



Operator



Benefits

- **Cost Reduction by a more efficient use of existing operator staff**
Any employee can act as Operator and can assist at peak hours;
Reduced need for dedicated Operator staff
- **More incoming calls handled in a single response**
Fast call handling through an integrated directory and intuitive user interface;
All call information in one overview
- **Adequate response to incoming calls lead to revenue growth**
Optimal and friendly customer response;
Reduced waiting times; more customers serviced
- **Improved service levels and satisfied customers**
VIP caller priority, reduced waiting time; professional and personal service;
Providing the best customer experience
- **Handle more incoming calls by a more efficient use of your operator staff**
Detailed overview of the queued calls;
Access to multimedia communication methods like SMS Text, DECT and instant messaging
- **Save time and inform the caller instantly with the right information**
Customers receive queue announcements, including call back options;
Presence management enables Operators to inform customers adequately
- **Reduce number of times a caller is transferred**
Presence status of the destination known before transferring the call;
Alternative destinations instantly available
- **Reduce the number of fall back calls**
Presence status of the destination ensures first time right
- **Easy look and feel reduces operator training**
One look and feel for all roles and an intuitive user interface;
Short learning curve

Up to 30 Concurrent Operators	Concurrent real-time status for up to 4000 extensions
Audible indication (sound) on incoming call	Click to call/transfer, send e-mail
Queue info: Single all-in-one or multiple Queues	Full screen view or screen pop-up on incoming call
External/Internal call	Day/night mode with overflow
Direct/Fallback call	Free seating
Number of calls waiting	Operator group statistics
Name or number of call waiting	Outlook Calendar integration
Call waiting for whom	Performance reports
Duration	Integration of announcements
Previous operator	Advanced Directory search
Call Handling: Retrieve call from queue	Open standards
Selective call pick up	Intuitive user interface
Answer/Hold/Shuttle/(blind)Transfer/	Instant Messaging
Enquiry	DECT Messaging
Disconnect 1 or 2 parties	Mobile Messaging
Break-in	Braille support
Camp on busy	Last operator warning
Short cut keys, drag & drop,	Desktop pop-ups
Point & click	Configuration wizard
Busy Lamp Field: Presence and call state of all users	Automatic group selection



Business ConneCT

Business ConneCT offers Unified Communications at a really affordable price by:

Providing same functionality and more than Microsoft® Office Communications Server;
Activating more licenses is all that is needed to add more features or more users in any mix of roles – all software based!

Business ConneCT enables you to improve your business by:

Providing you with the tools to monitor, analyze, adjust, and create reports to optimize your business process in an easy and intuitive way.

Business ConneCT improves the reachability and availability of your company by:

Offering a single point of contact including queue announcements;
Connecting customers to the right person - first time right;
Reducing waiting times and lost calls;
Providing 24/7 services.

Business ConneCT provides operational excellence in customer and caller services by:

Showing one consistent, professional face to the customer;
Having personalized, accurate and qualified responses.

Business ConneCT improves the reachability of your employees by:

Displaying their real-time presence status;
Offering flexible working models/roles;
Facilitating mobile and home workers;
Providing central directory from DECT, XML and Mobile phones, including presence information;
Sending Text messages to DECT and Mobile phone users
Secure instant messages between Business ConneCT users.

Business ConneCT improves your multi-tasking staff's efficiency and productivity by:

Avoiding telephone tag;
Offering an integrated application environment;
Integrating with back-office applications.

Business ConneCT minimizes your cost of ownership by:

Minimizing the impact on your resources because little or no need for end-user training;
Requiring only one application to install and to maintain;
Guiding installation via wizards;
Confirming the status of all critical components in a System Health screen.



At a Glance

- **Contact Centre**
- **Operator**
- **Employee**
- Unified Communications
 - Desktop PC Client
 - Smart Mobile Client
 - Desktop Phone XML Client
- Easy to Switch Roles
- Presence Management
- Extensive Directories
- Integrated Voicemail
- Voicemail to e-mail
- Secure Instant Messaging
- DECT Corporate Directory
- Multilingual: Brazilian, Chinese, Danish, Dutch, English, French, German, Greek, Italian, Japanese, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish
- Select language per user
- Single Server
- Single and Easy Install
- Single Point of Management
- Integration with MA4000 or Active Directory
- Minimal training, Intuitive users interface, On-line help
- DECT and SMS TextMessaging
- Back Office Integrations
- Works with all NEC PBX platforms and terminals (Softphone, IP, digital, DECT, analog)
- Latest Microsoft® Windows and .NET technology
- Integrates with Microsoft® Outlook and Microsoft® Office