



Empowered by Innovation

**NEC**

# Business Connect

All-in-one Contact Center, Operator and Unified Communications solution



[www.nec-unified.com](http://www.nec-unified.com)



# Business ConneCT

- One solution for Employees, Operators and Contact Center
- Improves efficiency, flexibility and productivity of your employees
- Single point of contact for your customers, 24/7
- Reduces waiting times and lost calls
- Affordable Unified Communications
- Facilitates mobile and home workers
- Supports all NEC PBX platforms and terminals
- Multilingual announcements and user interface
- Monitor and improve your business process
- Secure, instant and mobile messaging
- Rich presence management and directories
- Integrates with Microsoft® Outlook, Microsoft® Office
- Single server, single install and easy to manage
- Minimal user training



# True Unified Communications

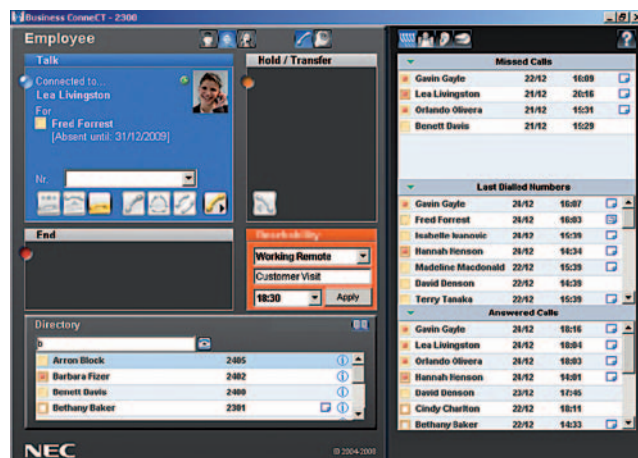
Do it right the first time, every time

Typical customer needs nowadays are:

- Increase revenues
- Increase productivity and staff efficiency
- Improve customer satisfaction
- Reach the right person, and solve a problem instantly
- Flexible Agent / Operator assignment
- Reduce communication costs
- An affordable solution, proven in the market

## True Unified Communications

Today people want a choice of modes of communication, media and devices to communicate with anyone, anywhere, at any time. Business ConneCT supports this wealth of communication methods, mobile and fixed devices and



converged networks and applications to truly answer the need for Unified Communications. Unified Communications enables your employees to communicate more efficiently, effectively and become more productive. Business ConneCT provides the ability to really unify all communication streams and to access day-to-day work from a single unified client.

## Unifying Business Communications

NEC's Business ConneCT is part of NEC's UNIVERGE®360, which is NEC's approach to unifying business communications. It provides a foundation for understanding the importance of putting people at the center of communications and reveals how your communications needs determine the Unified Infrastructure, Unified Communications and Communications Enabled-Business Processes necessary for a true Unified Business.

## Business ConneCT

NEC developed Business ConneCT as its all-in-one Unified Communications solution which allows employees to switch between various roles in the company: Contact Center Agent, Operator and Desktop User (Employee). The solution is based on state of the art Microsoft® .Net technology, runs on a single server while users can access the features on their PC desktop or telephone (mobile, DECT) terminals. The application comes as 1 DVD, with 1 easy installation. Additional features or more users can be enabled by simply activating more licenses, – all software based!





# Business ConneCT Benefits

- **It improves the reachability and availability of your company by:**

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

- **It provides operational excellence in customer and caller services by:**

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

- **It improves the reachability of your employees by:**

- Displaying their real-time presence status;
- Offering flexible working models / roles;
- Facilitating mobile and home workers.

- **It improves your multi-tasking staff's efficiency and productivity by:**

- Avoiding telephone tag;
- Offering an integrated application environment.

- **It minimizes your cost of ownership by:**

- Minimizing the impact on your resources;
- Requiring only one application to install and to maintain;
- Minimal user training.



### **Leverage investment in PBX infrastructure and telephone sets**

Business ConneCT adds affordable Unified Communications to your PBX and any telephone or softphone without compromising your current reliable PBX platform! Business ConneCT supports all NEC's existing and future PBX platforms. Smart integrations with IP DECT and XML voice terminals even provide presence and directory services on your existing terminals.

### **One world of business**

Powerful communication features ensure employees work more efficiently. Business ConneCT has been deployed around the world and supports many languages for each individual user. Customers can be guided via greetings in their own language, while intelligent routing results in customers being connected to employees that speak the customer's preferred language.

### **Cost-effective all-in-one solution**

Business ConneCT requires just one server, one database, one install and one user interface allowing central deployment

of clients and offering high performance on client computers. This all adds up to a low Total Cost of Ownership. This scalable, flexible and robust Unified Communications solution is ideally suited to meet the dynamic business communication needs of today and tomorrow. From small to enterprise business!

### **Benefits now and in the future**

Business ConneCT implements and integrates NEC's current and future Unified Communications vision and strategy. Business ConneCT enhances customer contact, improves employee reachability and reduces costs. With integrated Contact Center, Operator and Desktop functionality, Business ConneCT guarantees that each customer call reaches the right person; first time, every time.

### **Business ConneCT offers Unified Communications for a really affordable price**

Functionality can be purchased in volumes as low as one Operator, Contact Center Agent or Employee. Additional features or more users in any mix of roles can be enabled by

### **At a Glance**

- Contact Center
- Operator
- Employee
- Desktop Client
- Mobile Client
- Rich Presence Management
- Extensive Directories
- Phone Control
- Integrated Voicemail
- Enterprise Instant Messaging
- DECT Directory
- Single Server and Easy to Install
- Single point of Management
- DECT and SMS Text Messaging
- Multi Lingual
- Extensive Reporting
- Call and E-mail Routing
- Skill Based Routing
- IVR
- Supports all NEC platforms
- Back Office integrations
- Intuitive User Experience

*Start with true  
Unified Communications  
today!*





# Contact Center

## Enhance Customer Contact

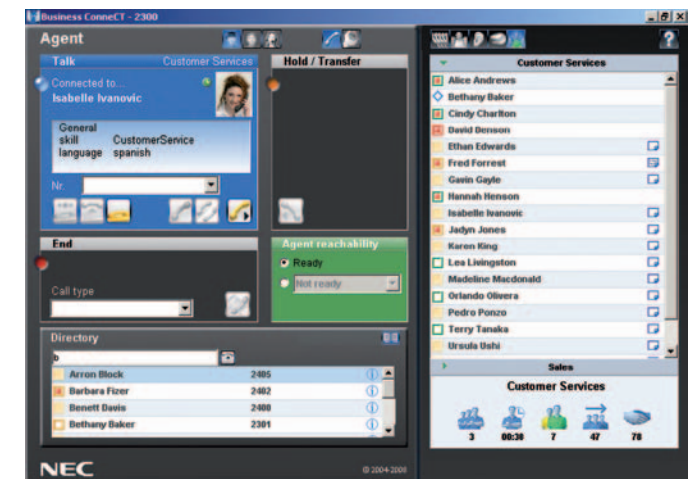
Business ConneCT Contact Center guides callers and e-mails to the best suited employee, reducing waiting time and improving staff motivation. Contact Center agents are also provided with additional information, such as the language in which to greet a caller.

Each customer call or e-mail reaches the right person, first time, every time! Every employee, wherever he is, can act as agent while doing other tasks. All agents have access to advanced Unified Communications functions like Presence Management, Instant Messaging, DECT and Mobile Messaging.

Business ConneCT's Contact Center features help your company to manage your Contact Center's staffing and service levels. Group performance statistics enable your company to improve customer service, while extensive reporting tools provide insight into performance, costs and trends. Business ConneCT supports skill-based routing, transferring calls only to those agents with the best matched skill set. If no agent with the required skill set is available, an automated attendant can provide callers with a choice of alternative options.

Call or e-mail routing can be easily configured based on clock and calendar, on customer specific items such as language, requested topic, historic data, identification, on staff specific skills and availability. You can tune your Contact Center to your needs!

Business ConneCT enables you to maximize your business performance by back office integrations with CRM and ERP solutions.



# Contact Center Benefits

With Business ConneCT Contact Center, you will benefit instantly and your current issues will be solved

- **Improve customer satisfaction**

Single point of contact; one number or one e-mail address; automated attendant.

- **Connect customers to the right person first time**

Route calls or e-mails to the right skilled agent based on the requested service;  
Route important customers always to the same person.

- **Reduce waiting times and lost calls**

Queue announcements, give options for Callback or to leave Voicemail;  
Reporting provides important information to optimize your Contact Center.

- **Offer 24/7 services**

Important customers are transferred, even out of office hours;  
Less important customers are given other options, such as Voicemail.

- **One consistent, professional face to the customer**

Announcements customized to your needs.

- **Personalized, accurate, qualified responses lead to revenue growth**

Customer information visible at the agent user interface.

- **Minimize the impact on resources**

One stop shopping, all in one box! Minimal user training, common User Interface.

- **Scalability to accommodate for future growth**

Add agents, supervisors and features by adding licenses.

- **Improve your staff's efficiency and productivity and reduce costs**

Call and presence state of colleagues, role switching, free seating,  
special attention for returning customers; Instant Messaging;  
Integrated wallboard info and Agent Group Display.



## At a Glance

- PC based agents
- Phone based agents
- Skill based routing
- Interactive Voice Response
- Queue Announcements
- Email Routing
- Auto Attendant
- Music on Hold
- Inbound
- Outbound
- Real-time monitoring
- Reporting
- Instant Messaging
- SMS Text and DECT Messaging
- Group statistics
- Free-seating
- Wizards and intuitive tools to set-up your Contact Center





# Monitor and improve your business process

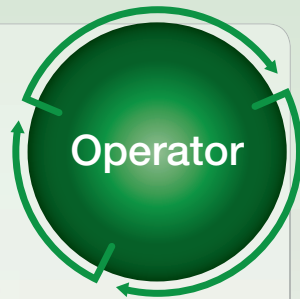
Business ConneCT provides you with the tools to monitor, analyze and adjust the way you communicate with the goal to optimize your business process in an easy and intuitive way.

- Get the most out of your agents by integrating their skill set in the different call flows.
- Track agent productivity, customer behaviour and service trends.
- Add agents when you need them the most and improve the performance of your Contact Center.
- Manage the routing of incoming calls (and e-mails) in a flexible, easy to adapt way. And of course you can see in real-time what is going on in your Contact Center. Business ConneCT offers a dashboard (with information about performance, total calls, queue length), a floor plan with Agent status and group status display.
- Extensive reporting capabilities offer you insight in the historic performance of your Contact Center and give you the tools to optimize your inbound and outbound service levels. Reports that give you the complete picture of customer input and agent output enable you to tune operations for optimum performance.





*With Business ConneCT Contact Center,  
you will benefit instantly and your issues  
will be solved*



# Operator

## Better service and satisfied customers

With Business ConneCT, any authorised employee can act as an Operator, connecting callers, handling messages and locating staff. The single user interface makes it easy to combine Operator tasks with other work.

Business ConneCT's combination of intuitive icons, an extensive name directory and various messaging facilities, offers professional Operator functionality to any user. Different queues show at a glance where a call is coming from: external, internal, re-routed, etc. Calls are always routed to the right person because Operators can see which person the caller wants to reach and which colleagues with similar skills are available. Additionally, this comprehensive view on the queues allows Operators to spot specific callers easily and treat them in a special way (VIPs, returning callers, etcetera).

A specific application for Operator is within the hospitality industry. Business ConneCT has a standard integration with the middleware solution of Tiger® and FCS® (the middleware is used to connect to a hotel Property Management System). With this integration Business ConneCT Operator has real-time information about check-in / check-out status of a guest, including additional extensive guest information like language and VIP status.

Business ConneCT Operator is available for visually-impaired people allowing them to work with braille displays, voice guidance and screen magnification software.

Business ConneCT makes Unified Communications available for your operators.



# Operator Benefits

With Business ConneCT Operator you will benefit instantly and your current issues will be solved

- **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 due to 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.



## At a Glance

- Simple and fast queue handling
- Intuitive User Interface
- Extensive Caller information
- Drag and Drop Controls
- Keyboard Shortcuts
- Selective call answer
- Free Seating
- Central Directory
- Operator Group Statistics
- Real-time Presence States
- Enterprise Instant Messaging
- DECT and SMS Mobile Messaging
- User Interface for Visually impaired
- Outlook® Calendar Integration
- Hospitality integration
- Central Operator in PBX Networks
- Multi Lingual
- Queue Announcement





# Employee

## Improved efficiency and productivity

Business ConneCT provides vital information to all employees, including Operators and Contact Center Agents, such as the name, number and photo of the caller (if available). In addition, a call log provides information on all calls, as well as the last number dialed and Voicemail messages. Calling back is simply a matter of clicking on an entry in the contact list and Voicemail is also just a click away. And by redirecting calls to a mobile phone, your employees can be available for your customers 24/7.

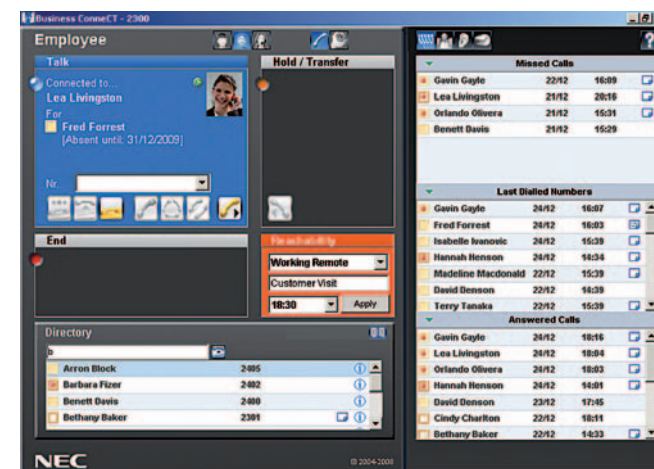
Any incoming call is instantaneously displayed in a pop-up window, enabling employees to handle the call efficiently via their computer screen. Standard features, such as hold, transfer and end call, are just a mouse click away, and setting up a three-party conference call is equally simple. When employees are away from their desks, Business ConneCT allows their calls to be redirected to a colleague and also provides a brief explanation of the reason. Presence information allows users to check whether colleagues are present or busy, and when they will be available again, before transferring a call.

Business ConneCT gives users access to various directories. In addition to the company directory, employees can create their own personal list of contacts. Furthermore, external and web-based directories can also be integrated.

Voicemail is sometimes the best option available to callers and Business ConneCT has built-in Voicemail. Activation of Voicemail and multiple greetings can either be controlled through the Business ConneCT calendar and reachability settings, or through the Microsoft® Outlook calendar.

Instant Messaging between Business ConneCT clients (and DECT and SMS Text messaging) provides an alternative way of contacting a colleague while he or she is busy on the phone or in a meeting.

You've heard about Microsoft® Office Communication server? Business ConneCT Employee offers similar functionality and more for a really affordable price.



# Employee Benefits

With Business ConneCT you will benefit instantly and your current issues will be solved

- **Improve customer satisfaction**

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

- **Improve the reachability of your staff**

Control how (manually, via the built-in calendar or Microsoft® Outlook) and where (Voicemail, mobile number, secretary, home phone number) you want your staff to be reached;

Your mobile work force: extensive support of mobile DECT handsets (central directory, messaging) and mobile phone users.

- **Improve the efficiency and productivity of your staff**

Pop-up on incoming calls, integrated with back office applications;

Dial from Microsoft® Outlook, Microsoft® Office and Web pages;

Fast directory searches, with live phone and presence information;

Secure enterprise instant messaging;

Enabling integration with CRM and ERP solutions.

- **Support flexible working models**

Multi-role (e.g. in peak hours some of your staff act as Business ConneCT Agents or Operators);

Remote office working (using NEC's softphone in combination with Business ConneCT Employee).

- **Anywhere on any device**

Directory access including Presence and Click-to-Dial can be accessed from DECT handsets, XML Desktop phones and virtually any Mobile Smart Phone.

Furthermore Call History, Voicemail and Presence Management are available from (touch screen) desktop IP terminals from wherever you are!



## At a Glance

- Desktop Client
- Mobile Client
- Extensive Directories
- Phone Control
- Conferencing
- Rich Presence Management
- Call History Logging
- Enterprise Instant Messaging
- Presence-based forwarding
- Voicemail
- Unified Messaging
- DECT and SMS Text Messaging
- Multi Lingual
- Outlook® Calendar Integration
- Online Help
- Buddy List
- Intuitive User Experience





# Directory Services

Business ConneCT provides all users access to up-to-date and powerful directories that also show phone status and presence status information. In addition to a company directory, employees can create their own personal buddy list. The directory not only provides name and telephone number but over 80 other contact attributes including photo.

Name	Number	Alternative number	Location
Arron Block	2405	0205578262	Amsterdam-K432
Barbara Fizer	2402	0209871038	Amsterdam-A342
Bennett Davis	2400	0202704048	Amsterdam-S344
Bethany Baker	2301	0320163266	Amsterdam-K532
Bonnie Gray	2408	0644323455	Amsterdam-A504
Dwight Brooke	2404	+442035264326	London H498
Helen Brown	2401	+442087467364	London-T554
Janet Runtz	2409	0209874342	Amsterdam-K332

You can integrate external and web-based directories. Booking a table for a business lunch? A mouse click in the on-line Yellow Pages makes the connection to the required restaurant. You can dial your contacts directly from Microsoft® Outlook or Office as well as TAPI applications with a simple mouse-click.

The Business ConneCT directory can also be accessed from DECT handsets, Mobile Phones and XML desktop terminals to offer a truly central directory concept including phone status and presence status information.

The Business ConneCT directory can be linked to other directories, such that it fits best in your environment. It offers integration with MA4000 (NEC's management system), but also with Microsoft® Active Directory, creating a single point of entry and management of user data.





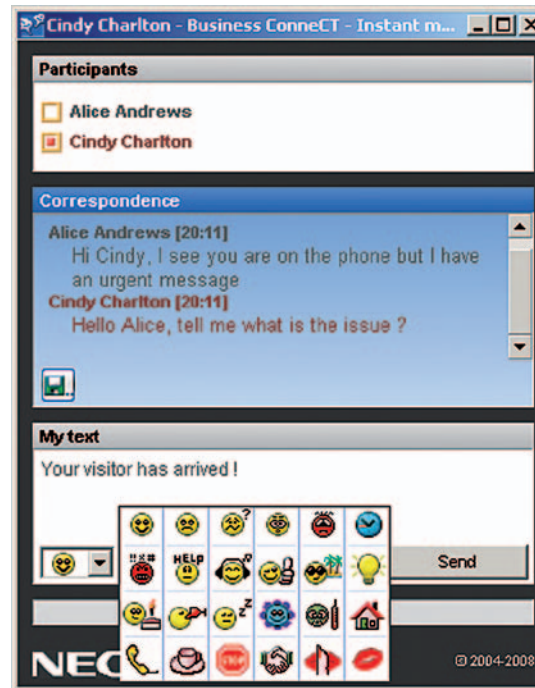
# Messaging

Mobile employees, particularly those in organisations located on campuses or large premises such as hospitals, universities, warehouses and the like, will benefit by the possibility of sending messages to wireless DECT or mobile phones. Now you can reach people who are away from their PC or are unable to take phone calls.

Instant Messaging between Business Connect clients provides an alternative way of contacting a colleague while he or she is busy on the phone or in a meeting. It can also be used by an Operator as soft break-in, while for remote workers it saves communication costs. Don't use your voice to pronounce difficult names or financial figures, use Instant Messaging to prevent expensive mistakes. It provides a secure alternative to public IM tools.

Sending a text or e-mail message is as easy as selecting a user (somewhere in the Business Connect user interface – can be in the directory, or in the call log), right-mouse click and select 'Send message to phone'.

Business Connect includes a Voicemail system. It enables you to control your Voicemail messages in all sorts of ways: users can access voice messages from any telephone, a PC or their e-mail inbox (Unified Messaging).



The Voicemail greeting is customizable by yourself and even depends on the presence status of the Voicemail box user: For example: when a user is in a meeting, a caller entering his Voicemail box hears the greeting "I'm in a meeting now. Please send a message."

## At a Glance

- Emergency Notifications
- Secure Instant Messaging
- Emoticons
- Web Links
- DECT Messaging
- SMS Text Messaging
- Archive at client PC



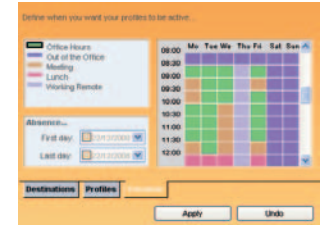
# Presence Management

Challenged by the demands of our economy, business processes require instant availability of information, efficient and effective collaboration between people, and fast reaction to the market – at any place and any time. In what is often known as ubiquitous society or economy, we are expected to be present – if not in person then virtually – everywhere and at all times. It follows, therefore, that capturing a person's presence and putting him or her at the center and in control of business, has become extremely important. In recognition of this Business ConneCT offers you something we have called: the power of presence.

Presence Management is about being able to share one's availability status so everyone is aware of it. For example someone's status might be 'I am not at my desk'.

Thanks to Business ConneCT's seamless integration with systems like PBXs and electronic calendars, status modifications are fully automated. Combining telephony, presence and a wide range of communication methods is what it is all about.

Once a user has set up his presence profile, his availability is instantly visible to other Business ConneCT users and calls are routed automatically. Integration with calendar applications, such as Microsoft® Outlook automatically updates his availability status.



# Mobile Client

## Unified Communications on your Mobile Phone

Many employees today don't just need the freedom to move around and work from different locations within the office, but also need mobility outside the office; at customers' premises or on the road.

Business Connect's Mobile Client combines Unified Communications and Mobility to take business productivity to a new level. It offers a sophisticated solution that works with the majority of Mobile Phones, making it a true extension of the enterprise telephony infrastructure.

The Mobile Client gives mobile employees the same familiar experience on their mobile phone as they're used to on their office PC, including Presence icons to ensure that while they are out of the office they're not out of the loop.

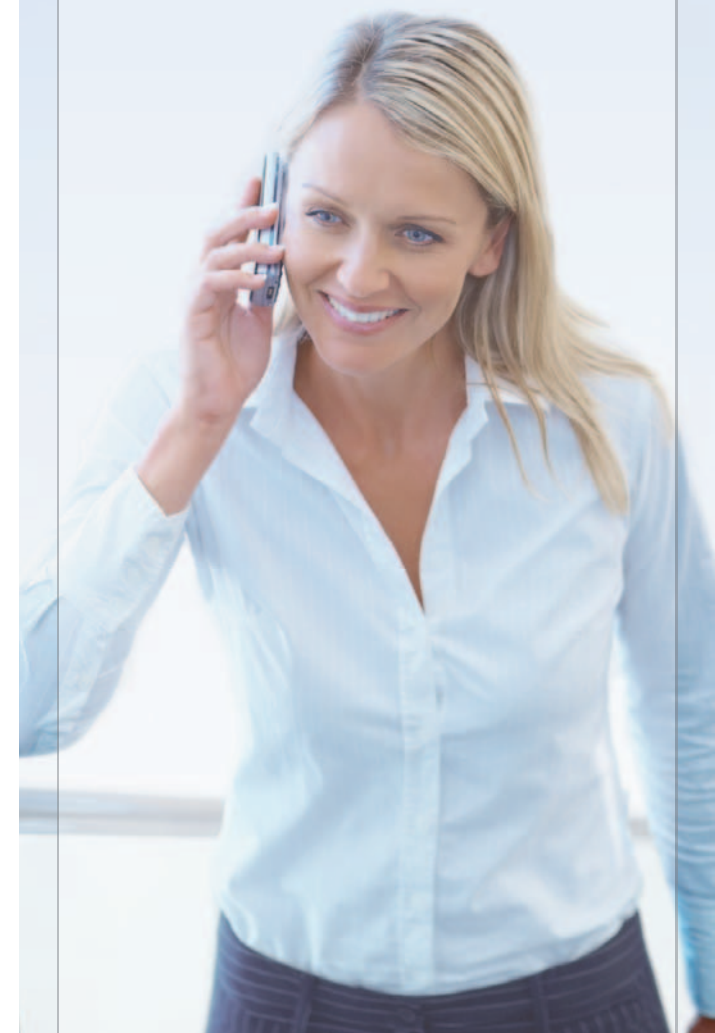


The Mobile Client offers the following powerful features on Mobile Phones:

- Allow to have 1 telephone number on your business card.
- Stay connected with your customers from any location.
- Access to the Corporate, External and Personal Directory.
- Presence overview of your colleagues.
- Click-to-Dial from the Directory.
- No software is installed on the Mobile Phone.
- Save money on mobile phone costs.
- Call setup is done through your PBX.
- Your colleagues can see your status in real-time.
- Manage your Presence while on the go.
- Control your Call Redirections and Voice Mail.
- The Operator knows if your are busy on your Mobile Phone!
- It works on virtually every mobile smart phone.
- No additional hardware or software required.
- Built-in security will keep your information safe and secure.

By empowering mobile workers with these capabilities, Business Connect's Mobile Client will help improve productivity, reduce costs and give your employees the flexibility to help manage their work/life balance.

*Make mobile communication  
easier and increase your  
mobile productivity*







# Contact Center

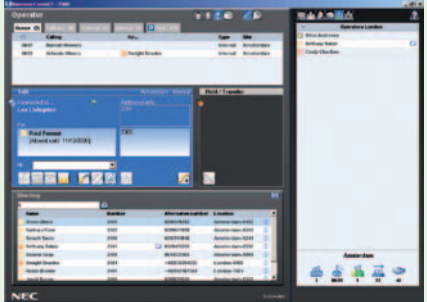


# Operator

Up to 175 concurrent Agents	Voice Mail
PC based agents	Unified Messaging
Phone based agents	Agent screen pop-ups
Skill-based Routing	Preview dialling
Auto Attendant / IVR	Power dialling
Multi-supervisor	Multilingual
Status information	DECT messaging
CRM integration	SMS messaging
Instant messaging	Fast directory search
Desktop CTI	After call work time
Free seating	Call qualification
Outbound dialler	Ready/not-ready reasons
E-mail router	Agent Group statistics
Database integration	Languages: Brazilian, Chinese, Danish, Dutch, English, English-US, French, German, Greek, Italian, Japanese, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish
Wallboards	
Reporting	
Configuration wizard	
Extensive Supervisor suite	
Floorplan	
Monitoring	
Alarming	
Service levels	
Group status	
Dashboard	
Reporting	
Open standards	
Automated e-mail response	
Caller greeting	
Music on hold	
Call back features	
Multi-site	

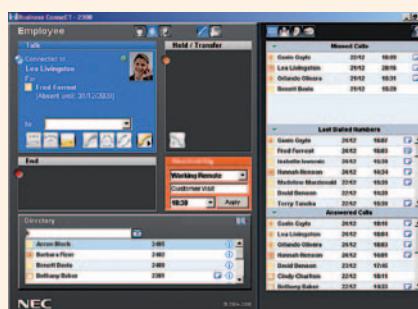


Up to 30 concurrent Operators	DECT messaging
Audible indication (sound) on incoming call	Mobile messaging
Queue info: Single all-in-one or multiple queues	Braille support
External/Internal call	Last operator warning
Direct/Fallback call	Desktop pop-ups
Number of calls waiting	Configuration wizard
Name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



## Employee

Up to 2000 employees in light mode  
 Real-time phone status and presence information  
 Up to 2000 mailbox users  
 Desktop Call control  
 Answer/Hold/Shuttle/(blind)Transfer/Enquiry  
 Presence management  
 Presence delegation  
 Directory Services  
 Personal/speed dials, Company, External, Internet/Web  
 Control deskphone  
 Click-to-dial integrations  
 Call log, missed, answered, made  
 Group Display  
 Instant Messaging  
 DECT and SMS Messaging  
 Voice Mail and Unified messaging  
 Voice mail integrated into presence  
 3-party conference call handling  
 On-line help  
 Outlook calendar integration  
 Built-in calendar  
 Mobile Client for Mobile Smart Phones  
 DT XML Client for DT710, DT730 and DT750  
 Corporate directory on DECT handset  
 Multi skin user interface  
 Desktop pop-ups  
 Languages: Brazilian, Chinese, Danish, Dutch,  
 English, English-US, French, German, Greek, Italian,  
 Japanese, Portuguese, Russian, Spanish,  
 Spanish Catalan, Swedish, Turkish



## Server and Client PCs

Server platform	
Operating Systems	Windows Server 2008 Windows Server 2003 R2 or Web Edition Windows XP Professional for configurations with one or two Operators
Database engines	Microsoft SQL 2005/2008 Express Microsoft SQL Server 2005/2008 Standard Edition
Processor	2.4 GHz or better
Memory	1 - 4 GB RAM
Client platform	
Operating Systems	Windows 7 Windows XP Professional Windows Server 2003 R2 Windows Vista Business / Ultimate Edition Internet Explorer 7 or 8 .Net Framework 2.0
Processor	1 GHz
Memory	512 MB RAM

## Communication Servers

UNIVERGE® SV8100	Stand-alone Networked up to 50 sites via Netlink
UNIVERGE® SV8300 2000IPS, NEAX 2000 IPS	Stand-alone Remote PIM configurations Networked up to 16 sites with CCIS Including a mix of SV8300 and 2000IPS via CCIS
SV8500/2400 IPX/SV7000	Stand-alone / Dual server / Networked (via FCCS)
SIP@Net / iS3000	Stand-alone / Networked (via IPVN (DPNSS, PVN), IMP)

Notes: Functionality can differ depending on the PBX platform. Not all boundaries can be used to the maximum at the same time and server. Dimensioning depends on Business ConneCT configuration and call rate.



For further information please contact your local NEC representative or:

EMEA (Europe, Middle East, Africa)  
NEC Unified Solutions  
[www.nec-unified.com](http://www.nec-unified.com)

Empowered by Innovation



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