

UC for Business - Console



At a Glance

- Takes call management and customer service to the next level
- Equips phone attendants with superior, more professional call handling abilities
- Provides detailed information about the caller
- Allows an individual approach to every call
- Maximizes company resources
- Increases caller confidence in the company
- Increases phone attendant job satisfaction

Overview

A business lives or dies on the strength of its customer service. With NEC's UC for Business (UCB) Console call management software application, phone attendants are empowered to manage incoming calls more professionally and efficiently.

Productivity dramatically increases with Console. Console allows attendants to view caller details on their PC screen before answering the phone. This real-time call activity also tells staff who is available

to take the call and who is busy. One-touch call handling reduces call processing times and associated labor costs.

Like all other UCB applications, Console includes many advanced productivity features. The application is fully modular and can easily be tailored to specific business requirements. Console integrates seamlessly with other UCB applications.

Solution

Creates more Personalized Service with Real-Time Information

Each caller is treated individually and is able to speak to the right person more quickly. That means less time on hold, less voicemails, less 'double handling' and less frustration. Screen pops provide detailed caller ID information, which can be viewed before answering a call. This enables a more personal experience for your customer, such as greeting a caller by name and responding more quickly to requests.

Ends Phone Tag with Rich Presence

Rich Presence provides phone attendants with a wealth of information and functionality. It gives them a bird's eye view of the organization by providing real-time information on the whereabouts and availability of

staff, regardless of their location. Phone attendants are able to quickly find the company "expert" they require. Status of all staff, including an employee's expected return time is displayed. Having this information allows the phone attendant to redirect the call to another extension, voice mailbox or mobile device, all from the PC screen.

Requires Less Backup Staff with Advanced Productivity Features

With Console, phone attendants are less likely to need back up. Single-click transfers and hot buttons allow them to handle heavy call traffic and, in some circumstances, operate across multiple sites. When back up or overflow is required, any administrative staff member with a PC can run Console without additional hardware.

Prioritizes Calls with Caller ID

Phone attendants receive the caller's name and any relevant notes as the call arrives. Based on this information, they can make decisions on how to answer calls and in what order. For example, they can prioritize top customer calls, so those customers are never kept waiting. A calls waiting pane allows the phone attendant to see how many calls are waiting and who is waiting (if Caller ID is available). Important calls can be re-prioritized and answered out of turn.

Provides Easy and Confident Call Control with Simplified Interface

Console is an intuitive application that staff or temps easily learn and use. The GUI interface allows attendants to simply point and click or use hot keys to answer, transfer, hold or make calls. Full incoming call visibility allows phone attendants to see how many calls are waiting at any time and who the callers are, so they can adjust their call processing pace as required. While talking to one caller, the phone attendant may continue processing calls. With one click, attendants can adjust the delivery and destination of calls as required, ensuring incoming call flow remains even and uninterrupted.

Improves Message Management with Central Distribution Capabilities

Phone attendants can review and redistribute voice and fax messages collected in a central mailbox to any user in the organization. Attendants can manage company mailbox messages and their own personal messages within Console, eliminating the need to switch between applications when dealing with messages. Attendants can also send faxes directly from their PC and view transmission status.

Enables Better Reporting with Comprehensive Reporting Capabilities

UCB's extensive reporting capabilities give phone attendants and management a picture of the number of calls, peak times, wait times, etc. The call history page provides a quick reference for the most recent inbound, outbound and missed calls. Statistics are available for every call, including callers that hung-up while waiting. Reports help phone attendants and managers to improve performance and customer service response. Staffing management also becomes easier.

Features Overview

Call Control Features	Voicemail Features	UCB Features	
Answer	Convert to Conference	Agent Display First Name on Phone (Agent ID)	Multiple Call Handling (MCH)
Answer Park Hold	Mailbox Redirect	Auto Answer	Normal Park
Blind Transfer	Message Waiting	Call Forward	Record Conversation to UCB mailbox
Call Waiting Message	Record Conversation	Call Handoff/ Retrieval to Mobile	Redirect Call (Ringing or in Conversation)
Cancel Transfer	UCB Key Functionality	Executive Conference	Remote Break via Phone
Dial		Executive Mobile	Remote Login via Phone
Forwarding		Function Keys (Proprietary Phone Soft Keys)	Request a Call via the Phone
Hangup		India Modifier Display Name on Phone	Send Message to a Digital Phone
Hold		IP Hotdesking	Show Queue on Phone Display
Park For		Mode Change via the Phone	Supervised Transfer
Park Hold		Mode Group	Swap Held Call
Receive Message to Display		Modes	Transfer to Voice Messaging
Retrieve		Multi-lines Supported	
Supervised Transfer			
Swap Held Calls			

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