

**CORE** | ADVANCED | COMPLETE

## UNIVERGE BLUE® ENGAGE CORE

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 contact center solution for businesses of all sizes, combining call handling and routing features, with seamless integration into mainstream CRM applications<sup>1</sup>. 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.

1. The addition of UNIVERGE BLUE® ENGAGE CORE requires an active subscription to UNIVERGE BLUE® CONNECT for each agent and manager.

### Easy to use & quick deployment

ENGAGE CORE Contact 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 UNIVERGE BLUE® CONNECT Desktop App.

### Integrates with your existing applications

UNIVERGE BLUE® ENGAGE CORE functionality integrates with many of the customer management solutions and business application software that you and your customers use every day.

# UNIVERGE BLUE® ENGAGE CORE CONTACT CENTER INCLUDES



## FOR CONTACT CENTER AGENTS

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

## FOR CONTACT CENTER CALLERS

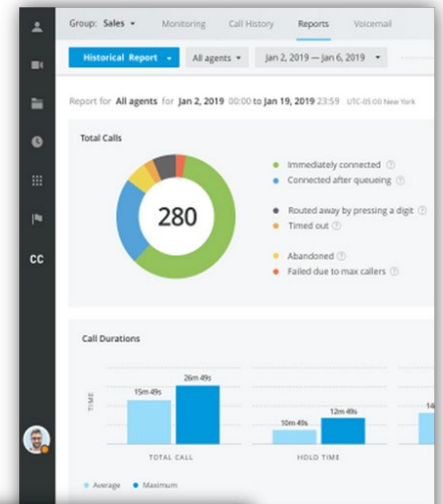
- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Automatically connects callers to the next available agent when all agents are busy with calls
- Routes calls to organized departments such as sales, customer service, or technical support

## FOR CONTACT CENTER SUPERVISORS

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

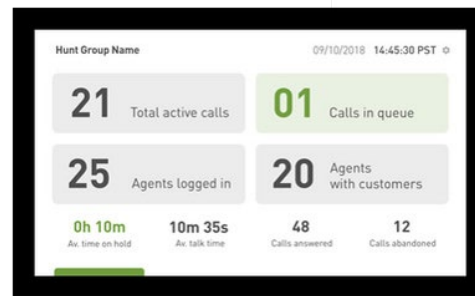
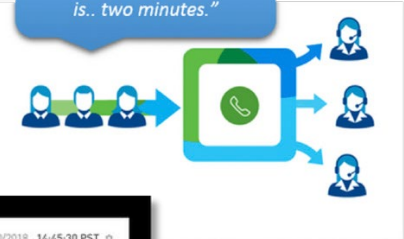
## FOR CONTACT CENTER ADMINISTRATORS

- 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



Caller	Start time	Duration	Agent
+1 381 221 3879 Adriana Aronowky	2:56 PM	Talk time 12m 39s	Brandon Camper
+1 381 221 3879 Caller ID	2:59 PM	Talk time 12m 45s	Simonne Laroux
+1 381 221 3879 Caller ID	3:59 PM	Talk time 9m 1s	Harris Leon
+1 381 221 3879 Caller ID	4:21 PM	Talk time 8m 39s	Ian Curtis

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



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**Americas (U.S., Canada, Latin America)**  
NEC Corporation of America  
[www.necam.com](http://www.necam.com)

For further information please contact NEC Corporation of America or:



**ServiceMark Telecom**  
4243 NE Port Drive Lee's Summit  
MO 64064  
Email: [support@servicemark.net](mailto:support@servicemark.net)  
Phone: 816.478.2000  
[www.servicemark.net](http://www.servicemark.net)