

## UNIVERGE BLUE® CONNECT CALL CENTER (VOICE ONLY)

Enable superior customer experiences, and heightened performance levels for customer care, sales, and service teams.

A simple, yet sophisticated suite of call handling and routing features combined with seamless integration into mainstream CRM applications. Designed to deliver consistently positive customer experiences and to empower your customer care, sales, and service teams.

### FEATURE HIGHLIGHTS INCLUDE:

- Supervisor call controls
- Call Queuing
- Analytics & Reporting

## BETTER CUSTOMER ENGAGEMENTS

### Built for small businesses or for small teams

An inbound voice only call center solution for businesses of all sizes, combining call handling and routing features, with seamless integration into mainstream CRM applications. Requires no CAPEX or training costs; low monthly per user cost.

### Improve customer satisfaction

Smart queuing technology lets customers know how long they'll have to wait for an agent and where they are in line. Supervisors simply use their Desktop App to listen in, coach, or join ongoing calls to assist agents get quicker customer resolutions.

### Increase employee productivity

Advanced call analytics help businesses visualize performance gaps and eliminate roadblocks to superior service within the call center.

### Easy to use & quick deployment

UNIVERGE BLUE CONNECT CALL CENTER users can be deployed in minutes, not days, weeks, or months. Agents and supervisors are up and running quickly. Controls are integrated right into the CONNECT Desktop App.

### Integrates with your existing applications

CONNECT CALL CENTER functionality integrates with many of the customer management solutions and business application software that you and your customers use every day.

**FOR ENHANCED CUSTOMER  
EXPERIENCE, UNIVERGE BLUE  
CONNECT CALL CENTER IS  
INCLUDED IN CONNECT PRO &  
PRO PLUS PACKAGES.**

# UNIVERGE BLUE CONNECT CALL CENTER INCLUDES



## FOR FRONTLINE USERS

- Built right into CONNECT, delivering a single pane of glass for all your customer interactions

## FOR CUSTOMERS

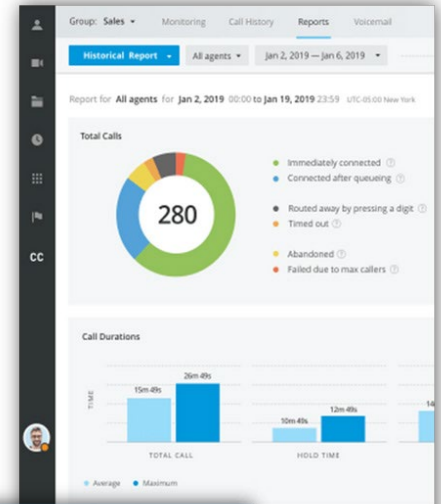
- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Automatically connects callers to the next available agent when all agents are busy with calls
- Routes calls to organized departments such as sales, customer service, or technical support

## FOR SUPERVISORS

- Enhanced supervisor calling abilities: monitor, whisper, and barge
- Real-time Dashboards
- Supervisor Reporting: Real-Time Reports, Historical Reporting and Graphical Reports

## FOR ADMINISTRATORS

- Real-time calling statistics dashboard for desktop or wallboard display
- Doubles the call recording storage that comes with CONNECT (From 100 Hours to 200 Hours)
- Pre-built integrations

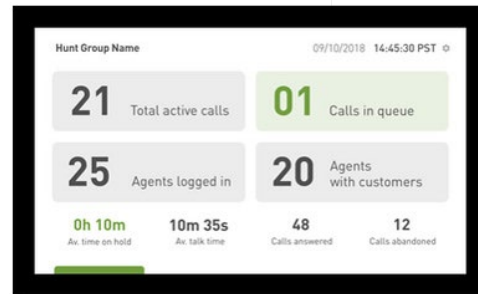
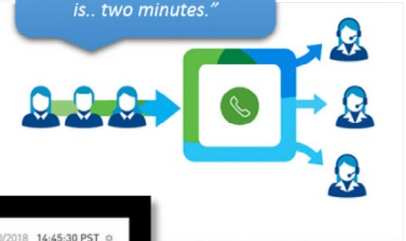


Brandon Camper with +1 381 221 3879  
Support Hunt Group 12:35

Group: Sales | Monitoring | Call History | Reports | Voicemail

Caller	Start time	Duration	Agent
+1 381 221 3879 Adriana Aronowicz	2:56 PM	Talk time 12m 39s	Brandon Camper Monitoring
+1 381 221 3879 Caller ID	2:59 PM	Talk time 12m 49s	Simonne Laroux Monitor   Whisper   Barge
+1 381 221 3879 Caller ID	3:59 PM	Talk time 9m 1s	Harris Leon Monitor   Whisper   Barge
+1 381 221 3879 Caller ID	4:21 PM	Talk time 8m 39s	Ian Curtis Monitor   Whisper   Barge

"Please continue to hold. Your estimated hold time is.. two minutes."



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