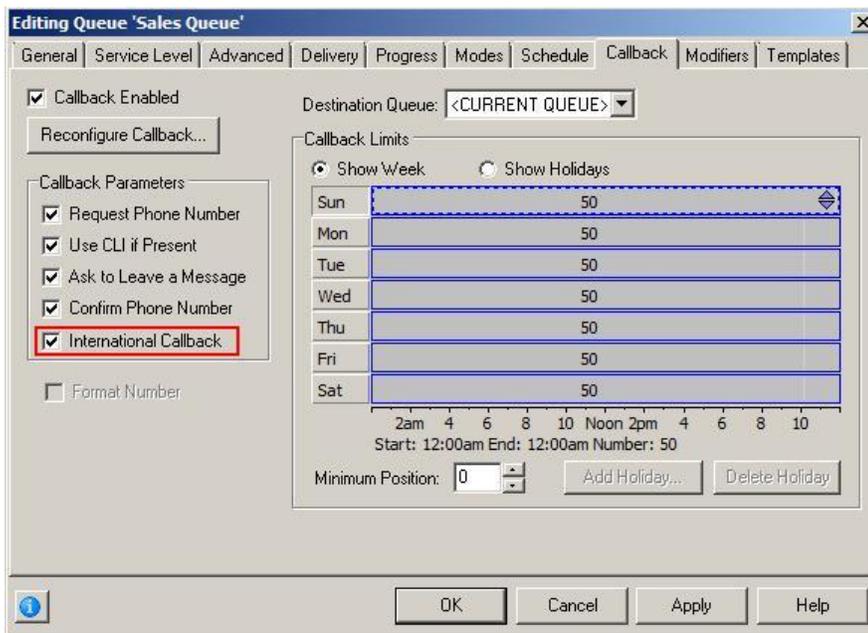
Callback Options

Please select the Callback options for this queue.

- Request Phone Number
- Use CLI if present
- Ask to leave a message
- Confirm Phone Number
- Offer Callback to international callers

< Back Next > Cancel Help

- Via the **Callback** tab when editing a queue

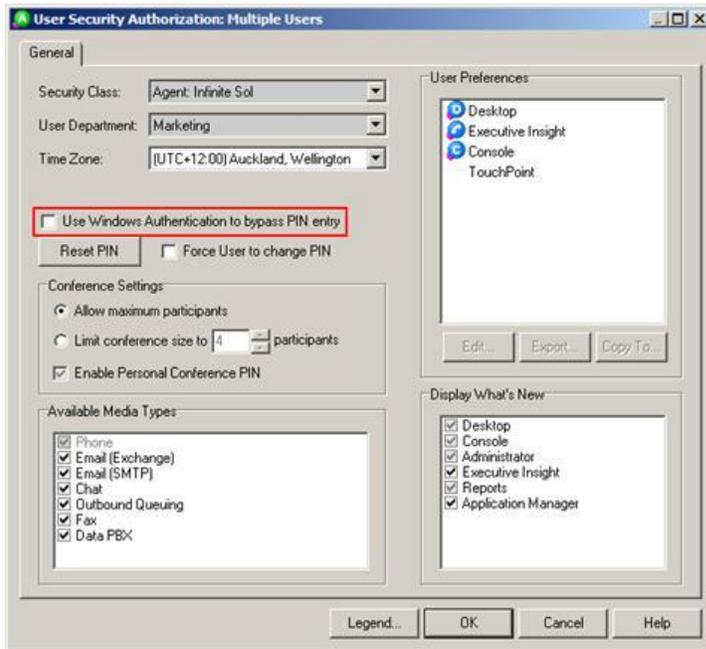


Windows Authentication - Automatic Login to Desktop and TouchPoint

Applies to Administrator, Desktop, TouchPoint

Contact center administrators can now opt to allow users to automatically log in to Desktop or TouchPoint based on their Windows login credentials, bypassing UCB PIN entry.

The option **Use Windows Authentication to bypass PIN entry** is configured in Administrator, on the **General** tab when editing the **Security** options for either an individual user or a group of users.



Users who have this option checked will only have to enter their UCB login credentials the first time they run Desktop or TouchPoint. This initial login associates their UCB login name and PIN with their Windows login credentials, so when they log in to Windows then start Desktop/TouchPoint, it will automatically log them in.

QMS Gateway Support on the SV8100, SV8300 and SV8500

Applies to Installation

Note:

This topic is only applicable if you have the QMS recording solution deployed.

The QMS Gateway mediates integration between UC for Business and the QMS (formerly CallRex) Recording Service, allowing UCB call data to be stored as flags against voice recordings of calls in the QMS database. This provides consistent labeling of the calls in UCB and the QMS database, allowing identifying information from UCB to be used to search for, locate and retrieve recordings via the QMS web interface.

QMS provides tools to capture and silently monitor and evaluate agent conversations and desktop activities in a contact center environment, with reliable PCI compliance and encryption. This information can be used for many business reasons, including improving customer service, security, conflict resolution, and legal compliance.

The web-based interface provides live monitoring and a real-time view of user status, as well as the ability to either record all calls, schedule recording of samples of calls or make on-demand recordings. Contact center managers can record and/or live monitor agents' desktop or application activity, playing this back alongside the voice recording.

The web interface also allows centralized management of multi-site installations from any location and the ability to store and retrieve recordings anywhere in the network. QMS is a software-only recording solution that does not interfere with the IP PBX and or require any proprietary hardware.

The screenshot displays the Quality Management Suite (QMS) web interface. The top navigation bar includes the title 'Quality Management Suite', version '5.0.0.11108', and the user 'QMS Administrator'. A search bar shows 'Sharon Thomson - 7/24/2013 10:10:34 AM'. The left sidebar contains a menu with categories like 'Call Recording', 'Agent Evaluation', 'Computer Recording', and 'Administration'. The main content area is divided into several sections: 'Audio Playback' with a waveform and a timestamp '2013-07-24\ac.17.1e.31.00.00 10.10.34.6'; 'Flags/Notes' which is highlighted with a red box and contains a table of call flags; 'Description' with an empty text field; 'Notes' with another empty text field; and 'Audit Log' showing a table of system actions.

Flagged	Flag Value	Delete
CTICallRef	3379	
CallerName	Ron Brown	
QueueName	Queue 2	
AgentName	Sharon Thomson	

Date	First Name	Last Name	Action Type	Target
24/07/2013 10:10:50 a.m.	QMS	Administrator	Start playing a call recording	Thomson, Sharon: 2013-07-24\

The flags created in the QMS database are:

- **AgentName** - the name of the Agent, as determined by their UCB login.
- **QueueName** - the name of the UCB Queue to which the call was delivered, if applicable.
- **CallerName** - the Caller Name recorded in UCB. This information may be obtained from the global UCB Phonebook, from an external phonebook or from ISDN information provided by the public telephone company, if available. Callers entered into a Personal UCB Phonebook or Personal Outlook Contacts will not be recorded.
- **CTICallRef** - the UCB PBX call reference, obtained from the UCB PBX module.

All administration of recordings is done within the QMS web interface; recordings cannot be accessed from UCB.

Enhanced Forwarding on the Small OAI

Applies to Installation

OAI-enhanced forwarding information is now available on the small OAI solution, bringing the forwarding capabilities of this platform inline with those of the large OAI.

OAI-enhanced forwarding is provided by the following three system commands:

- **CM 08 > 805 > 0** - Enhanced Call Forward for Call Forward No Answer when terminated to station.
- **CM 08 > 808 > 0** - Enhanced Call Forward for Call Forward All/No Answer/Busy when answered.
- **CM 08 > 811 > 0** - Enhanced Call Forward for Call Forward All/Busy when terminated to station.

We've added Chat

TouchPoint now has Chat. You can have a Chat conversation with one of your co-workers or other contacts through Web Chat Queuing. Some features you find particularly useful are:

Preview and Request a Chat - We will let you preview chats in a queue and select a specific Chat, but you need the correct permissions to do this.

Transfer a Chat - You can transfer a Chat to a specific user or back to a Queue

Chat Templates - You can select text from standard templates to speed up response time.

We've added Spell Check

A spell checker has been added to TouchPoint. Agents will have their Chats and Emails checked for spelling errors. Special words or acronyms can be added to a local dictionary if required.

We've Added Email

You can now send and reply to emails through TouchPoint. We'll give you all the standard email features as well as:

Preview and Request - you can preview emails in a queue and request a specific email.

Transfer - You can transfer ownership of an email to another agent or to a specific queue **Templates** - You can use standard email templates to speed up response time.

If you do not have access to email queues TouchPoint will automatically open your default mail application to process an email.

We've improved Scratch Pad Notes

Scratch Pad notes are now stored in the UCB database. This means that your notes are maintained between TouchPoint sessions - if you shut down, then restart TouchPoint, all of your notes will still be accessible. This differs from version 7.0, where your notes were lost when you closed TouchPoint.

We've added QMS

QMS has been integrated with TouchPoint. Supervisors can silently monitor and evaluate agent conversations.

As a supervisor with the right permissions, you can record all calls, schedule recording of calls or make on-demand recordings.

We've added a Wrapup timer

A graphical Wrapup countdown timer, indicating the time left for completing a Wrapup, has been added.

Agents can improve their performance by viewing a timer showing the time they have left to complete a Wrapup.

We've added Request Call

Users with the right permissions can view Calls, Emails and Chats in queues and select one they want to handle. This feature allows agents with specific skills or knowledge of particular customers to choose appropriate interactions .

We've added a view for all completed Agent interactions

You can now view all completed agent interactions in one place.

Selecting the Recent tab in the Agent window will display all completed chats, emails or calls. The agent or supervisor can view the details of any interaction from here.

We've added Agent Metrics

Agent Metrics has been added to TouchPoint. Agents can view a graphical representation of their own KPIs and supervisors can view graphical representations of their agent's KPIs.

Agents can select the Dashboard tab in the Agent window to see their key statistics. Information is given in numeric and graphical form.

We've added Intruding and Whisper Coaching

Supervisors can Whisper Coach or Intrude on calls to help agents and callers.

Whisper Coach: Supervisors can select whisper and talk to the agent without the caller knowing. **Intrude:** Supervisors can select Intrude and talk to the agent and caller.



About NEC Corporation

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