

ADVANCED | COMPLETE

UNIVERGE BLUE ENGAGE ADVANCED

Upgrade your customer experience with enhanced interactions, deeper insights, and more efficient resolutions.

Enhance your interactions, insights, and customer engagement. UNIVERGE BLUE ENGAGE ADVANCED package offers self-service capabilities, skills-based call routing, and historical reporting. You also get the option to add full multi-channel capabilities (SMS, Chat, Email) to take the conversation well beyond just voice.

FEATURE HIGHLIGHTS INCLUDE:

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

DELIVER SUPERIOR OUTCOMES

Faster Customer Connections

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

More Insights for Better Service Quality

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

Intelligently Direct Inquiries

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

Greater Communication Convenience (Add-On)

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

UNIVERGE BLUE ENGAGE ADVANCED CONTACT CENTRE INCLUDES



FOR CUSTOMERS

- 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 FRONTLINE USERS

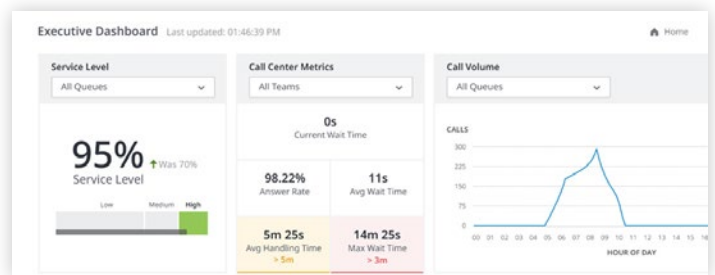
- Access to integrated employee collaboration and advanced call handling within UNIVERGE BLUE CONNECT
- Desktop & Web Application – single pane of glass for all communications
- Outbound power dialing feature drives proactive outreach
- Queued Callbacks and Voicemails make for structured, efficient follow-ups
- Custom Agent Status

FOR SUPERVISORS

- Desktop & Web Application
- Enhanced supervisor management abilities: monitor, whisper, and barge
- Supervisor Reporting:
 - Agent/Group Activity Reporting
 - Historical Reporting
 - Call queue and active call reports
 - Report Scheduling
 - AI-powered interaction analysis with sentiment tagging and automatic alerts for key phrases¹

FOR ADMINISTRATORS

- Real-time calling statistics dashboard for desktop or wallboard display
- Integrations with CRMs
- Intelligent call routing using Interactive voice Response (IVR) gets customers to the right agent or information using their voice
- Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc.
- Outbound Dialer with voice & blended channel queues (add-on)
- Real-Time Customisable Threshold Alerts
- Emergency Queue Bulletins
- Post-Call Surveys
- Text-To-Speech
- Call Scripting
- Elastic Demand Support²



1. ADVANCED subscribers can purchase transcription time for interaction analytics in 5-hour increments. 2. Conditions apply; ask for details.

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