

UNIVERGE® Sphericall® Contact Center



At a Glance

- A powerful unified communications solution combined with a sophisticated contact center
- Provides contact center tools to address unique requirements
- Easily customized for individual business requirements
- Increases efficiency for higher productivity and cost reduction
- Supports mobile and remote workers
- Improves customer service and loyalty

Overview

A Unified Approach to Communications

NEC understands the important role contact centers play in building and maintaining your business relationships. How quickly and effectively your contact center processes large numbers of external requests can be the difference between business won and business lost. These requests come in many forms - calls, faxes, emails and chat sessions via the company website, and the agents must answer and fulfill each request in

an accurate and timely manner. Most contact centers struggle to balance customer expectations and demand with the available resources.

With NEC's UNIVERGE Sphericall Contact Center, a smart multimedia solution, your agents are provided with the tools they need to efficiently manage large numbers of inbound inquiries and outbound contacts – by email, fax, web chat, Short Message Service (SMS) or phone – which results in superior agent performance.

Solution

Sphericall Contact Center can help ensure high customer service levels by applying standard contact handling methods to all media types. Safety nets for emergency or high volume situations can be pre-configured to send calls to backup agents when specific thresholds are reached. High-value customers or transactions can even be given priority handling.

Your agent's time is optimized through their use of a single intuitive desktop interface for multimedia contacts. Additionally, skills-based routing reduces talk time and transfers between agents and enables them to answer calls faster and reduce call abandonment. Self-service options offered to callers via Sphericall Contact Center's integrated Interactive Voice Response (IVR) capability can also help capture more calls by offering alternatives to waiting or hanging up.

With Sphericall Contact Center's Presence capabilities, information is provided at a glance about another agent's status and availability allowing them to redirect or refer inquiries to ensure first call resolution – resulting in improved customer service.

Sphericall Contact Center's Call Recording is another useful feature that helps you improve your agent's performance and enhance your customer's experience. Call Recording permits you to verify verbal transactions whether you are recording conversations for compliance requirements or to measure customer service levels. It can be set up to automatically record your agents calls based on incoming trunk or agent extension, or your agents can record on-demand. Sphericall Contact Center also gives you the ability to store recorded calls on any server in your network.

Call Recording allows your agents to:

- Automatically record all of their conversations or selected ones on-demand
- Learn best practices from listening to supervisor selected recordings that demonstrate ideal behavior

Call Recording allows your supervisors to:

- Search for and retrieve conversations, and use them for investigation or evaluation and training purposes, review and then archive as required
- Help screen out potentially malicious activities or meet legal or statutory business practice requirements

By using Spherical Contact Center's Call Recording, you can create your own training tools by recording mock-up sample conversations or use recordings of actual conversations as models of ideal behavior. Recorded sales calls, support calls, customer follow-ups, planning discussions and interviews can all be used.

Real-Time Information Delivered to the Desktop

Spherical Contact Center's dashboard gives your executives the ability to monitor their customer contact center without getting bogged down with too much information. This tool is designed specifically for contact center supervisors and managers who require quick details about their centers' performance. It provides a customizable, real-time snapshot of the contact center via their desktop PC. The dashboard can even be configured to display on top of running programs or to provide pop-ups for specific triggers.

Integrates Easily with Other Business Applications

Spherical Contact Center enables organizations to easily and effectively connect with other third-party business applications. NEC has taken a proactive approach to connecting with these third-party applications by developing an extensive range of off-the-shelf plug-in modules that integrate your Spherical Contact Center solution with the most popular databases, CRM, help desk, voice recording and workforce management applications on the market.

Professional Services

NEC offers a wide-range of professional services to assist you with:

- **Integration Services** to improve service levels and reduce operating costs within your contact center by enabling advanced features and functionality such as CRM screen pops, dialing from CRM, enhanced database routing, Interactive Voice Response (IVR) in addition to other functionality embedded in third-party applications
- **Implementation and Training Services** to work with you every step of the way, creating a detailed project plan, coordinating installation dates, arranging for the training of your staff and ensuring a smooth transition to the new solution
- **Customer Support and Technical Assistance** to provide you with fast, responsive access to support services and resources to address all reported issues
- **Software Assurance and Maintenance Programs** to ensure your organization will continue to benefit from NEC's latest software developments

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