Contact Center

\Orchestrating a brighter world   NEC

UC for Enterprise Contact Center Suite

UC for Enterprise Contact Center suite of applications is the ideal solution for high-traffic contact centers that want to improve responsiveness to customers, increase agent productivity and efficiency, and enhance customer satisfaction.

At a Glance

- Comprehensive suite of applications designed specifically for contact centers

- Dynamic skills-based call routing to get each caller to the most appropriate agent in the shortest time

- Robust unified communications desktop client enables agents to view splits and who is logged into each, calls in queue and the longest waiting call duration plus statistics such as counts for agents in ready, work and break modes

- Comprehensive management information system, reporting engine and real-time interactive supervisor solution to help improve individual agent performance through analytics

- Virtualized wallboard brings critical call center information to agent's desktops to improve responsiveness and productivity

- Wide-ranging networking capabilities allow extension of contact center applications across multiple sites or agent groups, and balances the workload of incoming traffic between locations/agents

Overview

Contact centers play an increasingly crucial role in the success of an organization, and are deeply impacting how they attract and retain customers. Today's contact centers require more flexibility, scalability and more effective management systems than ever before. NEC solutions address a contact center's most critical business objectives – from speeding its ability to respond and then measuring its performance, to enhancing customer satisfaction, increasing management effectiveness and fostering customer loyalty.

NEC's UC for Enterprise Contact Center (CCDesign®) offers a full set of contact center applications with rich features for greater productivity, whether for a large single site, or up to 50 networked sites (via NEC's Common Channel Inter-Office Signaling). This suite of products offers high-traffic contact centers (from 5 to 2,500 agents) ideal solutions, with customizable tools and services that help contact center personnel more efficiently manage phone calls, e-mails and web chats, all to deliver excellent customer service.

UC for Enterprise (UCE) Contact Center has proven to be cost effective and invaluable in helping agents on the front lines provide customers with

superior service, regardless of the contact center's formal or informal structure. Supervisors using the management tools of UCE Contact Center can better manage operations as well as easily analyze their center's efficiency to identify how their center can better contribute to the organization's bottom line.

This customizable suite is extremely modular and scalable, easily expanded for business growth and as agent population increases. Start out with basic features. Add more advanced options later, as needed.

UCE Contact Center suite of applications will help your enterprise generate:

- Shorter response time

- Fewer abandoned calls

- Lower operating costs

- Increased revenues

- Faster first call resolutions

- Higher customer satisfaction

Solution

UC Automatic Call Distribution (CallCenterWorX®- ACD)

UC Automatic Call Distribution (UC ACD) processes all incoming calls and routes them to designated agents by employing user-defined call handling instructions (i.e. based on time of day, the line with longest idle time, the inbound line used). UC ACD call routing is designed to get each caller to the most appropriate agent to handle their call in the shortest time possible.

Skills-based routing enables you to customize, personalize and prioritize sales and service operations with greater flexibility and ease. UC ACD answers the call, plays a message to the caller and places the call in a pre-specified order in a queue of waiting calls for a particular group of agents. This application allows you to improve customer service by adapting to rapidly changing working conditions and fluctuating call traffic patterns, particularly through its multi-split agent feature. Getting the caller directly to someone who can handle their requests can have a substantial impact on customer satisfaction and agent efficiency.

UC Agent (UNIVERGE® UC700)

UC Agent (UNIVERGE UC700) is an innovative desktop application for contact center agents that enhances the capabilities of NEC's UC Automatic Call Distribution (CallCenterWorX® – ACD). UC Agent combines all the functionality of the UC Desktop Client with enhanced features specifically designed for contact center agents. With UC Agent, you can tailor communications to fit each agent's role, to truly empower your workforce. It allows you to adapt technology to an agent's actual daily activities, promoting productivity and delivering real results to help your organization achieve its business goals.

With the agent-specific capabilities built in top of the UC Desktop Client, it results in an innovative productivity application for your contact center. UC Desktop Client enables mobility, rich-presence, communications history, instant messaging/group chat, call control from an agent's desktop or integrated softphone, voice conferencing, and optional unified messaging integration, as well as video conferencing and collaboration. UC Agent offers dynamic login capabilities, provides ACD specific information to agents, allows for individualized contact rules, and advanced administrator/supervisor tools; combined, agents are provided with one powerful, easy-to-manage solution.

With UC Agent, your employees are given the tools to collaborate with their colleagues more efficiently using the UC Collaboration application, to enhance your customer service, and increase overall productivity. UC Agent enables them to manage their communications through a consolidated intuitive user interface. It makes changing their presence status, adding a personal contact, initiating a conference, viewing another's status and calling contacts from the corporate directory quick and easy. It also provides employees the option of using it as a standalone application or integrated with their Microsoft® Office Outlook® client.

When logged in as an agent, a small pop-up window is displayed for incoming calls, with contact center information on the caller such as the split, and time in queue. When not in agent-mode, the pop-up window displays call controls that give your employees the choice to accept a call, immediately send it to voicemail, or redirect the call to a more appropriate person. UC Agent enables your employees/agents to instantly determine the real-time status and availability of their colleagues, and to direct callers to the appropriate people available-- which improves responsiveness and first call resolution.
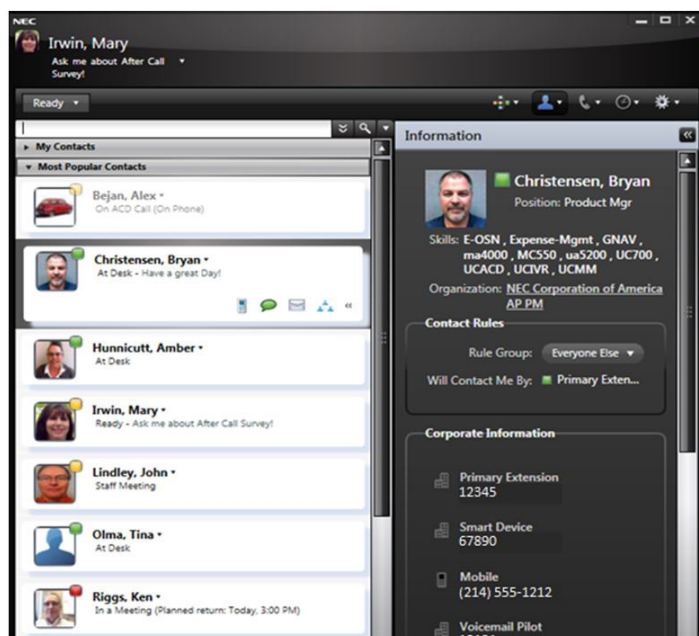
Global Navigator (GNAV-ENT, GNAV-SMB)

NEC's Global Navigator (GNAV) is a management information system, reporting engine and real-time interactive supervisor solution. Global Navigator will improve individual agent performance through call monitoring, real-time tracking, call reports and schedule management, to make your contact center more responsive, effective and efficient. Its expanded capabilities in data acquisition and reporting can deliver enterprise-wide contact center management and control.

Global Navigator for Small/Medium Business (GNAV-SMB) is designed to specifically meet the needs of a single center operation.

Global Navigator for Enterprise (GNAV-ENT) will track calls over a single or multiple call center operation, across an enterprise.

GNAV Pro allows supervisors to see only the data most important to them, displayed in columns, using one or more of the view options. The views are highly customizable; columns can be moved and information sorted.

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Virtual Wallboard

NEC's Virtual Wallboard emulates the traditional electronic wallboard, and provides agents and others with critical call center information right on their desktops. A license for one concurrent Virtual Wallboard is included with Global Navigator.

The Virtual Wallboard supports up to 1,700 concurrent licenses, and will improve agent responsiveness and productivity, and enhance overall customer service. Alerts are color coded, and sounds and window pop-up indicate an activated alert if the Virtual Wallboard is minimized. An added bonus: supervisors can send contact center messages as needed via the Virtual Wallboard.
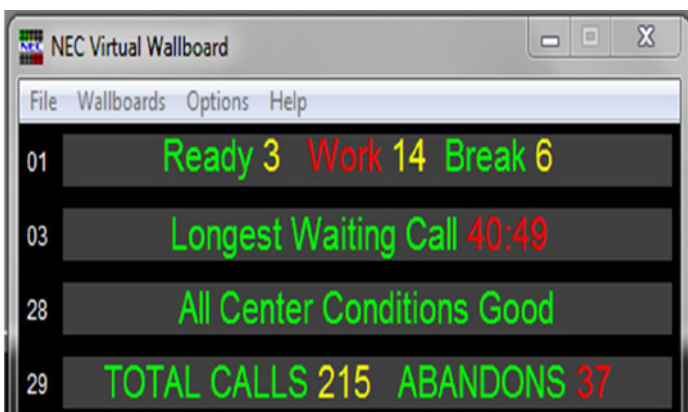
MultiNode (Requires GNAV Enterprise)

MultiNode allows the option to monitor up to 50 sites/nodes, with real-time viewing and historical reporting.

Network ACD (Requires GNAV Enterprise)

Today's progressive contact centers are more focused than ever on enhancing customer experiences. With Network ACD, businesses can establish a comprehensive, cohesive and standardized enterprise contact center strategy across geographic locations — a campus site, a specific territory, and even across the U.S.

- Includes MultiNode to support up to 50 nodes/sites with real-time viewing and historical reporting and also interflows calls between sites
- Routes the caller to an available agent faster, easier and more efficiently
- Maximizes the use of resources across up to 50 site locations
- Provides consistency of operation and management with feature transparency across all platforms

Regardless of distance or location between sites, routing is always transparent to the caller, while the contact center is able to expand its coverage. And, since calls can be routed to the next available agent — no matter where that agent is located — wait times are dramatically reduced across the network, and work shifts in different time zones can be maximized to their fullest operational benefit. Plus, with Look Ahead Capability, Network ACD is smart enough to anticipate and implement the most effective call routing patterns for swift, dynamically advantageous distribution.

Agent Anywhere®

Agent Anywhere is the ideal solution for companies with small groups of agents in various locations, not needing to be fully networked. With Agent Anywhere, agents--whether local or remote, can be seamlessly connected through a FUSION-networked environment of UNIVERGE® SV9500/SV8500 and SV9300/SV8300 communications platforms, without need for UC ACD (CallCenterWorX) hardware or software for each location.

For this type of call center operation, Agent Anywhere:

- Connects callers to agents more quickly, easily and efficiently

- Integrates effectively with NEC's Global Navigator for the centralized administration, monitoring and reporting of all local (or remote, networked) agents

- Maximizes the use of resources across multiple locations

UC Interactive Voice Response (UC IVR)

NEC's UC Interactive Voice Response (UC IVR - QueWorX) is an integral part of the UCE Contact Center application suite, and provides a wide range of customer-focused applications enabling your agents to provide superior service. UC IVR gives your callers the ability to choose how and when they wish to interact with you and enables your agents to efficiently service your callers.

A perfect fit for any size of business, UC Interactive Voice Response (IVR) offers:

Auto-Attendant

- Multilevel/ Multilingual Auto-Attendant - provides callers with pre-recorded menu options in up to seven different languages to ensure they reach the right department or agent

- Customized Announcements – lets callers hear pre-recorded messages while waiting in queue

- Pre-call Whisper - gives agents information about the caller immediately prior to being connected

Callbacks

- Immediate Callback (with Repeat Verification) – allows callers to request a callback to a given number(which is repeated, to verify), then hang up while their call remains in queue.

- Scheduled Callback (with Repeat Verification) – allows callers to specify a time for a callback to a given number(which is repeated, to verify), and at that time the system will initiate the call.

- Website Callback – allows you to add to your website an online opportunity for customers browsing your site to request a callback.

Call Routing

- Advanced Call Routing - routes calls quickly to the appropriate agent based on:

- Automatic Number Identification (ANI)

- Area Code

- Caller entered Account Code (with Repeat Verification)

Announcements

- Estimated Time to Answer (ETA) – informs callers of estimated wait times and allows them to decide whether to remain on hold or submit a callback request—reducing the number of abandoned calls.

- Queue Depth – informs callers of how many calls preceding them in the queue (up to 5), and allows them to request a callback.

After Call Survey (a separately licensed UC IVR module)

Prior to connecting with an agent, callers are given the option of participation in an automated survey following their call; if accepted, when their call has concluded, they are prompted with pre-recorded questions responded to via telephone keypad.

The After Call Survey allows organizations to gather valuable customer feedback at the time of delivered service. The information from this call feedback can be used to identify issues before they become major, to determine concerns to address through customized agent training, and to motivate agents to deliver exceptional service with every call.

UC Multimedia

With the UC Multimedia (UC MM) software, agents can engage in any combination of voice, email and live chat interaction with customers. Its integration with UC ACD enables you to set routing criteria for the handling of incoming inquiries – no matter which media type is used. UC Multimedia is scalable and reliable, and enables you to optimize contact center performance and build customer loyalty. Using NEC's powerful Infolink computer telephony interface, UC MM brings all contact types through universal queues, which makes it flexible enough for almost any contact center environment.
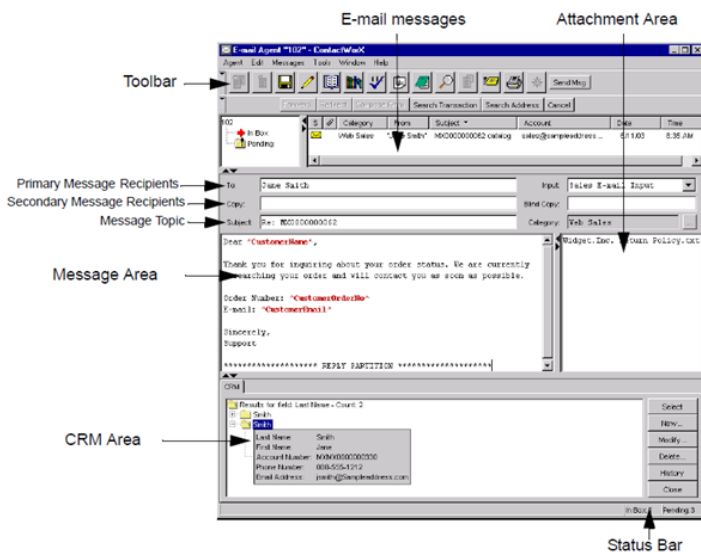
Agent Email Window

Agent Chat Window

UC CC Architecture

Outside callers
PSTN,
IP

Voice Platform

Infolink/MIS

OAI for phone control

Analog, T1, SIP* for IVR card

Infolink/MIS

Active Directory
(Optional for LDAP)

Customer Database
(optional, for IVR)

UCE Server
(Windows Server 2008 R2)
- Empowered Platform (UC Application Platform/OW5000 + UC Manager/ MA4000)
- MS SQL Server 2008
- Services for UC Agent client
- UC ACD*
- UC MM - Chat/E-mail
- UC IVR (IP Ports)

Global Navigator Server (CentOS)
MySQL for reports, users, config

Overall Calls Today 413
Cerritos   Calls 51   GOS 100
Hacienda   Calls 413 GOS 29
All Center Conditions Good

Desk phone for Supervisor

Supervisor client machines: (Windows 7/8)
Global Navigator client
Virtual Wallboard Client
Softphone (SP350) optional

Agent client machines (Windows 7/8)
- UC Agent clients (UC700)
- Softphone (SP530) optional
- Chat/E-Mail (UC MM) clients

Desk phone for Agents

Telephony/OAI Control

LAN/WAN/VPN

TDM/IP/SIP

Email, Chat, Callback
(optional)

*Server-based UC ACD resides on the UCE Server for both SV93/83 and SV95/85. Internal ACD (CCWX-I) resides on the SV95/85 processor)

About NEC Corporation of America: Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 140 countries and $29.5 billion in revenues. For more information, visit necam.com.