


**UNIVERGE BLUE®**  
**ENGAGE**

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	✓
Schedule Manager (shifts (trading), vacation, skill set, adherence)	✗	Add-on	✓

FACTORS	ENGAGE CORE	ENGAGE ADVANCED	ENGAGE COMPLETE
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 Calling (Contact Centre Usage/Dialer)	N/A (As per CONNECT bundle)	1000 Minutes per agent pooled across the account <sup>5</sup>	1000 Minutes per agent pooled across the account <sup>5</sup>
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
5. Countries included as Australia, Belgium\*, Canada, Czech Republic\*, Denmark\*, Estonia\*, France\*, Germany, Hong Kong\*, Iceland\*, India\*, Ireland\*, Israel\*, Italy, Japan\*, Malaysia\*, Netherlands, New Zealand\*, Norway\*, Poland\*, Portugal\*, Romania\*, Singapore\*, Slovak Republic\*, South Korea\*, Spain\*, Sweden\*, Switzerland\*, Taiwan\*, United Kingdom, United States - \*excludes mobile.

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