

CORE | **ADVANCED** | COMPLETE

UNIVERGE BLUE® ENGAGE ADVANCED

Optimise the customer experience with enhanced interactions, deeper insights, and more efficient resolutions

Enhance your interactions, insights, and customer engagement. UNIVERGE BLUE® ENGAGE ADVANCED package offers IVR, skills-based routing, and historical reporting. You also get the option to add full omni-channel capabilities to take the conversation well beyond just voice.

FEATURE HIGHLIGHTS INCLUDE:

- Skills- and rules-based routing
- Scheduled & custom reports
- Queued callbacks & voicemails

DELIVER SUPERIOR OUTCOMES

Power Efficient Interactions

Features like skills-based and rules-based routing help customers get the right answer, from the right person, at the right time. Your customers – and your KPIs – will thank you.

Realise Richer Insights

Real-time reports are terrific for managing in the moment. Sometimes, though, you need to see trends and patterns over time. ENGAGE ADVANCED Contact Centre helps you get there, with more reporting tools, report scheduling, and historical reporting.

Intelligently Direct Inquiries

With the ENGAGE ADVANCED package, you can customise the Interactive Voice Response (IVR) system to streamline the flow of inquiries and deliver faster resolutions.

Engage Customers Across Multiple Channels (add-on)

Not all customers pick up the phone. Our email, chat, and SMS channel add-ons let you take the conversation further. Only add only the channels you need now and add more later.

UNIVERGE BLUE® ENGAGE ADVANCED CONTACT CENTRE INCLUDES



FOR CONTACT CENTRE CALLERS

- › Smart Greetings (announces # of callers in queue, estimated waiting time)
- › Automatically connects callers to the next available agent. Places the caller on hold when all agents are busy with calls
- › Routes calls to i) organised departments such as sales, customer service, or technical support, or ii) Agent based on specific skillset or geography
- › Customisable IVRs let you map out call flow to deliver efficient routing and resolutions

FOR CONTACT CENTRE AGENTS

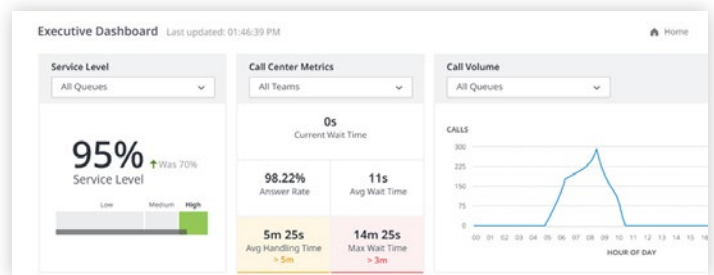
- › Desktop & Web Application – single pane of glass for all communications
- › Outbound power dialling feature drives proactive outreach
- › Queued Callbacks and Voicemails make for structured, efficient follow-ups
- › Custom Agent Status

FOR CONTACT CENTRE SUPERVISORS

- › Desktop & Web Application
- › Enhanced Supervisor Management abilities: Monitor, Whisper, and Barge
- › Supervisor Reporting:
 - Agent/Group Activity Reporting
 - Historical Reporting
 - Call Queue
 - Call Recording as customer satisfaction improvement tool

FOR CONTACT CENTRE ADMINISTRATORS

- › Real-time calling statistics dashboard for desktop or wallboard display
- › Integrations with CRMs
- › 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



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