\Orchestrating a brighter world

**NEC**

# BUSINESS CONNECT EMPLOYEE

## IMPROVED EFFICIENCY AND PRODUCTIVITY

**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 Employee gives employees control over how and when to be contacted, via a choice of devices – in the office, at home and when they are on the move.

### CALL EFFICIENTLY
Business ConneCT Employee provides vital information to all employees, such as the name, number and photo of the caller. Any incoming call is instantaneously displayed in a pop-up window, enabling employees to handle the call efficiently

from their screen. Standard features, such as hold, transfer and end call are just a mouse click away.

### CALL LOG

A call log provides information on all calls, the last number dialled as well as Voicemail messages. Calling back is a matter of clicking on an entry in the contact list. And by redirecting calls according to their calendar schedule, employees can be available for customers 24/7.

### AT A GLANCE

> Desktop and Mobile Unified Communications
> Rich Presence Management
> Desktop call control
> Conferencing
> Extensive Directories
> Integrated Voicemail and Messaging
> Voicemail to e-mail
> Multilingual: 20 languages available
> Intuitive user experience

**www.nec-enterprise.com**

# BUSINESS CONNECT EMPLOYEE



prise telephony infrastructure and giving mobile workers the same familiar experience on their mobile phone as they're used to on their office PC.
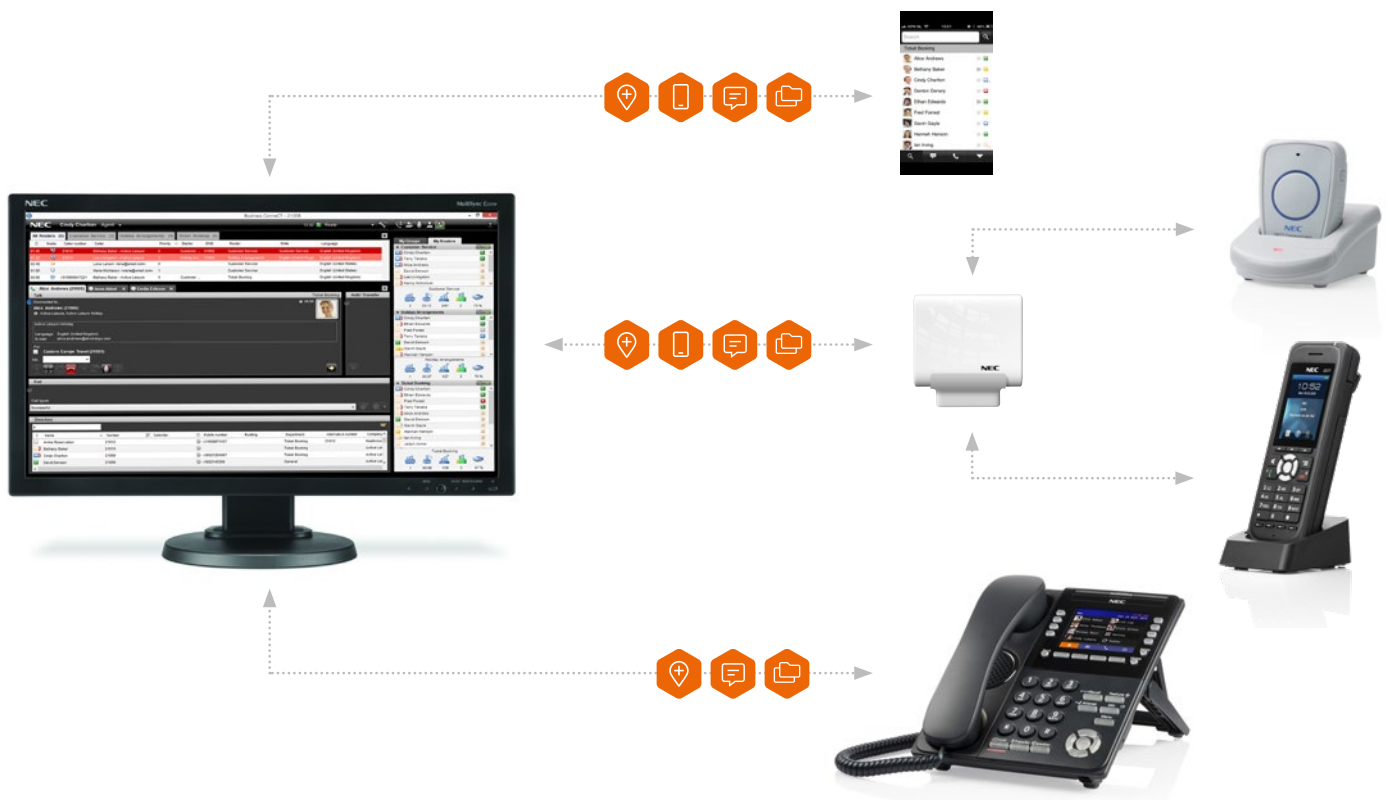
## VOICEMAIL & MESSAGING

Business ConneCT has built-in Voicemail. Activation can be controlled either through the Business ConneCT calendar or through the Microsoft Outlook calendar.

Instant Messaging (and DECT and SMS Text messaging) provides an alternative way of contacting a colleague while he or she is busy on the phone or in a meeting. It can also be used by an Operator as soft break-in, while for remote workers it saves communication costs.

## PRESENCE

Presence information allows users to check whether colleagues are present or busy. A single view shows the availability of everyone in your organization in real time (PC, calendar, phone) and you can contact colleagues the minute they become available.

## DIRECTORY SERVICES

Business ConneCT provides access to up-to-date and powerful directories that also show phone and presence status. Employees can create their own personal list of contacts, while external and web-based directories can be integrated. The Hotkey Dialer can dial any phone number in any application on the screen.

## MOBILE CLIENT

Business ConneCT's Mobile Client works with the majority of mobile phones, making them true extensions of the enter-

**IMPROVE THE REACHABILITY OF YOUR STAFF**

Control how (manually or via the built-in calendar or Microsoft® Outlook) and where (Voicemail, mobile number, secretary, home phone number) you want to be reached; Business ConneCT provides your mobile work force extensive support of their mobile DECT handsets (central directory, messaging) and smartphones.

**IMPROVE THE EFFICIENCY AND PRODUCTIVITY OF YOUR STAFF**

Dial from Microsoft® Outlook, Microsoft® Office and Web pages. Fast directory searches are enriched with real-time phone and presence information. Collaborate with secure enterprise Instant Messaging..
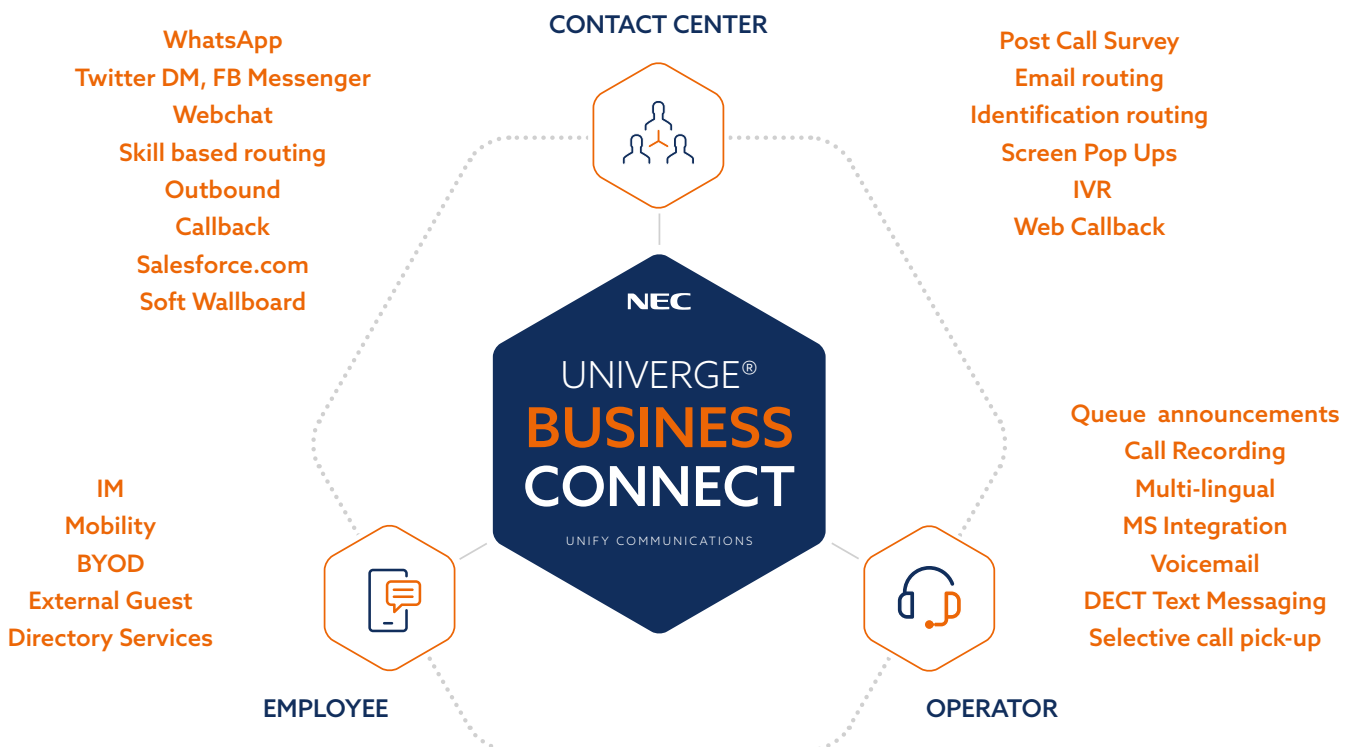
**SUPPORT FLEXIBLE WORKING MODELS**

Business ConneCT makes working remotely with softphone or smartphone easy, while its multi-role capabilities enable that in peak hours some of your staff can act as Business ConneCT Agents or Operators.

# UNIVERGE BUSINESS CONNECT
## UNIFY ALL COMMUNICATION STREAMS AND EMPOWER YOUR BUSINESS

**CONTACT CENTER**

WhatsApp
Twitter DM, FB Messenger
Webchat
Skill based routing
Outbound
Callback
Salesforce.com
Soft Wallboard

Post Call Survey
Email routing
Identification routing
Screen Pop Ups
IVR
Web Callback

**NEC**

UNIVERGE®
**BUSINESS
CONNECT**

UNIFY COMMUNICATIONS

IM
Mobility
BYOD
External Guest
Directory Services

Queue announcements
Call Recording
Multi-lingual
MS Integration
Voicemail
DECT Text Messaging
Selective call pick-up

**EMPLOYEE**

**OPERATOR**

## BUSINESS CONNECT EMPLOYEE FEATURES

Unified Communications for your Employees
> Desktop PC Client with pop-ups
> Smart Mobile Client for smartphones
> Desktop Phone XML Client for NEC DT terminals

Desktop Call control

See who is calling, name, number, photo, department

Call log, calls missed, calls answered, calls made

Answer/Hold/Shuttle/ (blind) Transfer/Enquiry

3-party conference call handling

Call Pickup

Presence Management
> Real-time phone status and presence information
> Presence Delegation

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

Integrated Voicemail

Voicemail to e-mail

Secure Instant Messaging & file transfer

DECT and SMS Messaging

Integrates with Microsoft® Outlook Calendar and Microsoft® Office

Outlook Calendar integration or Built-in calendar

Personal Group Display/Busy Lamp Field

Hotkey dialer; dial from any application

On-line Help

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

Select language per user

Minimal training required

Intuitive user experience

On-line help

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

Single Server