UNIVERGE BLUE® ENGAGE

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CORE | ADVANCED | COMPLETE

UNIVERGE BLUE
ENGAGE COMPLETE

Deliver the ultimate customer experience with a full-featured multi-channel Contact Center solution.

For sophisticated customer experience needs, UNIVERGE BLUE ENGAGE COMPLETE delivers exceptional performance while improving customer interactions for businesses of all sizes and helps differentiate your company from the competition.

FEATURE HIGHLIGHTS INCLUDE:

> Custom integrations
> Built-in multi-channel (SMS, Chat, Email)
> Schedule Manager
> Dynamic Notifications

FOR THE ULTIMATE CUSTOMER EXPERIENCE

Communication Convenience
Meet customers where they are, via the communication modes they prefer. UNIVERGE BLUE® ENGAGE COMPLETE includes voice, SMS, chat, and email queues right out of the gate.

Outreach at Scale
Drive more engagement with less effort with Dynamic Notifications. From reminders to promotions, send automated outbound notifications using voice, SMS, and email and allow customers to respond.

Better Interactions with Personalization and Insights
Personalize and streamline customer interactions with CRM integrations. Tie into workforce management or other data systems for better resource planning and insights.

Greater Visibility and Planning
Balance staff resources available against the work to be done with Schedule Manager. Then, with our Evaluator Dashboard, efficiently review, evaluate, and provide feedback on recorded customer interactions.

www.univergeblue.com

UNIVERGE BLUE ENGAGE COMPLETE CONTACT CENTER INCLUDES

FOR CUSTOMERS

- Voice, Chat, Email, and SMS Queues
- Speech Recognition Integration
- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Automatically connects callers to the next available agent. Places callers on hold when all agents are busy with calls
- Routes calls, chat, emails and SMS to i) Organized departments such as sales, or support, ii) Agent based on specific skillset or geographical preference

FOR FRONTLINE USERS

- Access to integrated employee collaboration and advanced call handling within UNIVERGE BLUE CONNECT
- Desktop & Web Application – single pane of glass for voice, chat, email, and SMS queues
- Structured, consistent feedback via Evaluator
- Screen recording
- Outbound Voice capabilities & outbound dialer (power dialing add-on)
- Queued Callbacks and Voicemails make for structured, efficient follow-ups
- Custom Agent Status

FOR SUPERVISORS

- Evaluator empowers supervisors to review, score, and provide feedback on agent-customer interactions
- Desktop & Web Application
- Enhanced supervisor calling abilities: monitor, whisper, and barge
- Supervisor Reporting: Agent/Group Activity Reporting; Historical Reporting; Call Queue and Active Call Reports; Report Scheduling

FOR ADMINISTRATORS

- Dynamic Notifications for outreach campaigns via voice, email, & SMS
- Schedule Manager helps optimize your workforce and balance staff resources against demand
- Intelligent call routing using Interactive voice Response (IVR) gets customers to the right agent or information using their voice
- Custom CRM Integration[1]
- Custom WFM Integration[1]
- Custom IVR Integrations & Self-service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)[1]
- Real-time calling statistics dashboard for desktop or wallboard display
- Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc.
- Outbound Dialer with voice & blended channel queues (add-on)
- Real-Time Customizable Threshold Alerts
- Emergency Queue Bulletins
- Post-Call Surveys
- Text-To-Speech
- Call Scripting
- Elastic Demand Support, up to 50%

1. Requires professional services.

Americas (U.S., Canada, Latin America)
NEC Corporation of America
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For further information please contact NEC Corporation of America or: