

# BUSINESS CONNECT OPERATOR

## BETTER SERVICE AND SATISFIED CUSTOMERS

**NEC's versatile Unified Communications suite UNIVERGE® Business ConneCT integrates all communication streams and presents them in a single view. Simple and cost effective to deploy, the three user modes - Employee, Operator and Contact Center - use the same database, a common user interface, and are managed from a central point.**

Business ConneCT Operator's combination of intuitive icons, name directory and messaging facilities, offers professional and sophisticated operator functionality. Queues show where a call is coming from: external, internal or rerouted. Before the call is answered, operators can see which person the caller wants to reach and which colleagues with similar skills are



### AT A GLANCE

- > Unified Communications
- > Extensive Caller information
- > Simple and fast queue handling
- > Drag and Drop Controls
- > Real-time Presence States
- > Enterprise Instant Messaging
- > Braille support for visually impaired persons
- > Outlook® Calendar Integration
- > Central Operator in PBX Networks
- > Operator Group Statistics
- > Multilingual: 20 languages available
- > Minimal training, Intuitive users interface

available. The queues allow operators to spot specific callers easily and treat them in a special way.

### NOT JUST AN OPERATOR

With Business ConneCT Operator calls are always routed to the right person because operators can see which person the caller wants to reach and which colleagues with the required skills are available. Additionally, its comprehensive view on

## BUSINESS CONNECT OPERATOR



the queues allows operators to spot specific callers easily and treat them in a special way (VIPs, returning callers, etc). Because Business ConneCT is an all-in-one solution, all the benefits of Unified Communications are also available to operators, as well as all Contact Center functionality like announcements, callback, reporting or Supervisor dashboard.

### COST REDUCTION BY MORE EFFICIENT USE OF STAFF

With Business ConneCT, any authorised employee can act as operator – connecting callers, handling messages and locating staff. The single user interface makes it easy to combine operator tasks with other work.

Because any employee can act as operator and can assist during peak hours this reduces the need for additional dedicated operator staff. One look and feel for all roles and an intuitive user interface reduce the need for lengthy training

### ENHANCED PRODUCTIVITY

The integrated directory and the intuitive user interface with keyboard shortcuts lead to reduced waiting times, faster call handling and consequently more customers serviced.

### VISUALLY IMPAIRED

Business ConneCT Operator is also available for visually impaired people, allowing them to work with braille displays, voice guidance and screen magnification software.

### IN HOTELS

A specific application fits within the hospitality industry. Business ConneCT has a standard integration with middleware solutions to connect to a hotel Property Management System. With this integration Business ConneCT Operator has real-time information about the check-in / check-out status of a guest, including additional extensive guest information like language and VIP status.

### MINIMAL TRAINING REQUIRED

Because all roles – Employee, Operator and Agent – have one look and feel, switching roles is easy. The intuitive user interface ensures a short learning curve, enabling use with minimal training for everyone – roles is easy for everyone.

### MORE INCOMING CALLS HANDLED IN A SINGLE RESPONSE

Fast call handling is ensured through an integrated directory and the intuitive user interface, while all call and presence information is shown in one overview.



## UNIQUE OPERATOR FUNCTIONALITY

- 1 Internal, external and park queue
- 2 Calls waiting in queue
- 3 Current call information
- 4 Easy Call handling incl. short keys
- 5 Company, External & Personal directory
- 6 Coffee break
- 7 Settings
- 8 Access to Group Display - BLF
- 9 Call Recording
- 10 Operator Group Statistics
- 11 Additional Operator info
- 12 Busy Lamp Field (BLF)



**IMPROVED SERVICE LEVELS AND SATISFIED CUSTOMERS**

The optimal and friendly customer response that results, as well as reduced waiting times lead to more satisfied customers and better business.

VIP caller priority routing add to providing the best customer experience, while real-time monitoring and historical reporting improve efficiency of staff and detailed insight into Operator performance, waiting times or missed calls.

**SAVE TIME BY INSTANTLY PROVIDING CALLERS WITH THE RIGHT INFORMATION**

Customers receive queue announcements, including call back options. Presence management and Microsoft Outlook Calendar integration enable operators to inform customers adequately.

**REDUCE NUMBER OF TIMES A CALLER IS TRANSFERRED**

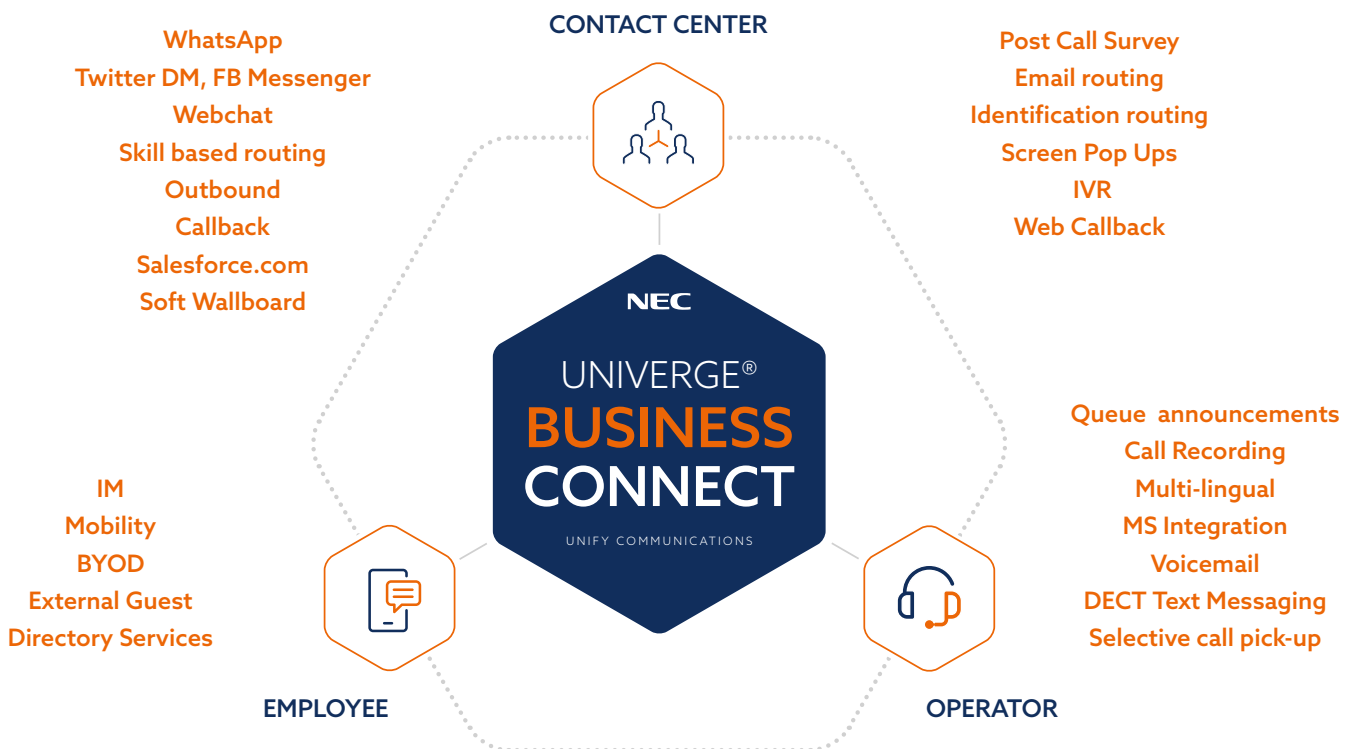
Because the Presence status of the destination is known before transferring the call and alternative destinations can be

viewed instantly, the number of times a caller is transferred is minimized. The operator furthermore has access to multimedia communication methods like SMS Text, DECT and instant messaging in support of specific enquiries.



**UNIVERGE BUSINESS CONNECT**

UNIFY ALL COMMUNICATION STREAMS AND EMPOWER YOUR BUSINESS



**BUSINESS CONNECT OPERATOR FEATURES**

Unified Communications

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Extensive Caller information

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Call Handling:

- > Call Recording
- > Break-in

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Simple and fast queue handling

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Operator queue info:

- > Number of calls waiting
- > Single all-in-one or multiple queues
- > External/Internal call
- > Direct/Fallback call
- > Name or number of call waiting
- > Call waiting for whom
- > Time in queue
- > Previous operator
- > Rich Presence indication
- > Retrieve call from queue
- > Selective call pick up
- > Answer/Hold/Shuttle/(blind)Transfer/Enquiry

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Drag and Drop Controls

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Busy Lamp Field with Rich Presence

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Real-time status of up to 10000 extensions

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Full screen view or screen pop-up on incoming call

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Extensive Directory Services

- > Personal, Company, and External Directory
- > Corporate directory and phone presence on DECT phones

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Desktop pop-ups

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Automatic department selection

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Braille support for visually impaired persons

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Up to 500 concurrent Operators

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Central Operator in PBX Networks

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Operator Group Statistics

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Performance reports

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Historical Performance Reporting

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Outlook Calendar integration

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Day/night mode with overflow

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Free seating

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Enterprise Instant messaging

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DECT and Mobile messaging

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Integrated Voicemail

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Leave message via email

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Last operator warning

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Supervisor Dashboard

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Soft Wallboard

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Languages: Arabic, Brazilian, Chinese, Danish, Dutch, English, English-US, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Spanish, Catalan, Turkish

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Select language per user

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Minimal training required

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Intuitive user interface

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On-line help

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Works with all NEC platforms (3C, SV9000 and SIP@Net) and terminals

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Single Server

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