

Smart Communications for Small and Medium Businesses

UNIVERGE® SV9100 Contact Center



At a Glance

- An embedded contact center solution for the UNIVERGE SV9100 Communications Server
- Intelligent customer service
- Valuable information at your fingertips
- Enhanced efficiency
- Seamlessly integrates with UC for Enterprise (UCE) Suite

Overview

In today's business environment, organizations must take advantage of the latest communications technologies to streamline their processes, enhance staff productivity and improve customer service. NEC's UNIVERGE SV9100 Contact Center helps accomplish these goals by handling high call volume with a minimum number of resources.

Solution

The SV9100 Contact Center offers:

- Reduction in caller hold time and distributes call volume evenly among employees
- Callers the option of either immediately leaving a message for agent callback or holding for an agent
- Call queue announcements that encourage them to remain on the line
- Customers the choice that best fits their needs, reduces lost calls and helps optimize staffing
- PC-Based Supervisor with Reports feature which can be used for agent scheduling, business analysis and improvement of scheduling efficiency
 - ◆ Reporting package offers an easy-to-use PC interface for compiling, analyzing and managing information

An Embedded Contact Center Solution for the SV9100

Designed specifically to work on NEC's UNIVERGE SV9100, the embedded Contact Center's unique integration is the result of a voice processing system merging with a communications system. This seamless integration makes the SV9100 Contact Center easy to program and maintain.

Intelligent Customer Service

The SV9100 Contact Center can help improve customer service and agent productivity by routing calls to best fit your needs. Calls can be directed based upon the criteria you provide. Some examples of routing criteria include:

- The inbound line on which a call is received
- The line that has the longest idle
- The time of day the call is received

Additionally, users can provide select customers with a special incoming line to call for high-priority service. The SV9100 Contact Center system recognizes these callers and places them at the front of the queue so that you may provide superior service for high-value customers more easily.

The SV9100 Contact Center also automatically logs agents into selected groups determined by time of day. Based on agents' work schedules, you can be sure they're logged in and out at pre-selected times.

Once logged in and using a headset, agents are automatically connected to the next waiting call as soon as they finish their previous one.

Valuable Information at Your Fingertips

Agents and supervisors can retrieve statistical information from the SV9100 Contact Center by simply pressing a telephone button. When queued callers or caller hold times exceed a pre-determined threshold, the system automatically sends alerts to agents' and supervisors' telephone displays.

Additionally, the wide range of user-defined reports provided by the SV9100 Contact Center can be scheduled or printed on demand in graph or text format.

Enhanced Efficiency

Callers presented with customized choices tend to be more satisfied with the level of service received. The SV9100 Contact Center can be configured to provide those choices by enabling callers in queue to dial another extension, Contact Center Group, or voicemail box during message playback.

Reports

A wide range of user-defined SV9100 Contact Center reports, graphs and tables are available to users to enhance their business management capabilities, such as Abandoned Call Reports. Contact Center reports may be produced in graph or text format upon demand and/or scheduled. These reports can be set up to Auto Print Reports, and can also send to a specified email address.

Seamless Integration with UCE Suite

This integration enables UC for Enterprise Suite users to login as an agent and view real-time queue statistics plus monitor Contact Center states of other agents. When call volumes are high, users of UC Client can easily and quickly login as an agent to handle calls that are waiting in queue resulting in improved customer satisfaction.

Specifications

Agent Station Types	<ul style="list-style-type: none"> DT400 and DT800 Series Desktop Telephones DT300 and DT700 Series Desktop Telephones SP310 Softphone Analog single-line terminals
Agents	896
Contact Center Groups	64
Supervisors	64
System Supervisor	1
Wallboard (Not included)	1, 2 or 3-line
Display Block	34 types of Display Blocks
Contact Center Reporting	16
Delay Announcements per Group	2
Delay Announcements per System	100
Delay Announcements per Standard Messages	100
Queue Depth	200

Agent State Control – this is showing agent is “Logged In”

Contact Center functions include:

Login, Logout, Off Duty, Wrap Up, view Agent Monitor, and view Queue Monitor

Corporate Headquarters (Japan)
NEC Corporation
nec.com

North America (USA & Canada)
NEC Corporation of America
necam.com

NEC Enterprise Solutions
NEC Europe Ltd
nec-enterprise.com

APAC
NEC Asia Pacific Pte Ltd
sg.nec.com

Latin America
NEC Latin America
lasc.necam.com

About NEC Corporation of America: Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 140 countries and \$29.5 billion in revenues. For more information, visit necam.com.

NEC Corporation of America

© 2016 NEC Corporation of America. NEC and UNIVERGE are registered trademarks of NEC Corporation. All rights reserved. Other product or service marks mentioned are the trademarks of their respective owners.

SW14010 | v.01.18.16