

Transform your Customer Engagement

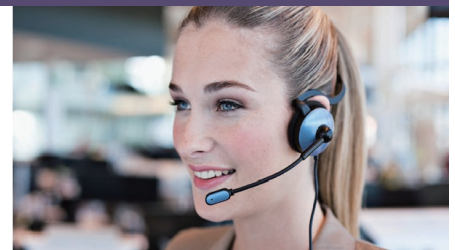
SMB Contact Center Solution

SMB: Small Medium Business

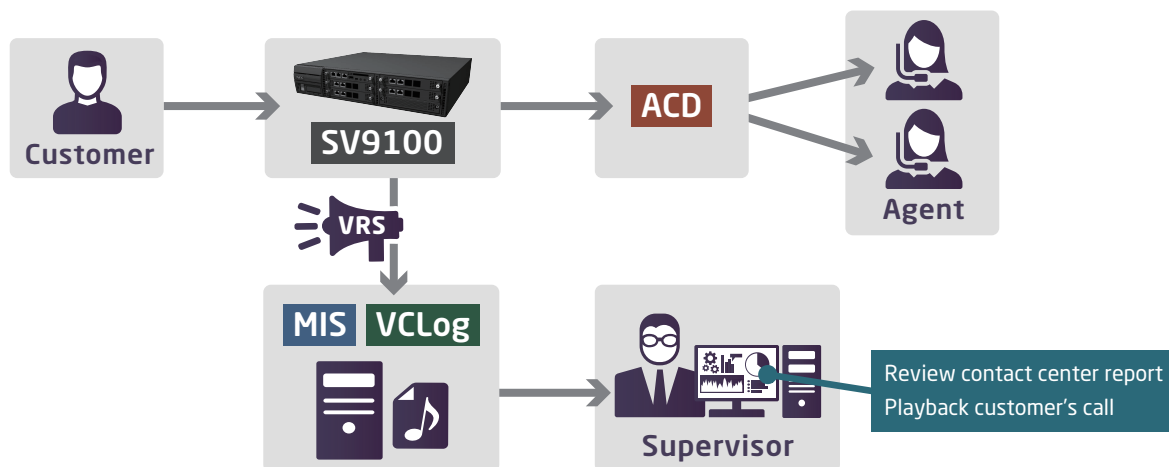
NEC's contact center solution provides necessary tools to make each interaction between customers and business quick and easy

Solution Values

- Gain business opportunities by responding to all customers' calls
- Reduce response time with effective customer service
- Motivate agents with evaluation using reporting and recording features



Solution Overview



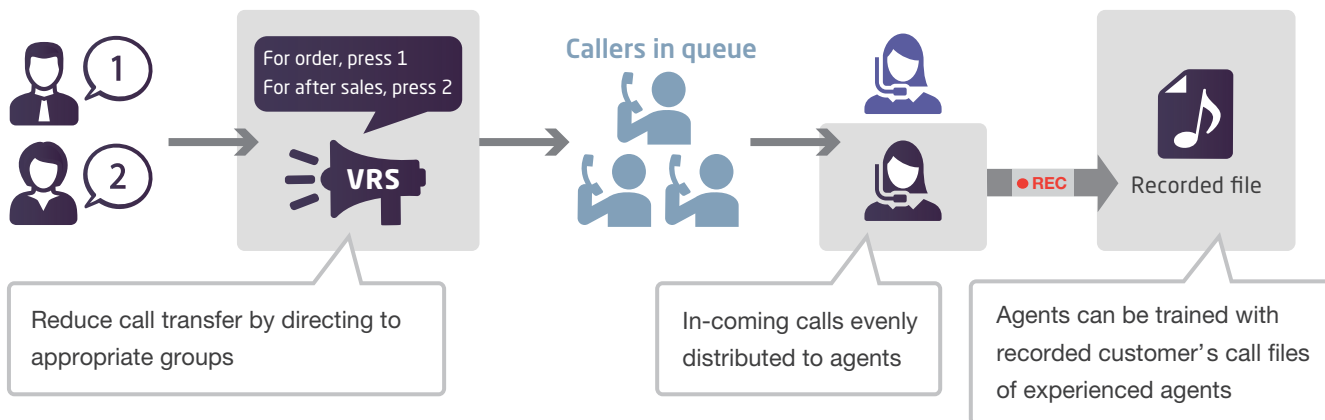
<p>UNIVERGE SV9100</p>	<p>ACD VRS (built-in features for SV9100 requires additional license)</p>	<p>MIS (Requires external server)</p>	<p>VLog (Requires external server)</p>
<p>Communication platform for small to medium size businesses</p>	<p>ACD : Automatic Call Distribution VRS : Voice Response System</p>	<p>MIS : Management Information System (Reporting and Monitoring application)</p>	<p>Voice logger application supplied by VoiceCyber Technologies (Shanghai) Ltd.</p>

Solution Benefits



Manufacturing Company

- Less call transfer decreases customer's stress
- Efficient call distributing shortens correspondence time
- Call recording feature improves agents skills



Features	Descriptions
Automatic Call Distribution (ACD)	Work Schedule ACD Group Skill based routing Caller-ID Based Routing Emergency Call Call Monitoring Whispering
Voice Response System (VRS)	Automated Attendant One Digit Dialing
Call Recording Integration	Record & Search & Play recorded file
Report	Historical Report Real-time Report/Wall Board
Application APIs	SMDR

For further information please contact

Corporate Headquarters (Japan)
NEC Corporation
nec.com/univerge