

CORE | ADVANCED | **COMPLETE**

## UNIVERGE BLUE® ENGAGE COMPLETE

Deliver the ultimate customer experience with a full-featured Omni-channel Contact Centre solution

For sophisticated contact centre needs, UNIVERGE BLUE® ENGAGE COMPLETE delivers exceptional performance - bolstered by built-in omni-channel, custom integrations, inbound/ outbound capability, scheduling management, workforce optimisation, and much more.

### FEATURE HIGHLIGHTS INCLUDE:

- Custom integrations
- Built-in omni-channel
- Schedule Manager
- Dynamic Notifications

## FOR THE ULTIMATE CUSTOMER EXPERIENCE

### Built-in Omni-Channel

Meet customers where they are, via the communication modes they prefer. UNIVERGE BLUE® ENGAGE COMPLETE includes voice, SMS, chat, and email queues right out of the gate.

### Outreach at Scale

With UNIVERGE BLUE® ENGAGE COMPLETE, you'll get access to Dynamic Notifications. With automated outbound notifications across voice, SMS, and email channels, you can craft campaigns that achieve anything from straightforward reminders to multi-touch marketing, and allow for customer interaction.

### Custom Integrations

With the UNIVERGE BLUE® ENGAGE COMPLETE package, whether you need integration with CRM, workforce management, or data dips into various aspects of your contact centre, we have you covered. Note: requires professional services.

### Schedule Manager

Balance staff resources available against the work to be done with Schedule Manager. Allows agents to bid for shifts and provides real-time adherence.

### Evaluator Dashboard

Measure quality of customer interaction in a structured and reproducible way, based on recorded (call or screen) interactions. Use the dashboard to schedule reviews, compare results and optionally collaborate with agents before locking in the score.

# UNIVERGE BLUE® ENGAGE COMPLETE CONTACT CENTRE INCLUDES:



## FOR CONTACT CENTRE CALLERS

- › Voice, Chat, email, and SMS Queues
- › Speech Recognition Integration
- › Smart Greetings (announces # of callers in queue, estimated waiting time)
- › Automatically connects callers to the next available agent. Places callers on hold when all agents are busy with calls
- › Routes calls, chat, emails and SMS to i) organised departments such as sales, or support, ii) Agent based on specific skillset or geographical preference

## FOR CONTACT CENTRE AGENTS

- › Desktop & Web Application – single pane of glass for voice, chat, email and SMS queues
- › Structured, consistent feedback via Evaluator
- › Call & Screen recording
- › Outbound Voice capabilities & outbound dialer (power dialing add-on)
- › Queued Callbacks and Voicemails make for structured, efficient follow-ups
- › Custom Agent Status

## FOR CONTACT CENTRE SUPERVISORS

- › Evaluator empowers supervisors to review, score, and provide feedback on agent-customer interactions
- › Desktop & Web Application
- › Enhanced supervisor calling abilities: monitor, whisper, and barge
- › Supervisor Reporting:
  - Agent/Group Activity Reporting
  - Historical Reporting
  - Call Queue
  - Call Recording as customer satisfaction improvement tool

1. Requires professional services

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## FOR CONTACT CENTRE ADMINISTRATORS

- › Dynamic Notifications for outreach campaigns via voice, email & SMS
- › Schedule Manager helps optimise your workforce and balance staff resources against demand
- › Custom CRM Integration<sup>1</sup>
- › Custom WFM Integration<sup>1</sup>
- › Custom IVR Integrations & Self-service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)<sup>1</sup>
- › Real-time calling statistics dashboard for desktop or wallboard display
- › Customisable Interactive Voice Response (IVR) helps direct your customers to the right agent or information using their voice
- › Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc.
- › Outbound Dialler with voice & blended channel queues (add-on)
- › Real-Time Customisable Threshold Alerts
- › Emergency Queue Bulletins
- › Post-Call Surveys
- › Text-To-Speech
- › Call Scripting

