

Business ConneCT

All-in-one communications suite for advanced business needs

Key features

General

- Easy to switch between roles: Employee/Agent/Operator
- Single interface for all functions
- Suitable for part-time workers
- Flexible choice of workplace (including home)
- Multi directory assistance
- Detailed status information: Real time presence/Call status/Redirection destination/Reason
- Unified messaging
- TAPI dialler
- Up to 2000 monitored extensions and 12 operators
- Low maintenance
- Simple deployment
- Free seating
- Any type of phone

Employee

- Real-time employee presence status available to all colleagues
- Full control:
 - Calendar based routing of inbound calls, optionally: integrated with Microsoft Outlook
 - Dial from personal, company and external contact lists, e.g. from Lotus Notes and Microsoft Outlook
 - Click to dial, transfer or set up 3-party conference
 - Incoming call contact info pop-up
 - Fully integrated voicemail

Contact centre agent

- Full automation of repetitive activities
- Fully equipped contact centre:
 - Skill based routing
 - Weighted longest idle routing
 - Phone based and PC based
 - Interactive voice response

Operator

- Simple and fast call handling
- Performance reports
- Easy-to-use interface
- Selective call pick-up



Flexibility and teamwork

In today's changing market, large companies must move quickly to stay ahead of competitors. Staff members must be flexible team players, ready to switch tasks. Business ConneCT is a robust all-in-one communication solution that supports this flexibility. Simple and effective communication tools enhance contact with customers, improve reachability and reduce costs. A single intuitive user interface enables employees to switch roles easily.

Customer contact and productivity

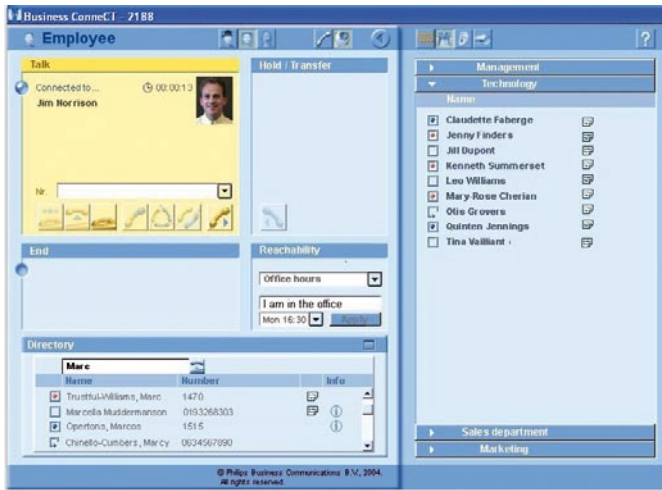
Customers expect first time right contact. With integrated contact centre functionality, each customer call reaches the right person, first time, every time. Every employee, wherever they are, can act as a virtual agent while doing other tasks.

Mobility and control

Business ConneCT gives every employee control on how and when to be contacted, by whom, and on which device: in the office, at home, or on the move. What's more, they can see who is calling, including the caller's photo. Real-time presence and call-status information show at a glance who is available. Employees who are not available can indicate a reason and expected return. With this information the operator or colleagues can decide to choose an alternative form of communication, instead of wasting

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On-screen information guarantees a personal and effective response

Powerful features

Business ConneCT combines powerful features such as integrated voicemail, multiple directories, skill based routing, call logging and presence management in one easy-to-use package. Making a call or setting up a 3-party conference is as simple as one click on a name. On-screen information with each incoming call guarantees a personal and effective response.

Cost effective

Simple and cost-effective to deploy, Business ConneCT has just one server, one database, one install, and one user interface. Powerful communication features ensure employees work more efficiently. Easy to install from a central point, with minimal maintenance and training required, it enables medium-to-large-sized enterprises to boost productivity and to realise a faster return on investment.

Easy-to-use interface

The communication portal offers one consistent and intuitive user interface. A single user interface makes it easy for employees to switch between roles, and reduces learning time. A simple demonstration by a colleague is all the training required. Business ConneCT supports multiple languages available at the choice of each individual user.

Employee features

Better service for your customers

Business ConneCT provides vital information before answering a call, empowering you to answer or handle the call in the most appropriate way. The information presented can include name, number and photo of a calling (or called) party, call duration and call progress information. A call log provides information on all calls; missed, answered, last dialled number and voicemail messages. Call-back is as simple as clicking on an entry in the list, and voicemail is just one click away. With the integrated presence and reachability management, customers are dealt with professionally 24 hours a day, 7 days a week.

Excellent call handling

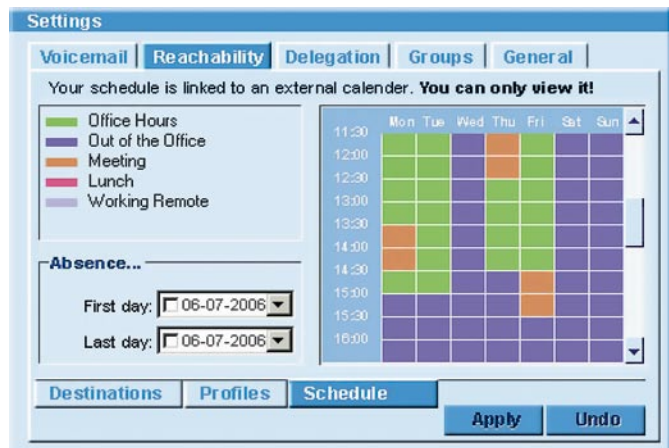
Any incoming call is instantaneously displayed in the user portal (if the portal pop up option is activated). You can handle the call expertly via your computer screen. Standard features such as hold, transfer and end call are just a mouse click away. And setting up a 3-party conference call is done by simply dragging and dropping the desired names to the talk zone.

Dialler and pop-up

You can dial your contacts directly from Lotus Notes and Microsoft Outlook with a simple mouse-click; and when a call comes in, a pop-up displays the caller's contact details.

Presence management

In some situations employees might want their calls to be redirected. Business ConneCT makes it possible to do this and also state the reason for the diversion. For example "I'm out to lunch until 13:30" or "I'm on holiday until June 15". This information is displayed to all users. Microsoft Outlook users can automate their presence management, thanks to Outlook calendar integration. Delegation of presence management to any authorised person is facilitated.



Presence management automated with Outlook calendar integration

Advanced group capabilities

Monitoring the status of group members without the need for a display phone, it is possible to check whether colleagues are present or busy before transferring a call. Colleagues even know when someone will be available again. The personalised user interface provides the flexibility to choose which groups to monitor:

Multiple directories

Business ConneCT gives all users access to up-to-date and powerful directories. In addition to a company directory, employees can create their own personal list for contacts. A right mouse click copies an entry from a call log or company directory. You can also integrate external and web-based directories. Booking a table for a business lunch, or for an intimate supper? A mouse click in the online Yellow Pages will make the connection to the required restaurant.

Voice mail and unified messaging

Business ConneCT has fully integrated voicemail that can automatically follow the presence and reachability status and offers different greetings depending on the users' presence. Users can access their messages through the interface of their choice: phone or computer. With a mouse click messages can be deleted or a call back can be initiated. Also the system can be set up to forward voicemails as an attachment to the user's email inbox.

Contact centre agent features

Improving the service level

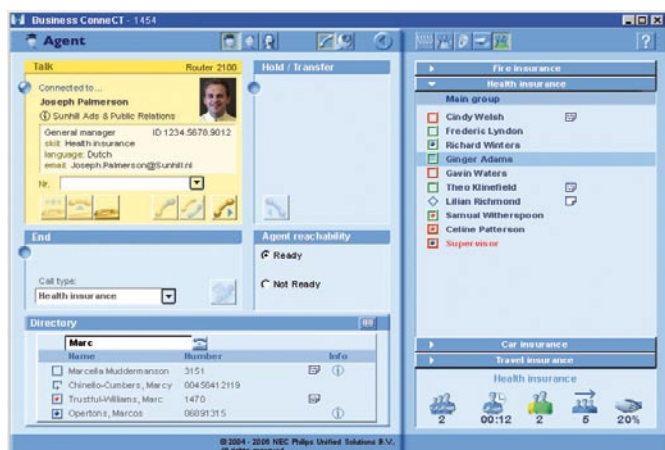
Business ConneCT contact centre guides callers to the best-suited employee, reducing waiting time and improving staff motivation. It also helps you manage your call centre's staffing and service levels.

The contact centre agent uses the same Business ConneCT portal as the office user and the operator. Agents see additional information such as the language in which to greet a caller.

Group performance statistics such as calls waiting and number of agents present help enterprises offer the best service to their customers and keep to their service level agreements. And an extensive reporting tool for the contact centre supervisor gives insight in performance, costs and trends.

The user interface supports free seating - log in from any desk with the available telephone. Agents can be part of multiple groups. Agents can easily log off for a coffee break; their activities can be monitored in the advanced agent performance reports. For agents that do not need the support of a PC it is possible to work without one: as a phone based agent.

Business ConneCT advanced features support skill based routing, transferring calls only to those agents that have a certain skill, for example a foreign language or knowledge of insurance.



State-of-the-art contact centre with all the information and functionality you need

If no agent with the required skill set is available, callers hear a message and/or music. Messages can be static (the same message at predefined intervals) or dynamic, for example the number of callers in the queue.

An automated attendant lets callers choose whether to wait for a free agent, leave a voicemail, speak to someone else or be called back.

You can automatically transfer calls to another destination, for example if a queue is full or a group is empty. The destination can be any number in your company including voicemail.

Extensive reporting capabilities, including group statistics and agent performance, provide all the necessary information to manage a call centre successfully.

The combination of flexible call routing and ease of operation makes Business ConneCT a unique solution.

Operator features

Any authorised employee can act as a telephone operator, connecting callers, handling messages and locating staff. A single user interface makes it easy to combine operator tasks with other work.

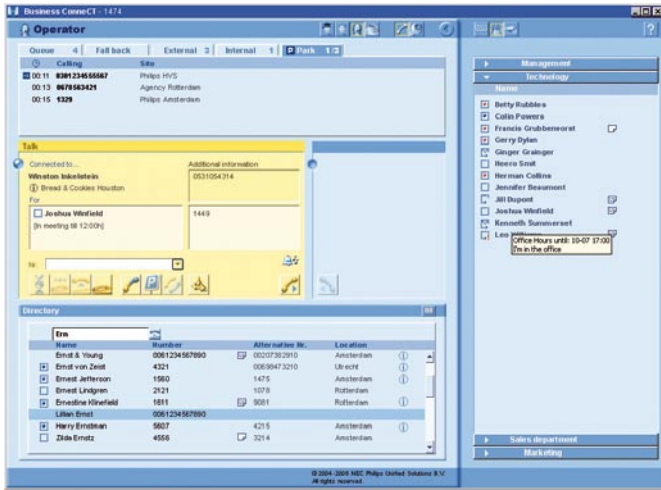
Intuitive icons, an extensive name directory, and various messaging facilities, provide professional operator functionality.

Different queues show at a glance where the call is coming from. Is it an external call or internal call, or maybe an unsuccessful call that was rerouted? Why was the called person unavailable? How long was the caller waiting before the call was answered?

Because you can see who the customer wants to reach, and also which colleagues with similar skills are available, customers can always be routed to someone who can help them.

So called dynamic groups provide automatic assistance to the operator. When an unanswered call falls back to the operator, the called person's group is presented on the dynamics group tab. The operator immediately has an overview of alternative colleagues including their presence and phone status.

Features such as break-in and camp on busy help the operator deliver a professional service to customers.



Operator: queue, call handling, directory, presence and group information all in one overview

In a hotel environment extra information on the guests can be provided on the operator screen such as the guests' language and room number.

The operator user interface can be personalised by the individual user by choosing which groups to monitor and which ring tones to use. When the last operator logs off, incoming calls can be diverted to an operator night extension. This can be any destination inside or outside the company.

Technology

Lowering the TCO

Developed using .Net and smart client technology, Business ConneCT can be centrally deployed, and offers high performance on client computers. There is no need to install the client application on the user's local PC. This all adds to a lower total cost of ownership.

Fully IP based

Not only clients and server communicate via the LAN, but also voice media related services such as voicemail, auto-attendant and call centre queue announcements. This offers great flexibility in designing and deploying various configurations. Nevertheless TDM voice boards are still supported for customers that have not made the switch to IP.

All-in-one

Business ConneCT is the ideal all-in-one communications tool with:

- One server
- One database
- One install
- One point of management
- One point of entry
- One user interface

Technical data

Server platform

Processor	3 GHz (2.4 GHz minimal)
Memory	1 GB RAM (512 MB minimal)
Database engine	<ul style="list-style-type: none"> – MSDE 2000, SQL 2005 Express* – Microsoft SQL Server 2000 Standard Edition – Microsoft SQL Server 2005 Standard Edition
Operating system	<ul style="list-style-type: none"> – Windows 2000 Server – Windows Server 2003 Standard Edition – Windows Server 2003 Web Edition* – Windows XP Professional*
* = additional boundaries apply	

Client platform

Processor	1 GHz
Memory	256 MB RAM
Operating system	<ul style="list-style-type: none"> – Windows XP Professional – Windows 2000 Professional/Server – Windows 2003 Server
Web browser	Internet Explorer 6 and 7

PBX platform

2000 IPS*	<ul style="list-style-type: none"> – R12.2 or higher – Stand alone – Multiple IPS systems networked via CCIS
SV7000*	<ul style="list-style-type: none"> – R22 or higher – Stand alone – Dual server
iS3000*	<ul style="list-style-type: none"> – SIP@Net – Stand alone
* = additional boundaries apply depending on the platform	

For further information please contact your local NEC Philips office or:

NEC Philips Unified Solutions
 P.O. Box 32
 1200 JD Hilversum
 The Netherlands
 Phone: +31 35 689 91 11
 Fax: +31 35 689 14 50
 www.nec-philips.com