

UC for Business - Instant Messaging



At a Glance

- Leverages the power of real-time communications
- Resolve issues quickly and easily
- Makes communicating less time consuming
- Avoids delayed communications
- Increases efficiency
- Improves productivity

Overview

Instant Messaging (IM) has become an indispensable part of business communications.

IM is a powerful real-world communications tool which allows employees to quickly contact colleagues, respond to customer queries or make your contact center more responsive. Emails can end up in overflowing mailboxes, where they won't get answered until the next day. Texting (SMS) has its limitations. Phone calls can easily lead to endless voice mail exchanges. So, businesses are adding IM to their array of communications media to connect with more than 100 million IM users worldwide.

IM functionality is an integral part of NEC's UC for Business (UCB) solution and is already enabled on the user's desktop. Users and organizations can choose their preferred, familiar platform. People can use Skype™, Windows® Messenger or Windows Live Messenger to see if someone is online and then quickly engage in an exchange of information until the issue is resolved. If you have a customer on the phone with a difficult question, you can multi-task via IM with a colleague expert to help out. IM adds another level of immediacy to communications.

Solution

Provides an Enhanced View of Availability

With UCB, IM combines with Presence functionality to provide a wider, enhanced view of users' availability inside and outside the organization. Presence shows you whether your contacts are available to respond to your IM. Because Presence analyzes phone and desk activity, your view of users' availability is in real-time and not based on whether they logged in some time during the day. You can take advantage of the immediacy of real-time communications without wasting time.

Enables Contact Centers to Deliver Faster, Better Customer Service

IM is integrated with UCB Contact Center functionality to improve the organization's ability to communicate and resolve customer issues. Sending an IM or making a call is as easy as scroll and click. Agents can respond in real time with immediate replies. The result is a highly responsive organization.

Incorporates the Latest Technology Developments

Because UCB integrates with best of breed applications, like Skype, Windows Messenger and Windows Live Messenger, you can always take advantage of the latest technology developments provided by the market leaders, e.g., videoconferencing through Skype. You can choose the appropriate communications media with a single click.

Allows Administrative Customization

Administrators can configure site preferences and security, and select which classes and users can perform specific IM integration functions.

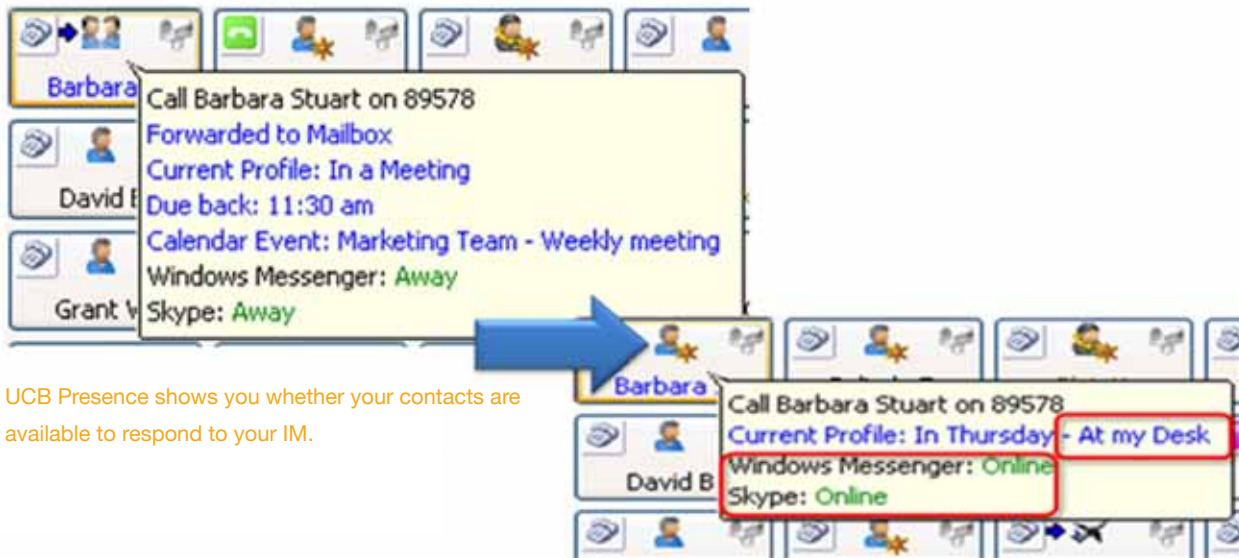
Required Modules

Each UCB IM user requires one of the following applications:

- Agent Desktop
- Executive Desktop
- Executive Outlook

Licensing

IM integration is delivered as part of the UCB suite of functionality and no additional license is required.



UCB Presence shows you whether your contacts are available to respond to your IM.



Sending an IM, or making a call, is as easy as scroll and click.

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