

UC for Business – Module Overview

White Paper

NEC's UC for Business (UCB) has something for every member of your enterprise. At NEC, we understand the important role your communications solution plays in building effective customer relationships; being able to connect easily with them can make or break your business. That's why when we developed our software solutions; we made things easy to use, both for you and your customers.



Introduction

Caller care is about ensuring your customers receive a positive response whenever they contact you. With the best caller care in mind, NEC has developed UC for Business (UCB) - a complete Unified Communications solution designed to maximize the way you engage with your customers. Whether you are in a meeting, out of the office or away from your desk, UCB successfully handles all your internal and external calls, making it the ultimate in caller care.

Because UCB is modular, you have the flexibility to choose components that best fit your organizational needs, or you can integrate all the modules together for a complete enterprise-wide call handling solution.

All of UCB is governed by flexible, multilevel security allowing either general or minute control over all functionality, depending on your needs.

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Overview

UC for Business (UCB) has a set of modules for all users inside your business, with Presence and Voice Messaging the underlying functionality for all modules.

Operator

Console

UCB's operator Console is a highly functional call management software application designed to allow operators and receptionists to manage incoming calls professionally and efficiently. With Console, the operator can treat callers as the important people they are. Operators can view caller details before answering the call and the status of all extensions is displayed on the operator's PC, allowing them to take an individual approach to each call.

UCB's sophisticated Presence provides operators with total visibility of all users' availability, including Microsoft® Outlook® or Lotus® appointment names, and expected time to return.

Taking messages is no longer onerous, time-consuming and prone to error. The operator simply clicks "Record" while the caller is speaking and records the message directly to the appropriate subscriber's mailbox.

Executives and Knowledge Workers

Executive Desktop

Executive Desktop allows users at all levels to manage their phone calls, voice and fax¹ messages from their PC, offering better individual call handling so users can manage their internal and external calls with ease.

Presence is a key part of call handling, and availability of all users can be displayed at a glance; if an Executive Desktop user is away from their desk, other users can request notification of their return.

UCB's Phonebook, which provides both global and personal directories, allows users to store contact details along with notes about special callers which

are screen popped along with the caller name and number each time they call so you'll always be prepared.

Receiving a generic mailbox greeting can be an irritating experience for many callers, particularly when the call is urgent. Executive Desktop allows users to customize a personalized response to recognized callers, or a relevant greeting for the current or scheduled activity. When you can't be there to answer a phone call, it is nice to know you can leave your callers an informative greeting, or that you can reroute the call elsewhere.

Executive Desktop includes internal chat functionality, an efficient business tool that allows users to exchange instant chat messages with other Desktop or Console users inside the enterprise.

Unified Messaging (UM) for Exchange or Lotus

UCB's UM lets users access and manage both voice and fax messages from within Microsoft Outlook or Lotus Notes alongside their email. UM users have the power to control how, when and in what order they wish to play, view and respond to voice and fax messages, just as they do with email messages. Heavy users of email, voice messaging and fax will experience a significant increase in their productivity by eliminating the time spent accessing multiple messaging applications. Each message is presented as an email, with the caller details as the subject line. A .WAV attachment is created when a voice message is forwarded - so for the first time, users have the ability to share internal voice messages with offsite colleagues.

UCB's UM is also ideal for employees who are often away from the office, giving them a single point of access for all their messages via email web access.

The Lotus or Exchange integration that UM provides also enables Presence integration with the email application appointment Calendar. UM users can force automatic mailbox greeting changes for every calendar event. No manual interaction is required beyond scheduling the appointment, as far ahead as you desire.

Executive Conference (Early Introduction Module)

Audio conferencing is turning into an ever more popular business solution as it enables staff to

¹ Fax Messaging license is also required

quickly consult colleagues or customers, and results in rapid decision making.

Executive Conference provides audio-conferencing for up to 64 internal and external parties,² via your UCB application.

Available inside Console, Agent and Executive Desktop and Executive Insight, Executive Conference allows your executives and knowledge workers to easily schedule or initiate a conference, and retain complete control of all the complexities that so often mar audio-conferencing. See who is present, control who joins, adjust the volume as required – all at the desktop, along with multiple other easy-to-use features to make your conference more effective.

Executive Mobile

Mobility has become one of the key features of Unified Communications, offering the ability to communicate wherever you are – on your terms.

Set your Presence Profile, view your most recent calls or missed calls to your desk phone, look up contacts in your UCB corporate phonebook and view their Presence, check and listen to your messages, all while you are away from the office.

Choose the mode that suits you best for each occasion: Executive Mobile is available both as an application on your mobile phone, and in your web browser.

Executive Insight

Executive Insight supplies Desktop functionality to executives and knowledge workers who already use Microsoft Outlook, providing management of phone calls, voice and fax messages alongside their emails within the one application.

Executive Insight used with UM³ provides advanced Presence, Calendar and contact integration, allowing users to configure each calendar appointment with a relevant Presence greeting, and just click a button to reply to recognized emails via the phone.

² Early Introduction sites will initially cater for up to 16 parties.

³ UM license is also required

Executive Insight, like Executive Desktop, allows users both to send and to receive faxes⁴ from/to the PC, as well as to handle voice messages and administer their mailbox.

Fax Messaging

Fax Messaging provides management of fax traffic from within Console, Desktop or Insight/Lotus via Unified Messaging. Fax Messaging allows the traditional phone call management features and tools provided by the Messaging suite to be applied to fax media. Faxes can be viewed and printed in Console, Desktop or Microsoft Outlook /Lotus Notes.

Networked Voice Messaging and Presence

Join up to 5 sites in different geographic locations to send, reply and forward voice messages to individual recipients and distribution lists across the network, as if they are one central site.

View Presence for all users at all locations: phone status (on or off hook), Presence profile, forwarding status and the number of new faxes or messages. Users know whether anyone in the wider company is available at a glance and can even request notification of when remote users return to their desk, based on keyboard, mouse or phone activity⁵. General company-wide communications are improved due to visibility throughout.

Desktop and Console users can call a remote user by simply clicking their Presence button; they can click and transfer a caller and effortlessly create conference calls.

The ability to handle a call right through to the correct destination first time improves call handling and is seamless to callers, enhancing customer satisfaction.

Contact Center Agents

Managing customer experiences is vital to your contact center's success. UCB gives you the ability to:

- Enhance customer service levels
- Lower abandonment rates

⁴ Fax Messaging license is also required

⁵ An Executive Desktop or Executive Insight license is required for each user at each end

- Prioritize the handling of high value customers
- Minimize operating costs
- Better manage information
- Increase staff productivity
- Improve response times
- Manage all customer contact points in one solution

Make a difference to customer service

Using customer information and skills based routing; callers are directed to the agents best able to help them, quickly and efficiently.

Transform your call center into a contact center

Intelligently manage all contact media types in a single, fully integrated solution.

Unparalleled control at your fingertips

All your contact center operating parameters are adjustable, allowing you to make changes in real time with simple to use wizards.

Lower call abandonment rates

With customized announcements and caller specific options, more calls stay in the queue and are delivered to agents.

Our modular solution is scalable

Invest in what you need today with the confidence that additional functionality is available as and when required.

Console

Empower Your Operator

- The way your telephone operator responds to callers is like the 'shop front window' to your business. Your front-line call handling leaves a lasting and significant impression.
- By giving your operator more information about the caller, you offer them the power and confidence to provide your customers and business partners with the service they deserve.
- Console empowers your operator with superior call handling abilities so that they can recognize

incoming calls, monitor extensions and manage every call professionally.

Easy to Use Tools

Console's GUI (Graphical User Interface) is so easy to use, your operators simply point and click or use hot keys to answer, transfer, hold or make calls.

Increased Control

With Caller ID based screen-pops, operators identify incoming calls and are better able to offer immediate assistance.

Prioritization

Operators can recognize and prioritize top customer calls, so they are never kept waiting.

Call Handling Efficiency

With more information about what is happening internally, operators can deal with incoming calls simply by clicking and dragging the call onto a staff member's extension.

Access Anywhere

Because Console is a LAN based application, it can be accessed from any PC on the network. Back up operators can pick up overflow calls from the main operator based on the caller's wait time; no extra hardware is required, just a phone and a PC.

Presence and One-Touch Dialing

Console lets your operator set up the most commonly used internal and external contacts as "Presence buttons"; they can view the telephone status and availability of everyone in the office and simply click a button to send the call directly through to them. They can request notification of the return of any Desktop user to their desk.

Message Management

Operators can review and re-distribute voice and fax messages collected in a central mailbox to any users in the organization.

Executive Desktop and Executive Insight

Call Management for the Whole Organization

- Desktop allows for better individual call handling so users can manage their internal and external calls with ease.
- More and more, organizations are using personal phone numbers to direct callers to staff. The way you treat these callers, however, is just as important as the way they are handled by your operator.
- If you have to be out of the office or in a meeting, who is looking after your callers? Receiving a generic greeting can be a rather irritating experience for many callers, particularly when the call is urgent.
- When you can't be there to answer a phone call, it is nice to know you can leave your callers an informative greeting, or that you can transfer the call elsewhere. Desktop allows you to customize mailbox greetings based on your current availability and to personalize greetings for special callers.

Call, fax and message control

Forget the handset – you can manage all calls and faxes from your PC. Mailbox access makes it even easier to retrieve and manage your messages, and administer your mailbox.

Presence

At first glance, you can see the availability of other staff members, or set notification to be alerted when someone returns to their desk or finishes a phone call. You can make yourself available to others in the same way.

Microsoft Outlook Contacts integration

Microsoft Outlook Contacts can be set to screen-pop, whenever a call matches your contact list. With Executive Insight you can also dial directly from your Microsoft Outlook Contact list with just a click of the mouse.

Be ready

Store notes about special callers. These will be screen-popped along with the caller name and number each time they call so you'll always be prepared.

Contacts in one place

Your Microsoft Outlook Contacts can be synchronized to appear in your Desktop Phonebook for easy lookup and dialing.

Record conversations

Desktop lets you easily record important telephone conversations. These appear as messages in your mailbox and can be played back from PC or phone.

Personalize greetings for priority caller

With Caller ID you can pre-record a special greeting and provide options for your top clients or personal contacts.

Example

"Hi Tom, I am sorry I wasn't able to take your call. Please press 1 to talk to Julie, my assistant or press 2 to go to my mobile or leave a message after the tone. Look forward to talking to you."

Customize Presence greetings based on your current availability

Always keep your callers informed of your movements - whether you are:

- in a meeting
- out of the office
- on mobile

Desktop lets you activate your pre-recorded Presence profiles with the click of a button or via an automated schedule, so your greetings are always current. You can manually set, or schedule your expected time of return so your callers always know when they can reach you.

Remote management

No matter where you are, you can access your messages on and off site. Change your greeting

when necessary; if you change your schedule, just dial in and select your 'out of office' profile.

Executive Insight

View Desktop as a stand-alone application, or use it fully integrated with Microsoft Outlook, so you only need one application open to view all your voice and email communications.

Unified Messaging (UM) for Exchange or Lotus

Sophisticated Unified Messaging

- Access to important voice and fax messages can be a time consuming exercise.
- It is important to have easy access to all your communications on and off-site.
- UCB's UM is a sophisticated unified messaging solution that offers total control of all your messages from your email application.
- UM also provides automated greeting integration with Microsoft Outlook and Lotus Notes Calendar.

Receive faxes and voice messages as emails

UM fully integrates your voice and fax messages with your email client, so they appear in your Microsoft Outlook or Lotus Notes applications. Voice messages can be listened to using your PC speakers, or for privacy, just pick up your handset. If you are out of the office a lot, messages can just as easily be played as .WAV files through your PC speakers offsite via Microsoft Outlook Web Access. Faxes are viewed as .TIFF files.

Forward faxes and emails off-site

You can now share your internal communications with remote colleagues. Your fax and voice messages become simple email attachments that you can choose to forward off-site to other contacts outside your organization.

Centralized communication

Any changes made in UM are automatically synchronized with your mailbox and Desktop,

providing a truly centralized business communication environment.

Store messages

With Caller ID, you can instantly see who has left a message. You can save and store these messages just as you would emails, so you can get back and listen to important messages whenever you like.

Microsoft Outlook or Lotus Notes Calendar integration

When integrated with Microsoft Outlook or Lotus Notes Calendar, your callers can be automatically informed of your availability based on appointment times in your calendar, and a projected return time played, based on the duration of the Calendar event.

Executive Conference

Save time and costs

Audio conferencing technology has been around for a while, but often involves 3rd party providers – adding costs to the telephony bill, with no transparency for participants.

Unnecessary travel or 3rd party telephony costs can now be avoided and an added bonus is Executive Conference is very straightforward to use for all parties!

Integrate already 'known' functionality

With Executive Conference as part of your UCB solution, your executives and knowledge workers are already competent with all functionality operation and can promptly initiate a conference when the need arises.

Collaboration across the enterprise increases by speeding up business processes, improving efficiency and productivity throughout the enterprise.

Single point user application and administration is straightforward and flexible, meeting your business and security requirements.

Scheduled, recurring and instant conferences

Conferences can be scheduled or instantly created. Internal and external participants can join in with a

click of the mouse, or by dialing a free phone or other familiar number.

Easy operation and great flexibility

There is no reason for anyone to miss a conference call because they don't know the details; they just phone your office and get connected.

Executive Conference provides great flexibility for participants and organizers. Last minute attendees can now be added easily and painlessly as soon as they call in – even on mobile or from outside the office.

Split and rejoin

Conferencing groups can be split away for a quick private discussion and then joined up with the others again using 'drag and drop'.

Why not Video Conferencing?

Executive Conference is the cost effective and practical alternative to video conferencing. People use video conferencing because they need some control over what is happening. With its easy to use graphical interface, Executive Conference provides almost all the functionality of a video, but without the camera and head shots.

Executive Mobile

Your favorite Desktop functions are now available from your cell phone or web browser. Stay in control of all your communications using a consistent interface on your desktop, inside your browser, and on your mobile phone. Executive Mobile is PBX a generic module.

Two Complementary Applications

UCB's Executive Mobile module consists of two complementary applications.

- Cellular Application, offering desktop functionality on your cell phone.
- Web Portal browser application, provides access to office communications for all your mobile workers from their home, hotel or laptop browser.

Easy Updates and Communication

Rushed out without updating your greeting?

Run Executive Mobile and key in your new Presence Profile and your anticipated return time – your callers always know your status and availability, wherever you are.

Are your colleagues available?

You can see your colleagues' availability in the office and call them when you know they are free, or send a request to call you that automatically pops up when they return. No more wasted time or phone tag; now each call makes contact.

No more multiple contact lists

Access your office contacts as you need them directly from the UCB phonebook. How often do you call the office to get a business contact's phone number? Those business contacts that everyone in your office needs to access are loaded just once, centrally; now they are available offsite as well as from your desk.

Sitting in a meeting waiting for someone to get in touch?

You won't have to leave your phone on silent, and rush out, whispering, to take your call... Leave a personalized greeting for that special caller using UCB's Caller Profile and then when you see the call or message from the person you're waiting on, you can make contact in your own time.

See who called while you were unavailable

Whether you're in or out of the office, it can be useful to know who has been trying to contact you while you were too busy to take calls. With Executive Mobile, all the information is available as soon as you're ready to check.

Fax Messaging

Seamless Integration

- Even if you prefer a paperless office, fax remains a commonly used form of communication.

- When a customer or supplier sends a fax through, how often does it sit in a fax pile unread?
- How often are important faxes accidentally misplaced or thrown away?
- Fax Messaging seamlessly integrates your Fax, Desktop and Microsoft Outlook into a unified environment, reducing paper waste and allowing for better management of your faxes, all from your PC.

No more standing in line

Waiting for an important document can be a real hassle, especially when there may only be one fax machine and many users.

Fax Messaging unifies your Fax, Desktop and Microsoft Outlook so that when a fax arrives, it goes straight to you, the same way an email or telephone call would.

Security

Sometimes you're expecting a fax that is private to you. You don't want to waste time waiting by the machine to pick it off before no one else sees it – but you can't take the risk of having it lying around for all eyes, either. Fax Messaging delivers the fax to your secure desktop, to be printed only if and when you are ready.

Better readability

Printing out a good quality, readable fax often depends on the type of fax machine that you have. Fax Messaging produces quality .TIFF files every time that you can view, save or send straight to your printer.

Centralized management

Because all your faxes are delivered to one place, you can file, transfer, manage and keep a log of your faxes all from your PC.

Integration with Microsoft Fax Console

Sending a fax is no longer the 3-step performance we've all been used to. When used with your voice ports and the Microsoft 2003 Server, Fax Messaging allows you to send and view outbound faxes from your PC. Simply type your document and immediately fax it from your PC. Then use

Desktop to check the status and ensure you have sent it successfully.

Networked Presence

Visibility for All Sites

Desktop and/or Console users can view from their Presence pages the telephone and Presence status of users at remote networked sites.⁶ Users can view the Presence of up to 2,500 users across the UCB network from their Presence page, including meetings, in/out of office and working at desk.

Networking is an essential tool for internal communication. Users know whether anyone in the wider company is available at a glance, and can request notification of the return of any Desktop user to their desk, based on detected keyboard, mouse or telephone activity.

In the competitive nature of today's business world, handling calls in an efficient knowledgeable manner wins customer satisfaction. Blind transfers or transfers to destinations that are busy are becoming increasingly more unacceptable to callers.

Networked Presence provides the following benefits for your business:

- Telecommunications handling practices and standards are consistent between multiple sites.
- Seamless architecture to the caller improves perception of the company.
- Viewing the status of users at other sites improves communication, team morale and productivity between multi-site companies.
- Knowing when a user in another office is actually at their desk and likely to take a call provides both resource and financial savings.
- The ability to request notification of availability when users across the network are off the phone or return their desk adds enormous efficiency to any global organization.

⁶ Networked Presence is available to Console or Desktop users only. A Networked Presence license is required for each networked site

- Calling remote extension users is easily available by simply clicking on their Presence button without the need for a separate extension list.

Networked Voice Messaging

Integrated Voice Messaging Networks

- A fast response to voice messages is vital for ensuring the highest level of customer service.
- The ability to share messages with others in the organization is an important internal communications tool.
- Multiple UCB sites can be configured together as one "networked" environment allowing the exchange of voice messages between users at different sites.

Caller identification

Lucy in site A calls Mike in site B and leaves a message. When Mike listens to the message, it is announced as "Message from Lucy".

Send message

Users at site A can send a message directly to users at site B without having to ring their phone and wait to be diverted to a mailbox.

Distribution lists

Distribution lists can include all mailboxes within the entire network.

Select by name

Names for all mailbox users, both local and remote, can be listed for the "select by name" option, which can be used to send a message when users don't know the mailbox number.

CT Control

Deliver Calls with Intelligent, Flexible Skills-Based Routing

CT Control is the brain behind agent call delivery. It lets managers maximize the efficiency of their contact center by giving them control over the delivery of all phone, email, fax and web initiated requests.

- Route customer calls and other media to the right agent every time.
- Improve customer call experience by reducing call handling and wait times.
- Maximize labor efficiency and minimize operating costs.
- Obtain full, meaningful reporting on every aspect of your enterprise's communications.

Better customer care

CT Control intelligently manages all incoming calls by delivering them to the most appropriately skilled agent. Recognized priority callers can also be moved to the front of the queue, providing the superior service they demand. Agents log on and off from their telephone or PC with a personalized ID number so the agent, not the extension is tracked. This allows agents to answer calls from any telephone in the contact center and calls can be routed to them based on their skill set.

Information is power

With over 200 different reports, CT Control gives you the information needed to make informed decisions. An on-board database collects data on every call. Reports can be provided by agent, by media type or on a per queue basis allowing you to accurately assess operational performance and react accordingly.

Faster response times

Directing callers to the right agent the first time reduces caller wait times. By matching agent skill sets to a number of different queues, more agents are available resulting in faster handling of calls. Callers can also be routed to their preferred agent based on their direct inward dial (DID) number, calling line ID (CLID), or by querying the caller using Custom Announce.

Improved productivity

Using CT Control, agents can be automatically assigned to different queues based on the time-of-day or day-of-week, ensuring calls are distributed efficiently amongst agents. With the option to automatically allocate post call work time, agents are also able to complete tasks before receiving the next call.

Simplified Administration

Setting up and managing your contact center environment has never been easier. UCB uses wizards and a graphical user interface to administer all aspects of your system. Call delivery patterns, queue set up, agent assignment and other parameters can be altered with a click of the mouse. UCB also supports remote administration and maintains data integrity by providing a full audit trail of all changes.

Agent Desktop

Simple, Useful Tools Build Agent Confidence and Maximize Efficiency

Agent Desktop lets managers view real-time information on queue and agent performance. This information can also be distributed to as many PCs on the LAN as desired, assisting managers and agents in making the right decisions at the right time.

Agent Desktop offers call management and telephone control via a graphical user interface (GUI), real time visibility of queue and agent activity and informative screen-pops as calls are delivered.

Better Call Management

Agent Desktop identifies incoming calls by presenting the agent with a screen-pop containing essential call information, such as the queue the call is coming from, wait time, the phone number and caller name and any special notes if available. Agents are always prepared before a call comes through.

By using special Agent Desktop toolbars on their PC terminal; agents can:

- Log in and out of queues
- Request work time
- Take a break
- Wrap up and resolve calls
- Request assistance
- Monitor calls easier

With Agent Desktop, managers and agents always have a clear picture of all contact center activity.

Real-time agent statistics that can be viewed from the PC include:

- Who is logged in or out
- Type of call the agent is handling
- Who is on a break, and how long before they return
- Time spent on the current call
- Number of agents logged in per queue
- Service level percentage per queue
- Number of daily abandoned calls per queue
- Number and age of calls waiting per queue
- Agent occupancy
- Visual and audible alerts when calls have been waiting too long, there are too many calls or insufficient agents logged in.

Increased productivity and accountability

Experience has shown that productivity increases when staff can view each other's performance. Your agents become increasingly goal-oriented and require less supervision.

Simplified management tools

Agent Desktop provides managers with more efficient agent control. For example, managers have the ability to monitor a conversation and intrude into a call when necessary. They can also remotely log agents in and out or put them on a break. Managers can even take calls from the queue during peak times using an on-demand call delivery option.

Custom Announce

Why Keep Your Callers Guessing?

Custom Announce is a sophisticated announcement module that has been proven to significantly reduce abandonment rates in contact center environments.

Abandoned calls often equate to lost business and contact centers that replay the same announcements over and over to waiting callers are very likely to annoy them, often to the point that the customer hangs up.

Some of the benefits Custom Announce provides are:

- Reduced call abandonment rates
- Less agent talk time
- Improved customer call experience
- Increased marketing opportunities

Lower call abandonment

Perhaps the most powerful feature of Custom Announce is the ability to advise callers of the estimated time in which their call will be answered and to update them on their progress. Keeping callers informed improves customer satisfaction and ensures that they won't hang up just as they reach the front of the queue.

Keep your callers informed

With Custom Announce, managers can create customized announcements on a per queue basis – ensuring that announcements are relevant to the callers. Callers can be presented with constantly changing information relating to their position in queue, new products, promotions, business hours, locations, contact details and so on.

Maximize agent productivity

A built-in Auto Attendant lets you split a single telephone number into numerous queues. Using the optional Query function, Auto Attendant can identify callers based on their response to an automated query (such as, "please enter your customer number") and use this to direct each call to the most appropriate agent.

Audio text plays pre-recorded responses to frequently asked questions, freeing up your agents to handle more complex queries. An Auto Attendant can significantly improve agent efficiency and customer satisfaction by directing callers to the right area of the organization, without requiring them to wait for operator assistance.

Direct callers appropriately and provide agents with valuable information

The Caller Query feature allows the system to ask callers for their PIN or Customer Number and redirect them, based on the information entered, to a more appropriate queue or increase their priority in the queue. When the call is delivered, any

information entered by the caller is presented to the agent, reducing talk time and enhancing customer service levels.

Callback

Callers are Happy to Leave a Message if They Know You'll Call Them Back

Callback allows contact centers to differentiate themselves from their competitors by giving their callers a choice – offering them the option of an automated Callback, eliminating the frustration of waiting in a queue.

Callback also reduces the costs associated with callers holding on your inbound free-phone number.

- Provide an alternative to waiting on hold
- Lower telecommunication costs
- Improve customer satisfaction opportunities

Giving your callers control

While some callers are content to wait on the line, many are not. Callback invites callers to enter their number (if Calling Line Identification is not available), leave a message (who they are and the purpose of their call), and hang up, safe in the knowledge that they will not lose their position in the queue.

Making it simple for agents

As the Callback is treated as if the caller is still in the queue, agents can see the total number of calls waiting as well as a separate total of Callbacks currently in the queue.

Callback is very flexible, and configurable by queue. Contact center managers can turn it on and off as they choose and program Callback to activate only at preset times, such as when a specified number of callers are waiting in the queue, after hours or when a predetermined threshold is reached.

Once the Callback has been placed, it advances in the queue as if the caller was still on the line, when the Callback reaches the front of the queue it is delivered to an agent.

1. The agent is presented with details of the caller.

2. The message the caller left at the time of requesting the Callback is played back to the agent, as that call's "history" is presented to the agent.
3. The agent can then choose either to replay the message, or to dial the number. When they click the Dial button, the system automatically dials the caller's number.

Each attempt to reach the caller is recorded. If no answer is received, a time is specified for the next attempt and the callback is re-queued.

Answering Callers 24 Hours/Day

Callback can also act as an answer phone after hours. As soon as the agents logon in the morning, the calls are immediately presented to the agent for service. This call delivery function is totally automated. No mailbox needs to be cleared and calls don't have to be requested.

IVR

Empower Your Customers and Maximize Resources

UCB's IVR is a total solution that integrates your telephone system, computer infrastructure, databases and business applications, to empower your customers. With IVR, your callers can use their touch-tone telephone to request information. The IVR then searches the appropriate internal databases and automatically responds to the caller with the information requested.

Callers can perform routine transactions and receive the information they require without the need to interact with a live agent, for example, ordering a parcel pickup from a delivery company or requesting approval for a credit card transaction.

Key IVR features inherent in UCB's design include:

- **Integration with Text To Speech technology** – IVR intelligently converts data retrieved from external sources into speech and plays it to the caller. This is most commonly used within IVR systems to voice a caller's name or address from a database. IVR can be fully integrated with the Scansoft Realspeak, Microsoft and Rhetorical Text-to-Speech engines, as well as any SAPI-compliant TTS engines.
- **Integration with fax and email applications** – callers can request complex information in a fax or email format. The caller instructs the IVR on what information they require and the IVR sends the fax or email as requested or instructs an external application to send it.
- **Fully automated call processing** – with multi-call flows written in VB script language.
- **Dynamic call flow control** – using a wide range of criteria including time of day, CLI (Calling Line Identification), or an auto attendant option selected by a caller, the logical sequence of the call flow can be adapted to provide the right information in the least possible time.
- **Windows Graphical User Interface (GUI)** – allows administrators to record or re-record voice prompts used within the call flow. This is done using the UCB Administrator application.
- **Multilingual Support** – automatically identifies which languages to play, based on the initial number called, or selection by the caller.
- **Ability to leave messages** – a caller is able to leave a message within the call flow and then continue with their request for information. The recorded message can then be accessed by an agent for action. This can be used to collect information that cannot be entered from the telephone keypad, e.g., change of address details.

Fully integrated

IVR integrates seamlessly with UCB, allowing key features to be used in conjunction with IVR call flows. For example, if a caller requires assistance, they can choose to exit the IVR and be transferred to a queue for delivery to an agent. The call will then be delivered to the most appropriate agent using UCB's skills-based routing parameters, with the information collected within the IVR attached to the call for display to the agent.

Multimedia Queuing

Skills-Based Routing

Delivers multimedia communications to your agents in the familiar way their calls are received.

Phone calls are delivered to agents via a queue, and so can communications from other multimedia contact channels. This not only allows for the fair distribution of work to appropriately skilled agents, but also allows managers to monitor and report on agent performance and response times.

- Centralize all communication touch points into one channel
- Provide a consistent level of service
- One fully integrated solution
- Handle emails, faxes and web contacts

Manage all your customer communications with ease

The properties of intelligent call delivery are applied when distributing any type of communication to agents. Seamless call blending allows a variety of multimedia and voice calls to be delivered to the most appropriate agent.

Consistent, professional communications

Providing customers with a choice about how they communicate is important, but you need to ensure that a consistent, professional approach is applied to all communications. With our multimedia modules, unanswered contacts are redirected to other agents after a preset period of time has elapsed, allowing the contact center to handle these requests quickly and professionally.

Keeping your finger on the pulse

Comprehensive reporting capabilities give a centralized, real-time view of all communications coming into the contact center regardless of the media type.

Single point of administration

One single administration package for your whole contact center covers all the media types you need to manage, making setting up and managing these diverse media types easy to accomplish in minutes.

Single Reporting tool

UCB has built a portfolio of performance and activity reports and graphs based on customer requests over the last 10 years. Reports are intuitive, flexible and useful, and available at both high and detailed levels. Faxes, emails and web chats are automatically stored in the UCB database both for reporting and archive purposes. In addition to the contact center statistic reports, the UCB Media Viewer allows managers to access the actual data of any given interaction, based on logical search tools such as queue, agent, date/time and customer.

Email Queuing

Integrated with Microsoft Exchange, Lotus Domino and GroupWise

Increase customer satisfaction by ensuring that email requests are handled quickly and efficiently – not left sitting unanswered or being forwarded around your organization.

Queued emails display in Agent Desktop exactly the same way that other media displays, showing originator, contact details, time spent waiting in the queue, etc.

Agents can 'answer', 'hang-up', 'transfer' or 'park' calls, maintaining the familiar contact center phone call analogy, and enabling appropriate performance reporting such as how long an agent spent handling a particular email.

Once the email is answered, Agent Desktop displays who is handling the email and its state.

Microsoft Exchange using Microsoft Outlook client

When an email is delivered to the queue the details are displayed in Agent Desktop while the content appears in Microsoft Outlook using a custom easily identified icon to show the queued email. This allows for easy distinction between personal and queue-related emails. Agents can 'answer' the email, then reply, 'hang-up', 'transfer' or 'park' emails using a custom toolbar inside Microsoft Outlook, helping them to treat queued emails with the priority that calls to their phone receive.

UCB Desktop SMTP for Exchange, Lotus and GroupWise

UCB offers an alternative to Email Queuing for Microsoft Exchange. UCB's Email Queuing Desktop SMTP is designed for non-Microsoft users, or for agents whose only requirement for email is to process emails from the queue, and supports emails forwarded from Exchange, Lotus/Domino server and GroupWise.

Calls are delivered to Agent Desktop using the familiar UCB skills-based routing model, and as well as providing the standard 'answer', 'hang-up', 'transfer' or 'park', this module allows agents to read, initiate, reply to or forward emails inside Agent Desktop itself.

Email Queuing Desktop SMTP allows managers or agents to build per-queue or per-Agent template sets, so that new, reply or forwarding emails may all follow a company standard or model, or for example a range of suitable replies can be predefined for each possible enquiry.

Fax Queuing

The Paperless Office has Arrived

Managing fax communications can be a headache, but with UCB's Fax Queuing module you can now queue, deliver and report on fax communications quickly and efficiently.

No more misplaced faxes or time spent hovering around the fax machine waiting for documents to arrive. Faxes are queued and delivered in soft copy using the assigned skills-based routing protocols.

Faxes appear in Agent Desktop, allowing agents to manage requests without leaving their desks. Agents can even reply to faxes using the Fax Queuing module.

Queued and processing faxes are displayed inside Agent Desktop alongside all other media so supervisors and/or other agents can view queue traffic and contact status.

Web Queuing

UCB's Web Queuing module includes both Web Chat and Web Callback.

Web Chat

Online customers who need real-time interaction can use Web Chat or instant messaging.

Visitors to your website establish a one-on-one text conversation with your contact center agents. The Web Chat request is queued and delivered to an agent who initiates a one-on-one text chat session within Agent Desktop.

Web Chat provides the ability to "push" links and URL addresses to online customers who, for example, may be having trouble locating information on your website, transforming your website from an online brochure into a sales and service tool.

Agents can pre-configure customer replies, so they can respond quickly and in detail to frequent enquiries. Your businesses can also standardize appropriate, accurate responses for anticipated interactions across the contact center.

Web Callback

Web Callback offers a convenient way for those browsing your website to request a call from one of your agents.

These requests are initiated directly from your website by simply clicking on an icon and typing an inquiry along with a preferred time to be called.

The request is then routed to the most suitable agent who receives a screen-pop with the details of the request. As the agent accepts the request, UCB automatically establishes the call, and the agent is connected to the person who made the callback request.

Outdial Queuing

Don't Wait for Business to Come to You!

Outdial Queuing dramatically improves the quality, success and productivity of every outbound customer contact by intelligently managing calls from within your UCB solution.

- Run multiple campaigns in minutes
- Maximize agent productivity with call blending
- Fully customized to your needs

Blend inbound and outbound calls

Agents can either be set up in dedicated outbound queues or they can take a mix of inbound and outbound calls. By sharing resources between both activities, agent productivity can be optimized in periods of low inbound traffic.

Flexible call delivery options

Two types of call delivery mode are available, Power Dial and Preview Dial. The mode selected can be based on the requirements of the campaign as well as the skills of the agents.

Reporting on call outcomes

Resolution codes allow agents to record the outcome of the call and if or when it should be presented to the queue again, or deleted from the campaign. Wrap-up codes can also be entered by the agent to indicate the commercial outcome of a call, such as the completion of a sale, allowing managers to monitor the campaign's success.

Build campaigns quickly and easily

Outdial campaigns are set up and managed by using an intuitive administration interface. Managers can import contact details and phone numbers from external sources and implement a campaign in just a few minutes.

Networked Queuing

Share Calls Across All Contact Centers for Longer Hours and Better Backup

No matter what the geographical location or manner of operation (one virtual contact center, 'follow the sun', or overflow), Networked Queuing can be used to link contact center sites together in a single operation that is more efficient and productive.

- Integrate multiple contact center sites
- Better manage call volumes
- Measure the effectiveness of your entire contact center operation

Extended operations

Extend the use of your contact center without increasing costs, by overflowing calls to other sites

during a period of peak traffic. Networked Queuing also gives you more flexibility with your operating hours, allowing you to cater for multiple time zones by directing calls to sites that are still open.

Consistency of service

Managing disparate sites can be difficult, but with Networked Queuing it is far easier to set common operating procedures and manage calls effectively across your whole operation. Managers have a centralized view of all activity, allowing a consistent level of service to be offered regardless of where the call is placed.

Useful metrics

Now you can truly start measuring the effectiveness of your entire contact center operation by viewing and reporting on site-specific or combined operating parameters using a single reporting tool and one linked database.

Custom Reporting

Design the Reports that Suit Your Business

The target audience for Custom Reporting is customers who require customization of reporting data to suit their business needs / KPI's., and sites wishing to incorporate contact center data with an existing reporting or Business Intelligence database infrastructure.

Customers that require Custom Reports typically expend a great amount of effort exporting and massaging data to produce regular reports such as a daily report for the CCM, a weekly report for the divisional manager and a monthly/yearly report for the Board.

Custom Reporting allows this process to be automated. Once reports are designed, they can be generated with no user intervention.

Custom reports can be created and generated using third-party report creation software. Examples of third-party software are Microsoft Reporting Services, Crystal, Brio, and Cognos. Because third-party reporting applications are both client and application tiers, the person originating the reports must understand the Database Dictionary for UCB Custom Reporting – that is, the database table structure. However, report

consumers do not require technical knowledge to view reports.

Over 150 standard reports are integrated into the standard UCB solution. When further reporting functionality is required the Custom Reporting module enables managers to utilize third party reporting packages to manipulate data and build unique reports.

Integration

Integrate Your Communications with Your Most Valuable Systems

UCB offers a range of plug-ins and customized solutions to enhance the efficiency and effectiveness of your contact center.

- Create reports specific to your needs
- Use industry standard tools
- Integrate your back office systems into your contact center
- Improve efficiencies and customer service

Systems integration

Integrating UCB with your customer database to provide screen-pops and enhanced routing can significantly increase the performance of your contact center and improve the service offered to callers.

UCB solutions are designed for easy integration with a wide range of customer database, CRM, help desk, voice logger and workforce management applications. NEC also has created a range of standard applications that can be used as a starting point for your own in-house developments.

UCB has an extensive range of Systems Integration Services and a team that's ready to develop and deploy a custom solution to meet your needs.

UCB's Integration Solutions

There are a number of ways to display or screen-pop caller information to an agent's desktop. If a contact center is using calling line ID (CLI), the incoming call can trigger the sending of appropriate data to the agent's PC screen as each call is delivered. Alternatively, customer information can be obtained by prompting the caller for their PIN or client number. This information can then determine

how the call is processed. UCB offers several options to customers who want to integrate their contact center environment with a third party database application.

For clients who want an "off-the-shelf" integrated solution, UCB has a range of Systems Integration Plug-ins to some of the most popular third party customer database, CRM, help desk, voice logger and workforce management applications. These "packaged" modules offer customers the benefits of a proven solution at a fixed price.

If a customized integration is required, UCB's Integration Software Development Kit (ISDK) has been designed for easy integration with most database contact management, helpdesk software packages and Microsoft Windows®-based applications. The ISDK is the foundation of our customized integration solutions which, when combined with NEC's proven expertise and methodologies, ensure a successful implementation. The UCB ISDK also lets customers build their own applications or use third party developers.

UCB also has a more powerful Software Development Kit, the ISDK Plus, which provides more extensive information on the call center. No matter which approach you take, UCB's integration solutions can shave valuable seconds off every call, saving money and improving the response to customers.