

Tailored solutions to fit any size business

NEC Contact Centre Solutions



For a flexible, cost effective and fully supported contact centre, turn to NEC.

With so many customer touch points, the typical contact centre has evolved into a rich multimedia environment that handles email, live web chat and video. Getting it right – and keeping your customers happy – is crucial to the ongoing success of your business.

NEC is a global leader in the provision of contact centre solutions, driving exceptional customer experience. As a central repository of managing customer relationships, your contact centre gives your employees the power to outperform the competition by giving your customers the premier service they deserve.

Why NEC?

NEC provides a range of voice and multimedia contact centre solutions, both enterprise and hosted, to meet the needs of all types of businesses.

From out of the box to fully customised solutions, from one seat to thousands of seats across many sites, NEC has delivered contact centre management solutions to more than 800 Australian businesses, servicing more than 30,000 contact centres seats.

We are uniquely placed as a systems integrator and accredited partner of best-of-breed solutions – which means we have access to leading technology plus fail-safe security and availability.

From simple requirements of headsets or wallboards, through to more complex requirements like speech or call recording, NEC's contact centre partners are recognised as market leaders in their respective fields. And as technology evolves, we will seek out new partners in these emerging fields so that we are always able to meet the most complex customer needs.

But it's not only the technology that sets us apart. Our Professional Services and Managed Services teams take an in-depth look at your business and match your specific requirements with the right technology to produce genuine business outcomes.

We then monitor the performance of your contact centre, ensuring that your system keeps pace with changing technologies and operates at peak performance in the long term.

Genesys

NEC is a leading Value Added Reseller of Genesys. Genesys will help you maximise every customer interaction. With its broad suite of contact centre products, Genesys is ideal for any enterprise with a customer service centre, help desk, collections, telemarketing or speech self-service.

The highly customisable and scalable solution links in with your existing software infrastructure – Genesys is a valuable addition to your business framework.

The Genesys interaction management platforms supports voice and multi-media channels. Genesys can be integrated with your databases providing a powerful customer management tool for your business. Also, Genesys can now be linked with your back-office work to assist in workload management, providing a truly integrated business solution

Features

- **Efficient handling of queries** – your customers can expect all their interactions (self service, assisted-service, voice, email, fax, SMS and web) to be handled quickly and consistently.
- **More choice** – use any infrastructure for operating systems, databases, applications and agent desktops; as well as any deployment model.
- **More control** – cradle-to-grave tracking and reporting, plus a single view of all interactions.
- **Virtualising the contact centre** – create a 'virtual' unified contact centre, which enables interactions to be distributed locally, nationally or around the world.
- **Rich reporting** – real-time and historical reporting, as well as customised reporting applications, for powerful insights into operational performance.

Who uses it?

- Larger enterprises looking for a contact centre system to cover their disparate multi-site contact centre into a virtual business operation.
- Businesses looking for scalability and enhanced functionality



Unified Communications for Business - Q-Master

NEC's Unified Communications for Business (UCB) helps you build better business relationships.

Q-Master, part of the UCB suite of applications, is a fully integrated contact centre solution with industry-leading functionality and scalability. It supports voice, email, fax, chat and web communications, both inbound and outbound, for better control over customer communications.

Your employees will enjoy easy access to the information they need to answer customer queries, and intelligent skills-based routing directs customers to the right employee every time.

The result? Superior customer service, faster response times, reduced abandonment rates and increased employee productivity.

Features

- **Smart agent routing** – manage phone, email and web requests in a single environment, with calls routed to the right agents quickly and accurately.
- **Modular and scalable** – invest in what you need today, knowing that additional functionality can easily be added when the need arises.
- **Simple administration** – with easy-to-use wizards and a graphic interface, managing the contact centre environment has never been easier.
- **Integration with internal systems** – link into existing CRM and ERP systems so that help-desk jobs can be queued with other queries, and agents have instant access to all customer data.
- **Comprehensive reporting capabilities** – track employee performance and loads on queues, so that calls are distributed efficiently between agents.

Who uses it?

- Small, medium and large organisations
- Organisations looking to integrate all their communications with a comprehensive yet affordable contact centre suite.

Agent 99

Agent 99 places valuable customer data at your employees' fingertips for more powerful customer service.

It is a hosted web-based contact centre solution that combines phone, email, live web chat and customer records together in an easy-to-use interface.

With its "pay per use" fee, Agent 99 comes with no hefty outlay for hardware or software. In fact, you only pay for the agents you need.

To get started, all you need is an internet connection and phone line. You can have your employees up and running in as little as 48 hours.

Features

- **Single view of all enquiries** – phone, email, web enquiries are prioritised and routed to the right people at the right time.
- **Smart management features** – real-time tracking of inbound and outbound calls; simple control over queues, agents, interactive voice response, call recording and CRM, as well as powerful historical intelligence.
- **Flexibility** – ideal for organisations with seasonal variations in call volumes, Agent 99 can grow and shrink (to as few as two agents) to meet your changing needs.
- **Latest technology** – enjoy access to the latest technologies without investing in hardware or software.
- **Guaranteed availability and reliability** – a fully hosted ASP service with 99.9% availability and a load balancing architecture.
- **Total security and safety** – through the NEC data centre.

Who uses it?

- Contact centres with 2-25 agents
- Start-up companies, remote agents (homeshoring), temporary contact centres, disaster recovery or disparate contact centres environments.

Professional Services

If you're after a turn-key contact centre solution, talk to NEC. We offer a broad range of ICT Services from consulting, design and delivery, through to implementation and support.

We work with our clients to deliver true end-to-end solutions, pulling together the best of breed / fit for purpose technology available on the market, to design a practical contact centre solution that maximises your existing business and saves on costs. NEC excels at service delivery, with one of the largest Operations Support Centres in Australia to monitor, maintain and support the full functionality of your solution.

NEC has been at the forefront of ICT in Australia for the last 40 years, and we continue to work with our clients to deliver tailor made solutions to service your business needs.

Ongoing Support

Having delivered our contact centre solution to you, we don't stop there. Our NECare support service provides businesses with comprehensive support for a wide range of IT and telecommunications equipment, including contact centre applications. Our service is vendor neutral.

Our NECare team have been delivering these services since 1989 and we are now one of the largest providers in Australia with more than 5,000 customers.

We support any size business in the public or private sectors and can support equipment ranging from desk phones to servers, call accounting systems and contact centre applications.

Our services are supported by a team of expert on-site technicians, our Technical Assistance Centre (TAC) and our Australian-based engineering department.

We offer you:

- National coverage
- 24 hour help desk, 365 days a year
- Unlimited support calls and site visits by our technicians
- Contracted response times
- Flexibility to add items to a contract to suit changing business needs
- Guaranteed availability of spare parts
- Expert staff visiting your site
- Technical support and maintenance regardless of equipment manufacturer
- Real time web access to report and tracking faults of your communication system.

For more information, visit www.nec.com.au, email contactus@nec.com.au or call **131 632**

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About NEC Australia Pty Ltd. NEC Australia is a leading supplier and integrator of ICT solutions to carriers, government and businesses. With over 800 staff and 200 partners, we research, develop and deploy advanced IT/Network communication solutions and services using best-of-breed technologies in multi-vendor environments. Our business encompasses Hosted Application and Network Services, Systems Integration, IP Communications Servers, PBX, Broadband Access Systems, Data Centre and Cloud Technology Services along with Digital Signage and Data Technology products.

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