

# BCT Contact Center

Enhance Customer Contact

Contact Center



**UNIVERGE® Business Connect**, NEC's versatile all-in-one Unified Communications & Collaboration (UC&C) suite, integrates all communication streams and presents them in a single view, giving employees control over how and when to be contacted, via a choice of devices – in the office, at home and on the move. Business Connect includes call control, presence, voicemail, operator and directory services, as well as a comprehensive contact center.

## Multi Media

> Single point of contact; efficient multi-channel interaction via telephone, web chat or email.

## Connect customers to the right agent first time

> Route calls, web chats or emails to the best skilled agent based on the requested service or language of the customer;  
> Route important customers always to the same agent.



## Reduce waiting times and 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.

## Increase Productivity & Performance levels

> Real-time Supervisor Dashboard, Soft Wallboard and Reporting provide important metrics to optimize your Contact Center.  
> Agents can request supervisor assistance by a single click.  
> Supervisors can manage and coach agents by silently monitoring and barging into live conversations.  
> Customer interaction history is automatically displayed to the Agent so they are well informed before every call connects.

## Offer 24/7 services and remote agents

> 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, on the road or from home. The special BCT Agent App can be used on a mobile phone to make agents available from any location.

## Personalized and accurate responses lead to revenue growth

> Detailed customer information visible via the agent user interface.

## Minimize the impact on resources

> Little or no user training, Intuitive User Interface.  
> Easy to deploy, customize and self-maintenance.

## Scalability to accommodate for future growth

> Add agents, Supervisors Operators and Features by simply adding concurrent licenses. If you decide to upgrade you won't need to redeploy anything. One stop shopping, all in one box!

## At a Glance

- > Multimedia Contact Center
  - Voice, Web Chat and Email
  - Callback
  - Inbound and Outbound
- > 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
- > On demand Call Recording
- > Soft Wallboard
- > Secure Instant Messaging & file transfer
- > DECT Corporate Directory
- > Single Server
- > Multilingual: 20 languages available
- > Single and Easy Install
- > Select language per user
- > 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 platforms (3C, SV9000 and SIP@Net) and terminals (Softphone, IP, digital, DECT, analog)
- > Latest Microsoft® Windows and .NET technology
- > Integrates with Microsoft® Outlook Calendar and Microsoft® Office



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## Unify all communication Streams and Empower your Business

Multi-channel Multi-Media Routing: Voice, Web Chat, Email

Up to 500 concurrent Agents

Single Software Solution

PC Based Agents

Phone Based Agents

Skills-based Routing

Outbound dialer

Call-back

Embedded Reporting

Analytics

Multi-supervisor

Real-time Dashboard

Integrated Voicemail

CRM integration

Multilingual

Instant Messaging

Desktop CTI

Free Seating

Email Router

Database integration

Wallboard

On demand Call Recording

Web Call-back

Alarming

Service Levels

Group Status

Open Standard

Automated Email response

Caller Greeting

Music on Hold

Multi-Site

Unified Messaging

Agent Screen pop-ups

Preview Dialing

Power Dialing

DECT Messaging

SMS Messaging

Fast Directory Search

After Call Work time

Call Qualification

Ready/Not-ready reasons

Group Statistics

Queue Announcements

Auto Attendant

Inbound

Web Chat

### Navigation Dashboard

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

### Routed Calls/Hour

### System Monitor

### Individual Agent Call Volumes



Outbound

Group Statistics

Easy to deploy, manage and customize

Intuitive Agent Experience

Languages:

Arabic, Brazilian, Chinese, Danish, Dutch, English, English-US, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish

For further information please contact NEC or:



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