

## UNIVERGE BLUE® ENGAGE CONTACT CENTRE AS A SERVICE

Move your Contact Centre to the cloud and experience a highly reliable, secure, and full-featured solution that can be up and running in days, not months. With UNIVERGE BLUE® ENGAGE, more responsive, informed and positive customer experiences are in your future.

Customisable call flows and exceptional QA features help ensure more efficient interactions

Voice, chat, and email queues combine into a single omni-channel experience

Real-time customer insights speed agent-customer interactions

Dynamic notifications extend reach while respecting audience preferences

Deep historical reporting helps drive improved future interactions

UNIVERGE BLUE® ENGAGE improves customer interactions for businesses of all sizes and helps you differentiate from the competition where it matters most – the customer experience. ENGAGE Contact Centre enables you to:

- Support multi-site contact centres and remote agents
- Centralise management from one portal, accessible anywhere, anytime
- Keep an eye on service levels, and analyse team performance by queue, team, or agent with real-time dashboards and historical reports
- Easily manage customisable agent skillsets and statuses
- Centralise the handling of calls, web chat, email, and SMS in a single application with our omni-channel capabilities
- Enhance audience engagement with outbound dialling and advanced outreach campaign capabilities
- Send out post-call surveys to measure satisfaction
- Quickly and easily integrate with CRM and WFM systems
- And much more...

# UNIVERGE BLUE® ENGAGE CONTACT CENTRE CUSTOMER BENEFITS



## INSPIRING INTERACTIONS

Total customisability in call flow ensures callers reach the right agents at the right time, while exceptional QA features deliver greater results.

### Skillsets

Skills-based routing means the agent most suitable to take the inquiry is reached.

### Callbacks

After a period of time, queued callers can request a callback and the next available agent will get their request. The system will wait to ensure the agent is ready before dialling – meaning better-prepared agents and interactions.

### Preferred Agent Routing

You can assign a certain agent to act as 'point' on complex cases; with Preferred Agent Routing, calls and chats will be routed to an agent of your choosing.

### Dashboards and Live Monitoring

Our Dashboards help you monitor the platform in real time, including wait times, service levels, and much more. Live Monitoring lets you tune into specific interactions – and even take control as needed.

## CUSTOMER-CENTRIC CHANNELS

UNIVERGE BLUE® ENGAGE rolls up voice, chat, and e-mail queues into a single, streamlined omni-channel experience.

### Queues & Contact Centre Agent

With UNIVERGE BLUE® ENGAGE, you can forget the idea of a 'queue' being only for voice calls. Powered by UNIVERGE BLUE® ENGAGE Agent Desktop software, voice, chat, and email interactions are all seamlessly integrated.

## INCREASED INTERACTIVITY

Build auto-attendants that perform any number of tasks, from common to complex. Extend the capabilities even further with custom API integration!

### Auto-Attendant Studio

You can easily create custom auto-attendants and deploy advanced functions like variables, conditional logic, and much more. UNIVERGE BLUE® ENGAGE puts amazing power at your fingertips via an intuitive drag-and-drop visual interface. Plus, custom API integration delivers even greater functionality.

## IN-DEPTH INSIGHTS

Real-time insights get agents into context quickly, helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.

### Customer Journey

The Customer Journey feature shows agents, right in their Agent Desktop view, the recent touchpoints for a given caller so they're up to date on where the story stands, and how they can more immediately and effectively address the situation.

### Custom Reports

You can choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and so much more. Our product specialists can also develop custom reports to best meet your unique needs.

## OUTSTANDING OUTREACH

UNIVERGE BLUE® ENGAGE can be a profound force for customer outreach – empowering agents with tools such as dynamic notifications.

### Dynamic Notifications

Turn your contact centre into an outreach powerhouse. From simple appointment reminders to multi-channel marketing campaigns, Dynamic Notifications dramatically extends a company's reach while still respecting customer preferences.



# THREE WAYS TO GET UNIVERGE BLUE® ENGAGE



UNIVERGE BLUE® ENGAGE makes it easy to address your contact centre needs, no matter the size of your business or your requirements. We offer 3 plans to choose from, with the ability to add other UNIVERGE BLUE® ENGAGE cloud business applications to create a holistic suite of powerful tools to support your business.

FACTORS	ENGAGE CORE	ENGAGE ADVANCED	ENGAGE COMPLETE
Positioning	Inbound Voice only	Multi functional contact centre	Multi channel contact centre
Licence model	Named Agents	Concurrent Seats <sup>1</sup>	Concurrent Seats <sup>1</sup>
Voice delivery	CONNECT	CONNECT or Over The Top	CONNECT or Over The Top
Multi-language support <sup>2</sup>	✓	✓	✓
Position in Queue & Estimated Wait Time Messages	✓	✓	✓
Monitor (silent), Whisper, Barge	✓	✓	✓
Real-Time, Historical & Graphical Reports	✓	✓	✓
Real-Time Dashboards/Wallboard	✓	✓	✓
Wrap up	✓	✓	✓
Report Scheduling	✓	✓	✓
Call Recording	✓	✓	✓
Recording storage (Voice and/or Screen)	200 hrs/group	Unlimited, 30 Days	Unlimited, 30 Days
Call Qualification (ACW)	✓	✓	✓
Compliance recording (start/stop etc.)	✗	✓	✓
Agent Desktop & Web Application	✗	✓	✓
Skill-Based Routing	✗	✓	✓
Geo-Routing	✗	✓	✓
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	✗	✓	✓
Real-Time Customisable Threshold Alerts	✗	✓	✓
Queued Callback & Queued Voicemail	✗	✓	✓
Emergency Queue Bulletins	✗	✓	✓
Post-Call Surveys	✗	✓	✓
Text-to-Speech	✗	✓	✓
Call Scripting	✗	✓	✓
Outbound Dialer (Scheduled Power Dialing)	✗	✓	✓
Multi-Channel (E-mail, chat, SMS)	✗	Add-on	✓
Dynamic Notification (Voice, E-mail & SMS)	✗	Add-on	✓



FACTORS	ENGAGE CORE	ENGAGE ADVANCED	ENGAGE COMPLETE
Schedule Manager (shifts (trading), vacation, skill set, adherence)	✗	Add-on	✓
Evaluator (Voice/chat or e-mail; QA Templates & Scoring)	✗	Add-on	✓
Screen Recording	✗	Add-on	✓
Customisation Reports/CRM/IVR/ dashboard	✗	✓	✓
Work Force Management Integration	✗	✗	✓ <sup>3</sup>
Self Service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)	✗	✗	✓ <sup>3</sup>
Speech Recognition Integration	✗	✗	✓
<b>ENGAGE INTEGRATIONS<sup>4</sup></b>			
Salesforce integration	✓	✓	✓
Zendesk	✓	✓	✓
Microsoft Dynamics 365	✓	✓	✓
Zoho CRM	✓	✓	✓
Service Now	✓	✓	✓
NetSuite integration	✓	✗	✓
Sugar CRM	✓	✗	✓
<b>CONTACT CENTRE CONCURRENT SEAT USAGE</b>			
Inbound Domestic (Contact Centre Usage)	N/A (As per CONNECT bundle)	Unlimited	Unlimited
Outbound Domestic (Contact Centre Usage/Dialer)	N/A (As per CONNECT bundle)	Usage based	Usage based
Toll-free Inbound/Outbound	As per toll-free bundle/per minute	As per toll-free bundle/per minute	As per toll-free bundle/per minute

1. See OTT deployment for options and limitations)

2. US English, UK English, German, Dutch, Spanish

3. Workforce management and self-service applications may require professional services

4. Level of integration differs per platform/CRM systems. Details about supported functionality can be found in the UNIVERGE BLUE® ENGAGE CRM integrations overview

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