

Unified communications and contact centre applications

# Unified Communications for Business (UCB)



# Communication solutions that help you build better business relationships.

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## Summary

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- A powerful unified communications and/or contact centre solution.
- Easily customised for individual business requirements.
- Increases efficiency for higher productivity and cost reduction.
- Provides contact centre and operator tools to address the needs of an organisation or department with their unique requirements.
- Supports mobile and remote workers.
- Improves customer service and loyalty.
- Integrates with the communication platforms of NEC and two of our key technology partners, Microsoft and Cisco.

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## Overview

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NEC understands the important role communications play in building and maintaining your business relationships. How effectively you communicate with customers, resellers, key suppliers and business partners can be the difference between business won and business lost.

NEC's Unified Communications for Business (formerly Q-Master or Corus) are streamlined, easy to use applications that can be tailored to meet the needs of almost any size business.

The solution is able to integrate contact centre functionality with unified messaging, rich presence, mobility, desktop telephony applications and back office ERP or CRM applications.

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## Unified communications

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This modular solution is suited to all users inside a business, with presence and voice messaging the underlying functionality for all modules.

## Unified communications modules

### Operator

The operator console is a highly functional call management software application. UCB v.8.1 introduces an updated, sleek looking operator console.

### Mailbox User

Standard voicemail functionality is enhanced with unified messaging and calendar automated greetings.

### UC User

Users at all levels can manage their phone calls, voice and fax messages (requires UC Fax module) from their PC in a separate client or alongside emails from within Microsoft Outlook.

### Mobile User

This application is available on the Apple iPhone and Android models as a free downloadable application from their respective online stores, but can only be activated with a Mobile User license. Users can control their own profile presence, listen to voicemails, search corporate directories, check call history and review colleague presence.

### UC Fax

UC Fax offers secure, reliable fax direct to and from the desktop. This provides the management of personal or office fax traffic for operator, UC or agent users.





## Unified communications benefits

### Phonebook

Store up to 10,000 phonebook entries, making it easier for the contact centre, receptionist and/or UC user to handle calls.

### Operator quick find

Enhanced searchability and contact tagging, allowing receptionists to easily locate staff in the local directory, based on customisable categories.

### Gateway for Microsoft Lync

This module is an excellent opportunity to maximise previous NEC PBX investments by integrating into Microsoft Lync IT environments. This gateway is included in the v.8.1 core license. In pure Microsoft Lync communication server environments the application can integrate directly without additional gateway modules.

### Mobility

Users can seamlessly manage their in and out of office communications. They can hand off calls from desk phone to mobile and manage all voice messages from a single mailbox, providing calendar-activated current greetings for all callers.

### FAX to PDF

UC users, agents and operators can now save faxes as PDF files from their application (plus JPEG, BMP or TIFF formats).

### Desk-to-desk chat between staff

This includes multiparty and networked chat between Operators, UC Users and Voice Agents; internal chat can be archived.

## Contact centre

### Contact centre modules

#### Agents

Deliver calls with intelligent, flexible skills-based routing. The agent desktop interface lets managers view real-time information on queue and agent performance. From v.7.0 the agent interface has been enhanced to become a clean, modern looking, lean footprint and context aware interface called TouchPoint.

#### Announcements

Announcements will only be limited by PBX capacity. Queue progress announcements have been proven to significantly reduce abandonment rates in contact centre environments. These are part of the v.8.1 core license.

#### Callback

Callback gives callers a choice. Offer them the option of leaving a message to be queued in their place for agent callback, eliminating the frustration of waiting in a queue.

#### Interactive Voice Response (IVR)

A total solution that integrates an organisation's telephone system, computer infrastructure, databases and business applications, to empower customers and maximise resources.

#### Outdial Queuing

Agents can either be set up in dedicated outbound queues or you can blend delivery of inbound and outbound calls.



# UCB increases efficiency for higher productivity and cost reduction.

## Multi-Channel Queuing

### Email Queuing

Increase customer satisfaction by ensuring that email requests are handled quickly and efficiently. Queued emails display in the agent desktop exactly the same way that other media displays, showing originator, contact details, time spent waiting in the queue, etc.

### Fax Queuing

You can now queue, deliver and respond to fax communications more efficiently.

### Web Chat Queuing

Consumers browsing your website can get real-time assistance by clicking a button to chat with your service reps.

### Web Callback Queuing

If a consumer is browsing your website after hours, or doesn't wish to incur a call cost they can simply request a suitable time for someone to call them back.

### Activity Queuing

Automatically queue and deliver a wide range of data items into tasks for your agents to action. Eg. work orders, trouble tickets, scanned letters or forms, security alarms, or diagnostic information. Depending on the server database or back-end system to be accessed, the UCB contact centre application can be integrated via Open Database Connectivity (ODBC) or by using a proprietary Application Program Interface (API).

### Social Media

Capturing social media opportunities provides evidence-based insight and foresight into an organisation's products and services. Get alerts sent to your contact centre each time your business rates a mention on the web and have your agents appropriately manage the communications that result. Combining social media into your contact centre helps an organisation accelerate and deepen their customer relationships within the context of the competitive landscape.

## Contact centre benefits

Managing customer experiences is vital to your contact centre's success. UCB enables you to:

- Enhance customer service levels.
- Lower abandonment rates.

- Prioritise the handling of high value customers.
- Minimise operating costs.
- Better manage information.
- Increase staff productivity.
- Improve response times.
- Manage all customer contact points in one solution.

### Make a difference to customer service

Using customer information and skills-based routing; callers are directed to the agents best able to help them, quickly and efficiently.

### Transform your call centre into a contact centre

Intelligently manage all contact multi-channel types in a single, fully integrated solution. This includes web chat, web callback, fax, email and activity queuing. Take advantage of "Multimedia All" licensing to provide agents with multiple customer interaction points.

### Unparalleled control at your fingertips

All your contact centre operating parameters are adjustable, allowing you to make changes in real time.

### Lower call abandonment rates

With customised announcements and caller specific options, more calls stay in the queue and are delivered to agents.

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## Business intelligence

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### Custom 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 Statistics

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.

### Quality Management Suite (QMS)

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. This module supports the recording of IP voice interactions.



The QMS suite of applications include:

- Call Recording: interaction recording and monitoring software.
- Agent Evaluation: call scoring and agent coaching for contact centres.
- Computer Recording: desktop computer recording and monitoring software.

#### Survey

This module automatically routes participating callers to a customised survey at the end of an interaction with an agent. The graphical user interface lets you design a sequence of questions. Touchpad responses provide measurement and reporting of customer satisfaction. V.8.0 incorporates web-based surveys for measuring email and chat interactions. Survey reports can incorporate all of these communication channels.

## Business process automation

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.

## Workflow integrations

#### Workforce Management Integration

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.

#### Media Extraction

Extract pre-defined media (web chat, email and fax transcripts) to an external storage database, enabling the archiving, filtering and viewing of interactions.

#### Call Recording Interface

This module supports the integration to 3rd-party call recording systems for compliance and/or to monitor and evaluate agent performance. Supports a choice of interfaces such as: CallCopy, eTalk, Eyretel, HigherGround, NICE, DiMetro or a generic voice logger.

#### IVR - Third-Party Interface

Connect your UCB application to your existing IVR solution, allowing calls to be queued and routed in the UCB system.

## CRM integrations

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: AS-400, ESP Online, Fiserv, Goldmine, Heat, MS-CRM (Dynamics), NetSuite, Pivotal, Remedy, Salesforce, SalesLogix, SAP, SendKeys, Siebel and Symitar.

# UCB applications can be tailored to meet the needs of almost any size business.

## Software Development Kits (SDK)

### Integration SDK

The client SDK allows for an array of client-side customisation to meet your specific business or operational requirements. Support includes the customisation of agent screens and/or integration into third party applications.

### Integration Plus SDK

The server SDK allows server-side customisation, supporting access and control of server-enabled data and functionality.

## Microsoft SQL database

The application suite utilises Microsoft SQL Server, the industry standard for database management systems. SQL Server is the uncontested leader in the TPC-E (Transaction Processing Performance Council) performance benchmarks. The adoption of SQL Server allows for more professional database management, better support, and provides the most up-to-date technology at the enterprise class level.

SQL Server is reliable, redundant, scalable, secure and extensible. For IT managers already using SQL, their familiarity will help to ensure a smooth integration process. The migration to SQL Server lays the groundwork for significant future benefits while offering a smooth transition path for new and existing customers.

SQL server works with off-the-shelf reporting and analytics tools, allowing customers to develop their own reports into the future. This will provide organisations with a new generation of business intelligence.


From v.7.0, the application can work with Microsoft SQL Server 2012, whilst v.8.1 is certified with Microsoft SQL 2014.

## Latest platforms supported

- Microsoft Windows Server 2012 R2 (supported from v.8.1)
- Microsoft Windows 8.1 (supported from v.8.0)
- Microsoft SQL Server 2012 (supported from v.7.0)
- Microsoft Office 2013 (supported from v.6.2)
- Microsoft Office 365 (supported from v.6.2)
- Microsoft Lync 2013 (supported from v.6.2)
- Microsoft Windows 8 (supported from v.6.2)

## Why choose NEC?

- Full range of information technology, communications solutions and services that span consulting, application and infrastructure solutions.
- Application and infrastructure managed services and nationwide maintenance and support.
- Cutting edge display solutions, including displays and digital signage, desktop monitors, and projection equipment.
- Strategic partnerships with Enghouse Interactive, Cisco, Genesys, Microsoft, Oracle and others.
- Part of NEC Corporation, a global leader in the integration of IT and network technologies.
- 44 year presence in Australia – established in 1969.
- Australian head office in Mulgrave, Victoria, with offices in all States.

A blurred office scene with people in a meeting and a laptop in the foreground. The background shows three people in business attire sitting around a table, engaged in a discussion. The foreground features a blue office chair and a silver laptop on a desk. The overall atmosphere is professional and collaborative.

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For more information, visit

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