UC for Business - Contact Center

At a Glance

- Ideal for contact and call centers from five to 100 agents or more
- Fully scaleable, cost effective 'license per agent' ordering
- Advanced Automatic Contact Distribution (ACD)
- Skills-based routing
- Interactive Voice Response (IVR)
- Web and email integration
- Remote agent (home worker) capabilities
- Queue management of all types

Overview

Transform a call center into a contact center with NEC's UC for Business (UCB) Contact Center application. UCB Contact Center intelligently manages all contact media types – phone calls, voice messages, email, text, web chat and fax – in a single, fully integrated solution running on only one server with only one administrative interface.

Managers can readily see how the business is treating its customers by viewing agent activity levels and monitoring the delivery of customer service through all media types. This makes it easy to enhance service levels and improve staff productivity. By using customer information and skills-based routing, callers are directed to the agents best able to help them quickly and efficiently.

All contact center operating parameters are adjustable, allowing changes to be made in real time with simple to use wizards. With customized announcements and caller specific options, more calls stay in the queue and are delivered to agents.

Solution

Improves Call Center Efficiency

Eliminate time-consuming, mundane manual processes:

- **Customer Service Automation manages outbound and inbound calling - lets customers interact with the business by using a voice response system.**
- **Enhanced Routing sends calls to the right experts - saves time and increases revenues.**
- **Interaction Automation handles specific call flows - gives customers easy and intuitive self-service.**
- **Activity Automation manages staff processes and activity flows - eliminates oversights and delays.**

Presents Essential Information with Screen Pops

Agents receive screen-pops for incoming calls with essential information, including caller name and phone number, the queue the call is coming from, wait time and any special notes if available.

Reduces Abandoned Call Rate

Callers are given updated messages of their position in the queue. The built-in Auto Attendant feature also ensures callers are put through to the most appropriate agent based on information the caller has previously provided, e.g. their customer reference number.

Gives Callers a Choice to Stay on the Line or Receive a Callback

Callers can be offered the option of an automated callback, eliminating the frustration of waiting for an agent. Callback also reduces the costs associated with callers holding on your inbound free-phone number.

Allows Callers to Perform Transactions or Request Information

Interactive Voice Response (IVR) capabilities allow callers to perform routine transactions and receive information without the need to interact with a live agent, e.g. ordering a package pickup from a delivery company. IVR can relieve live agents of routine work, increase productivity and boost customer satisfaction. Callers can seamlessly move between this self-service environment and the contact center. They can exit IVR at any time and be transferred to a queue for delivery to an agent along with the information collected through the IVR.

Enables Better Handling of all Media Types

A single interface allows agents to better manage and efficiently apply standard contact handling methods to all media types, including phone calls, voice messages, faxes, emails, text and web chats.

Matches Callers to the Right Agent

Callers can be automatically placed into priority queues, sent to the agent who last dealt with the caller or moved to the front of the queue for faster service.

Increases Satisfaction for Both Parties

Callers are matched with the agent best equipped to help. Customers receive better service and highly-skilled agents feel valued. Callers can be routed to take advantage of a wide range of agent abilities, including special product knowledge, prior experience with the customer, special ability to close sales or resolve service problems, language capabilities or geographic location. Companies can write rules to manage the complex priorities involved when customer satisfaction depends on the right mix of speed, skill and efficiency.

Features Overview

Call Control Features
Answer
Answer Park Hold
Blind Transfer
Call Waiting Message
Cancel Transfer
Dial
Forwarding
Hangup
Hold
Park For
Park Hold
Receive Message to Display
Retrieve
Supervised Transfer
Swap Held Calls

Voicemail Features
Convert to Conference
Mailbox Redirect
Message Waiting
Record Conversation
UCB Key Functionality

UCB Features	
Agent Display First Name on Phone (Agent ID)	Multiple Call Handling (MCH)
Alert Activate via Phone (Agent Alert)	Normal Park
Alerts on Phone Display (Queue)	Offer Queue Call
Auto Answer	Record Conversation to UCB mailbox
Call Forward	Redirect Call (Ringing or in Conversation)
Call Handoff/ Retrieval to Mobile	Remote Break via Phone
Callback Resolution via Phone	Remote Login via Phone
Executive Conference	Remote Worktime via Phone
Executive Mobile	Request a Call via the Phone
Function Keys (Proprietary Phone Soft Keys)	Send Message to a Digital Phone
Indial Modifier Display Name on Phone	Show Queue to Phone Display
IP Hotdesking	Supervised Transfer
Mode Change via the Phone	Swap Held Call
Mode Group	Transfer to Voice Messaging
Modes	Wrapup (Forced) Display Message via Phone
Monitor Agent	Wrapup via the Phone
Multi-lines Supported	

Please note: *The UCB application suite is fully modular and can easily be tailored to specific business requirements. Contact your NEC representative for further details.*