

UNIVERGE SV9100 BCT



The Smart Enterprise

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SV9100 BusinessConneCT (BCT)

- NEC's Business ConneCT is the perfect all-in-one Unified Communication solution that optimizes communications and collaboration across your enterprise. Business ConneCT provides Contact Center, Operator and Employee functionality to improve responsiveness to your customers, suppliers and partners.
- Business ConneCT guarantees that each customer call reaches the right person; first time, every time. Every employee, wherever he or she is, can act as an operator or virtual agent while carrying on with his/her other tasks. Business ConneCT gives employees control over how and when to be contacted, via a choice of devices – in the office, at home and when they are on the move.
- Business ConneCT is available in many different languages.

BusinessNet BCT Product Area:

Products and Solutions > UC & C > Business ConneCT





BCT Employee

Unified Communications application offering Directory access, call handling, call lists, presence management, group display, call state information and voicemail. Employee or Essential Employee licenses available. Essential Employee offers reduced features such as directory with click to call, call forward and DND.

Key benefits

- Hold, Transfer, call control
- Redirect calls according to calendar schedule
- Presence information
- Mobile Client
- Voicemail & Instant Messaging
- Directory Services, internal, external and web based

The screenshot displays the NEC SV9100 MyCalls interface for Alice Andrews, an Employee. The interface is divided into several functional panels:

- Talk:** Shows a call in progress with contact information for Bethany Baker (1001) and Cindy Charlton (1002). It includes a 'No.' field and call control buttons.
- Hold / Transfer:** A panel for managing active calls.
- Presence:** Shows the user's current presence status as 'Meeting' and provides options for 'Management Review' and 'Cancel'.
- Directory:** A table listing directory entries with columns for Name, Number, and Calendar.
- Arrangements:** A list of user-specific arrangements and ticket bookings.
- General:** A list of other employees in the system.
- Latin America Sales:** A list of employees in the Latin America Sales department.
- Asia Sales:** A list of employees in the Asia Sales department.

Name	Number	Calendar
Alice Andrews	1000	Meeting until: 11:30
Arron Block	1010	Absent until: 6/5/2011
Airline Reservation Heathrow	+44209929702302	
Barbara Fizer	1013	Lunch until: 12:30
Benett Davis	1015	Meeting until: 18:00
Bethany Baker	1001	

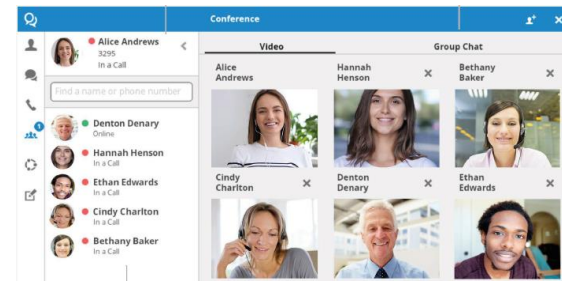


BCT UCC Employee

Unified Communications application offering multiparty video conferencing and document sharing.

Key benefits

- Real time collaboration with BYOD
- External 'Guest Users'



UNIVERGE SV9100 – BCT Contact Center

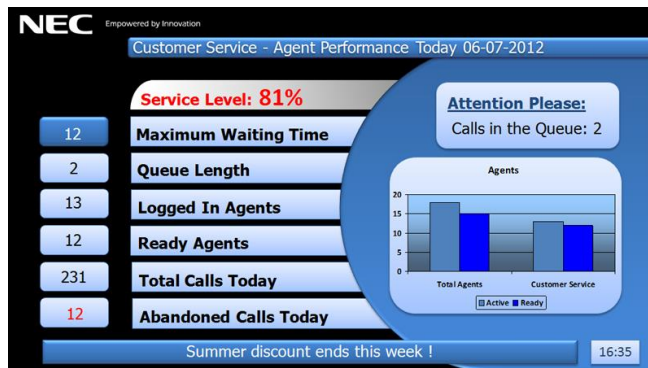


BCT Contact Center

Handle email, live web chat and voice in a single interface, routed to the best suited agent, reducing waiting time.

Key benefits

- Skill based routing
- Agents Supervisors and Contact Center features added by licenses
- Queue Announcements, voicemail
- BCT Mobile Agent application
- Single user interface allows users to carry out other tasks by switching to Employee mode



NEC Alice Andrews Agent

Talk Customer Service Hold / Transfer

Connected to... Isabelle Ivanovic (78621) Sunhill Public Relations

Customer Service
skill: Customer Service
language: russian
E-mail: isabelle@sunhill-pr.com

Customer Services

- Alice Andrews
- Bethany Baker
- Cindy Charlton
- David Denson
- Ethan Edwards
- Fred Forrest
- Gavin Gayle
- Hannah Henson
- Ian Irving
- Jadyn Jones
- Karen King
- Lea Livingston
- Madeline Macdonald
- Orlando Olivera
- Pedro Ponzó
- Terry Tanaka
- Ursula Ushi
- Werner Wohlfart
- Zenith Zenoni

Agent Presence: Ready

Directory

Name	Number	Calendar
Alice Andrews	1000	
Arron Block	1010	Absent until: 6/5/2011
Airline Reservation Heathrow	+44209929702302	
Barbara Fizer	1013	Lunch until: 12:30
Benett Davis	1015	Meeting until: 18:00
Bethany Baker	1001	

Customer Services: 1 00:09 10 157 82

UNIVERGE SV9100 – BCT Operator

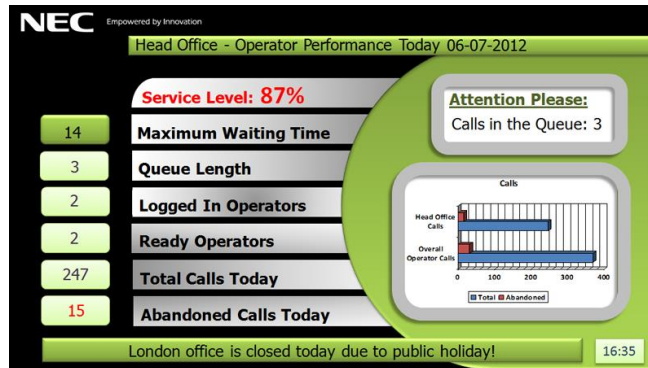


BCT Operator

Professional Operator functionality, queues show where a call is coming from allowing operators to handle the call appropriately. Using the single user interface Employees can become Operators at peak periods.

Key benefits

- Hotel integration with Tiger and FCS
- Available with Braille displays, voice guidance and screen magnification for visually impaired operators
- Company, external and personal directories
- Busy Lamp Field (BLF)
- Operator Group Statistics



NEC Bethany Baker - Operator

Call Log Table:

Queue	Queue	Company	Ext.	Type	SR
0337	0337	0337	0337	0337	0337
0337	0337	0337	0337	0337	0337
0337	0337	0337	0337	0337	0337

Directory Table:

Name	Number	Calendar	Mobile No.	Department
Alan Dargie	1000		+44191244420	US
Alan Dargie	1000	absent until: 06/07/12	+44191244420	US
Alan Dargie	1000		+44191244420	US
Alan Dargie	1000		+44191244420	US

Call Log Table:

Name	Number	Calendar	Mobile No.	Department
Alan Dargie	1000		+44191244420	US
Alan Dargie	1000		+44191244420	US
Alan Dargie	1000		+44191244420	US
Alan Dargie	1000		+44191244420	US



\Orchestrating a brighter world

NEC brings together and integrates technology and expertise to create the ICT-enabled society of tomorrow.

We collaborate closely with partners and customers around the world, orchestrating each project to ensure all its parts are fine-tuned to local needs.

Every day, our innovative solutions for society contribute to greater safety, security, efficiency and equality, and enable people to live brighter lives.