

NEC

Orchestrating a brighter world

NEC Unified Communications for Business (UCB)

Enhance customer experience and business communications

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UCB is a modular solution offering contact centre, reception call handling, self-service, call & screen recording, and unified communications.

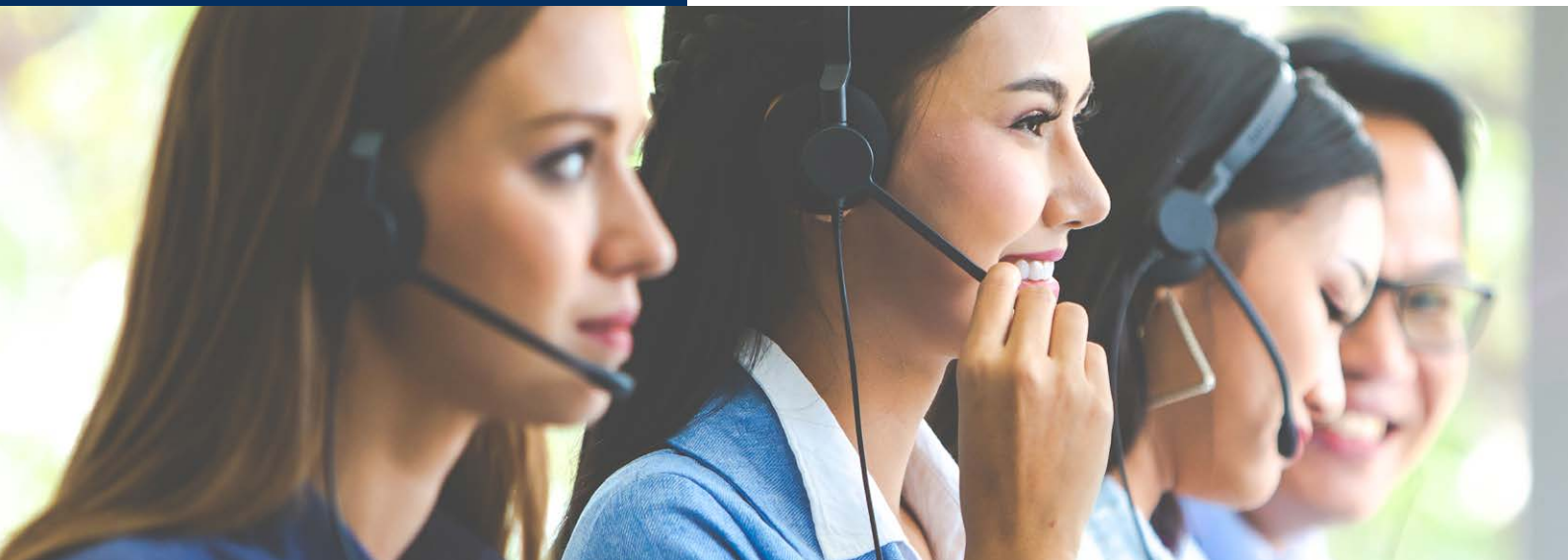
Overview

NEC understands the important role communications play in building business relationships and enhancing customer experience.

How effectively you communicate with customers, resellers, key suppliers and business partners can be the difference between business won and business lost.

Today's customers expect to communicate with organisations whenever they want, from wherever they are, via what channel they like.

NEC's UCB is a modular solution offering contact centre, reception call handling, self-service, call & screen recording, and unified communications. A range of additional components and integration tools allows you to add functionality as requirements and budget dictate.



UCB intelligently streamlines and centralises all contact types into a single, fully integrated solution with a user-friendly interface. Omni-channel queuing ensures all forms of interaction are identified, prioritised, routed and transacted expertly, first time, every time.

UCB makes it easier to communicate with colleagues and customers, whilst providing key metrics to improve customer experience and business performance.

UCB at a glance

- ✓ Easily customised for individual business requirements
- ✓ Flexible deployment (on-premise, cloud, hybrid)
- ✓ Flexible commercial models - perpetual licensing (CAPEX) or subscription licensing (OPEX)
- ✓ Improve customer satisfaction through real-time interaction monitoring and coaching
- ✓ Increased efficiency resulting in higher staff productivity and cost reduction
- ✓ Integrates with the communication platforms of NEC and our key technology partners - Microsoft and Cisco
- ✓ Optimise staff resources through comprehensive reporting and automation
- ✓ Provides contact centre and operator tools to address the needs of an organisation or department with their unique requirements
- ✓ Reduce abandonment rates, queues and call times by offering a call-back
- ✓ Reduce agent attrition by providing the tools they need to achieve targets, reducing stress
- ✓ Supports mobile and remote workers
- ✓ Integrates with back office systems to bring disparate tools/systems together for effective customer service outcomes

Delivering an exceptional customer

experience is key to the UCB solution

Give customers the choice to communication when and how they want

Contact centre

The contact centre has become a vital component in an organisation's customer experience strategy, tasked with delivering the best possible experience across every interaction.

This means being able to adapt to the changing needs of your customers who now want to be able to communicate whenever, wherever and how they want.

In order to be successful, organisations need to embrace new technologies that will help them exceed customer expectations while improving productivity and reducing costs.

Agent

Deliver calls with intelligent, flexible routing options. The agent desktop interface lets managers view real-time information on queue and agent performance. The agent interface a clean, modern looking, lean footprint and context aware interface called TouchPoint.

Snapshot

Provides agents, supervisors and managers a browser based real-time picture of contact centre performance. Up-to-the-minute data on queue and agent status can be viewed by customer support teams or provided to customers on an external web page.

IVR

Interactive voice response (IVR) is a technology that allows a computer to interact with humans through the use of voice applications or by touch on a telephone keypad. Callers can perform routine transactions and receive the information they require without the need to interact with a live agent.

Virtual Call Centre

The virtual call centre allows organisations to manage and use agents in multiple locations as a single entity, providing every agent with all functions and features, and enables seamless call routing and transferring across the organisation.

Callback

Gives callers the option of an automated call back, eliminating the frustration of waiting in a queue and therefore reduced abandonment rate. Callback also reduces the costs associated with callers holding on your inbound free-phone number.

Announcements

Provides callers with updated messages of their position in the queue. The built-in auto attendant ensures they are connected to the most appropriate agent based on the information they have previously provided.

Multi-Channel Queuing

UCB provides the flexibility to add or configure additional functionality as requirements and budgets change, enabling organisations to quickly change their call centre into a true **multi-channel contact centre**, and giving customers the choice to communicate on their own terms.

Channels include standard voice, Email, Fax, SMS, Social Media and Web Chat.

Self-service

Self-service is a key and increasingly important part of an integrated customer experience. It enables contact centres to focus on higher value human to human interactions increasing productivity, efficiency and customer experiences whilst simultaneously creating the agility needed to stay ahead of ever changing customer needs.

NEC has a wide range of speech recognition, touch-tone, mobile IVR and web self-service solutions that are quick to implement, powerful and extremely cost effective. Our solutions include configurable IVR applications, mobile IVR navigator tools, an easy-to-use knowledge management suite, corporate web directories and a development platform that enables organisations to quickly deploy self-service applications for web, telephony, video messaging, SMS, and email.

All can be used as standalone solutions or implemented as part of the overall contact centre strategy.

- ☑ Increase efficiency and satisfaction by enabling customers to self-serve
- ☑ Cut operating costs
- ☑ Boost productivity and reduce staff turnover by better utilising employee resources
- ☑ Improve customer experience by providing a fast, reliable service 24/7
- ☑ Maximise the ROI of your knowledge base
- ☑ Significantly reduce lost and abandoned calls
- ☑ Improve productivity of support calls
- ☑ Speed up call resolution times and increase customer retention

- ☑ Increase revenues by enabling transactions to be processed around the clock
- ☑ Create resilience and business continuity by virtualising your operations
- ☑ Benefit from fast, proven return on investment, with easy quick deployment and low maintenance cost

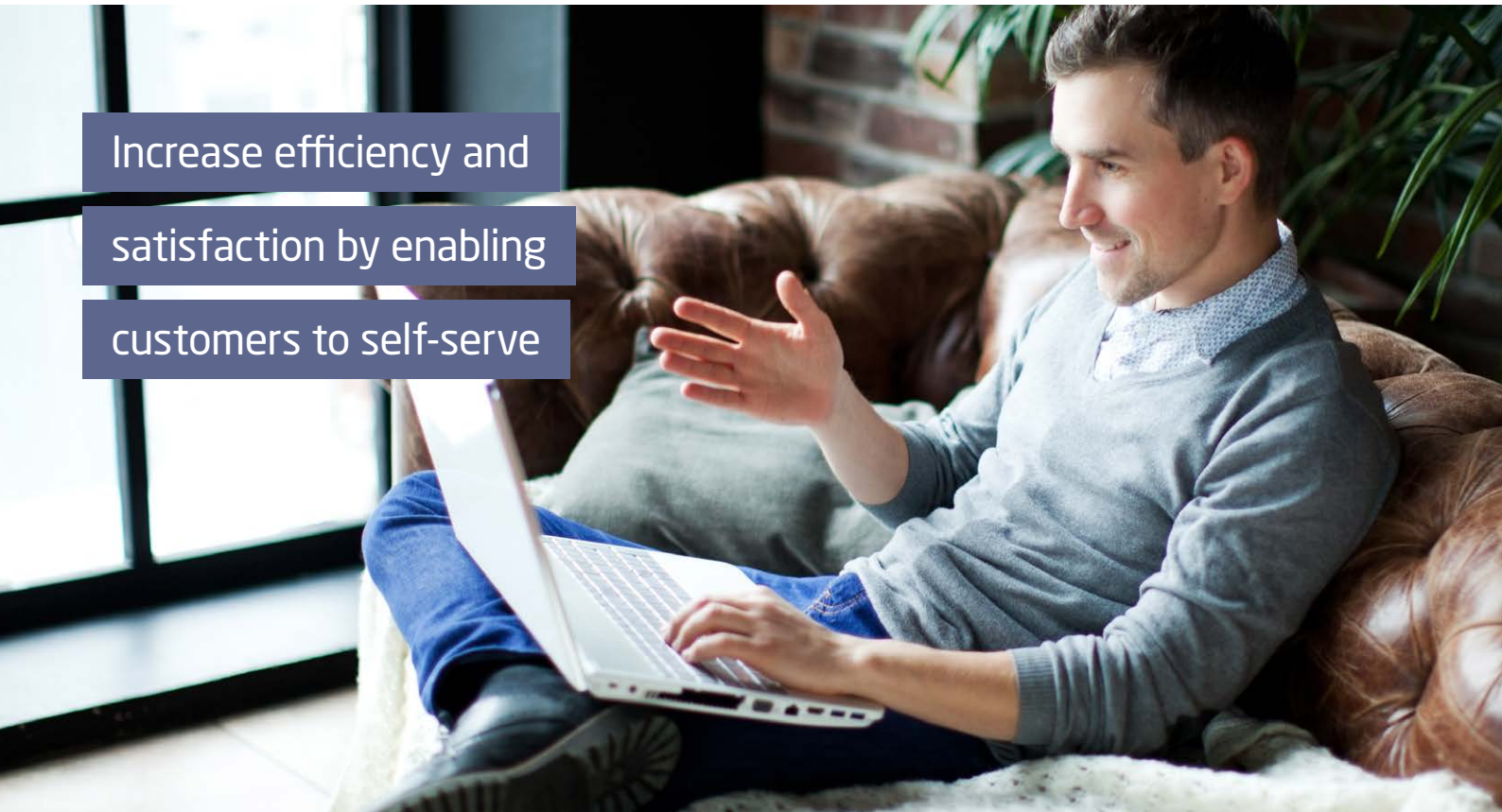
Reception call handling

Our reception call handling business solution is a powerful and scalable attendant operator console. It delivers a highly effective and easy to manage call handling platform, which can be flexibly extended with advanced functionalities and services.

Powerful call queuing, presence and directory features ensure calls are handled quickly and efficiently, and callers are transferred to the right available contact, first time.

The attendant operator console is the front door to your business, and the key to making a lasting first impression on your customers and partners.

- ☑ Certified with the best: NEC, Cisco and Microsoft Skype for Business
- ☑ Synchronisation with existing directories ensures contact information is accurate
- ☑ Presence status information improves transfer success and reduces voice mail
- ☑ VIP calls and busy queues can be prioritised to meet service level requirements
- ☑ Highly scalable, from one to thousands of consoles and support for multi-tenancy
- ☑ Full range of deployment options: cloud, on-premise, hybrid



Increase efficiency and
satisfaction by enabling
customers to self-serve

Quality management

Balancing the goals of the business and the customer is a difficult and ever changing task. NEC provides a range of business optimisation tools, which are highly scalable and modular enabling you to choose the level of complexity that meets your requirements for continuous performance improvement.

Call and Screen Recording

The recording and evaluation of calls may be required for legal, compliance, quality analysis or coaching and training purposes. Observe business processes, improve customer service, and resolve customer disputes with proven contact centre software. UCB's Quality Management Suite (QMS) module includes:

- Call Recording: interaction recording and monitoring software
- Agent Evaluation: call scoring and agent coaching for contact centres
- Computer Recording: desktop computer screen recording and monitoring software
- Text Recording: Recording interactions carried out over text, such as email, IM, webchat, and SMS.
- Speech-to-text transcription: Converts audio recordings to searchable text documents either using an automated recording policy or on-demand.

Reporting

Customise reporting data to suit your business needs/KPI's, or incorporate contact centre data with your existing reporting or business intelligence infrastructure and information. Real-time contact centre statistics show agent, queue or 3rd-party data, including display of alerts. Sites can run UCB's browser-based Snapshot (on LCD screen), user specific PC clients and/or existing LED wallboards.

Survey

Measure customer satisfaction, motivate agents to improve performance and gain an accurate picture of customer satisfaction. Offer after call surveys to your customers so you receive direct feedback on service and drive results back into your contact centre to improve performance.

Unified communications

Today's workforce is mobile and dispersed and workers are no longer bound to their desks. Business information is available regardless of location and the ability to action this information is critical to increasing innovation and raising productivity. This increases demand for new applications and devices that enable more flexible working styles along with supporting new processes and individual contact preferences.

Mobility

Mobilise your workforce for greater productivity

Mobility has become one of the key features of unified communications. This is the ability to communicate wherever you are - to be contacted and make contact on any device, at any location, at your own convenience.

Compatible on NEC or Cisco communication solutions, NEC's Mobile User application is just one part of NEC's mobility offering; functionality that is growing and developing with each new release. This licensable module is for iOS or Android smartphone and tablet users, and web users.

Whether your personnel are offsite, or roaming onsite, Mobile User gives them the tools they need to communicate efficiently and effectively with colleagues and customers.

Not only can they facilitate inbound calls, by controlling availability and access via their Presence Profile – they also have easy and informed access to colleagues, as well as company contacts.

Unified Messaging

Access emails, voicemails and faxes from a single app

Unified Messaging lets you access your voice and fax messages from within your email application, and automatically synchronises your Presence with your Microsoft Outlook or Calendar.

Heavy users of email, voice and fax messaging will experience a significant increase in their productivity by eliminating the time spent accessing multiple messaging applications. UM is also ideal for employees that are often away from the office, giving a single point of access for all their messages.

Presence

Make contact the first time and every time you call

Presence is at the heart of the UC application. It gives you the availability and whereabouts of your organisation in real-time.

If the person you're after is in a meeting, or on the phone, you can request notification when they return to their desk, or when they finish a call. You can make yourself accessible to others in the same way.

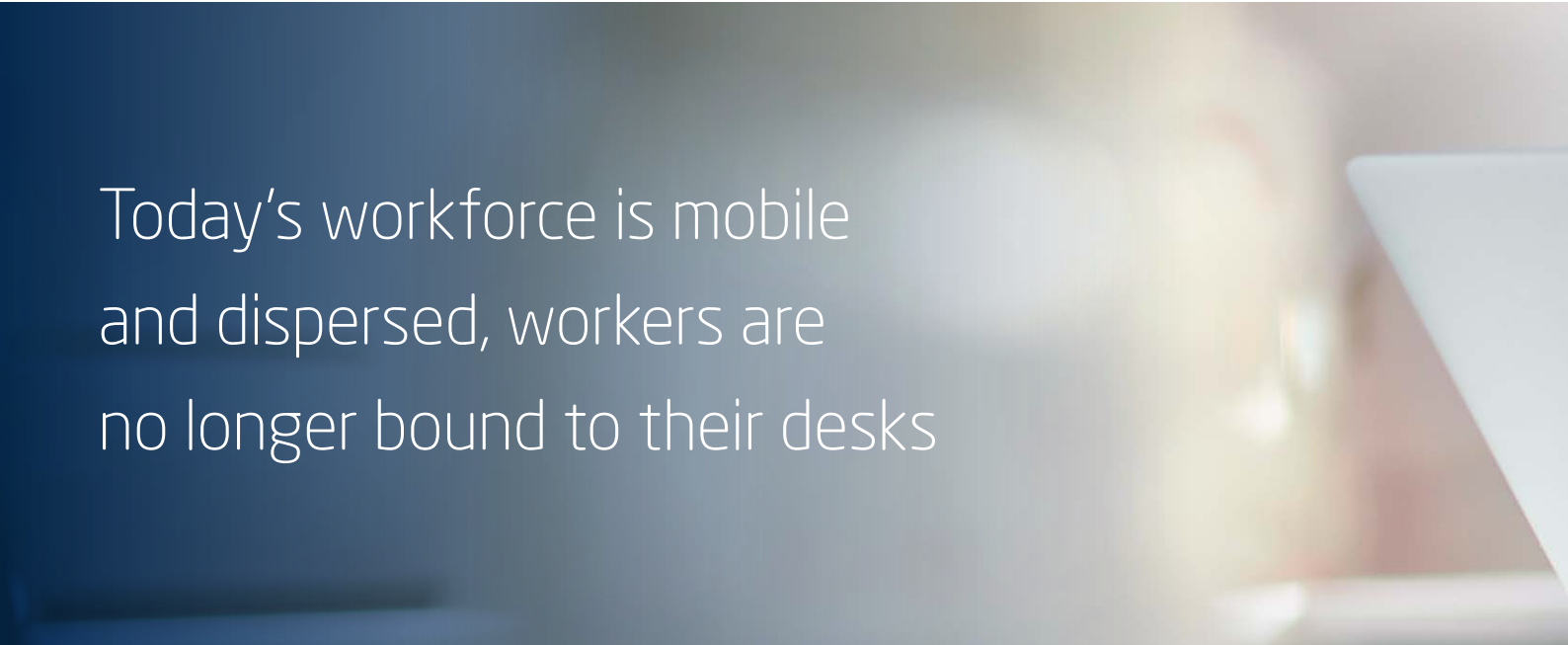
Presence gives you a bird's eye view of the organisation by providing real-time information on the whereabouts and availability of staff regardless of their location.

Gateway for Microsoft Skype for Business

Leverage existing IT investments

This module is an excellent opportunity to maximise previous NEC PBX investments by integrating into a Microsoft Skype for Business environment.

This gateway is included in the UCB core license. In a pure Microsoft Skype communication server environment, the application can integrate directly without additional gateway modules.



Today's workforce is mobile and dispersed, workers are no longer bound to their desks

Integration services

Today, customer service extends beyond the four walls of the contact centre to include marketing, back office and other service organisations. UCB applications have the ability to integrate with back office systems to bring disparate tools/systems together for effective customer service outcomes.

Customer Relationship Management (CRM)

This module supports the integration of agents with CRM screens and data, enabling screen-pop of CRM screens and dialing from CRM phone number data. Integrations include: Microsoft Dynamics, NetSuite, Pivotal, Remedy, Salesforce, SalesLogix, SAP, Siebel and many others.

Computer Telephony Integration (CTI)

CTI is a lynchpin technology in advanced CRM environments. With its ability to coordinate voice and data traffic in integrated customer service applications, CTI enables companies to resolve customer issues in real time and to personalise the

company-customer interaction based on the customer's history, such as purchasing and previous service incidents.

Workforce Management

Maximise your resources by pulling contact centre data directly into Workforce Management tools for agent adherence and/or workforce staffing statistics. Supports a choice of interfaces, for example: Aspect, Symon, TotalView, Verint, or generic WFM.

New to UCB is Workforce Scheduler, an introductory to Workforce management, an integrated scheduler within UCB providing forecasts and schedules.

NEC has delivered
contact centre
management
solutions to
more than 800
Australian
businesses



Why NEC?

NEC has been at the forefront of ICT solutions in Australia since 1969. We provide a comprehensive range of customer experience solutions, suitable for SMB, enterprise and government customers. Our tailored solutions can be deployed either on-premise, via the cloud or a hybrid combination.

From out-of-the-box to fully customised solutions, from one seat to thousands of seats across many sites, NEC has delivered contact centre management solutions to more than 800 Australian businesses, servicing more than 30,000 contact centre seats. We have over 20 years' experience with UCB, deploying the solution for over 600 customers.

A key strength of NEC is being both a systems integrator and accredited partner of best-of-breed solutions – which means we have access to leading technology plus fail-safe security and availability.

From simple requirements of headsets or information displays, through to more complex requirements such as speech, call recording and analytics, NEC's contact centre partners are market leaders in their respective fields. As technology evolves, we will seek out new partners in these emerging fields to ensure that we are always able to meet the most complex customer needs.



For more information:

 nec.com.au

 contactus@nec.com.au

 131 632

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com

Australia
NEC Australia Pty Ltd
www.nec.com.au

North America (USA)
NEC Corporation of America
www.necam.com

Asia Pacific (AP)
NEC Asia Pacific
www.sg.nec.com

Europe (EMEA)
NEC Enterprise Solutions
www.nec-enterprise.com

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