



Orchestrating a brighter world



IIC Console

Perfecting customer satisfaction

nec.com.au

The ultimate professional console for receptionists, attendants and switchboard operators.

Why are operators so important?

Switchboard operators are the window into an organisation.

They often handle large volumes of incoming calls from prospects, customers, partners and suppliers seeking an entry point into the organisation for sales, support and general enquiries.

In order to gain a competitive advantage, organisations are seeking better ways to simplify and improve the process of handling external and internal communications, increase utilisation of dedicated resources and provide more value to each customer contact interaction.

5 Reasons to use the IIC Console



Simple to use



Improved decision making



Improved staff productivity



Improved customer satisfaction



Integrates with your IT



What is NEC's IIC Console?

NEC's IIC Console is a simple to use software application that can easily be integrated into a customer's corporate network. IIC is a modern, feature-rich console designed to enhance your company's professional image and the level of service provided. It offers business process improvements, providing all the information necessary for staff to process calls using a simple to use modern interface.

NEC's IIC Agent and IIC Lite Agent deliver the same great software, but with reduced features at a reduced price. When bundled with IIC Reporting, Call Recording and enhanced directory searching, the IIC Agent becomes the perfect fit for any organisation requiring a small contact solution to assist customers more efficiently.

The IIC works effortlessly with NEC's UNIVERGE SV9300 and UNIVERGE SV9500 communication platforms, providing flexibility of deployment by supporting integration to traditional wired or IP converged architectures.

IIC's comprehensive reporting tools enable managers to monitor operator performance, fine tune switchboard rosters and helps to reduce costs.

IIC Console at a glance

Easy to use with minimal training

Improved customer service & staff productivity

Scalable and flexible

Reporting for simplified decision making

One great product – three tailored versions

Specs and features

The benefits of the IIC Console



Easy to use with minimal training

The IIC is optimised to improve operator efficiency and to make handling high volumes of calls easy. The simple, intuitive operation and powerful directory makes training new and relief operators easier. Large clearly labelled, context sensitive buttons and a colour-coded keyboard make using the console a breeze.



Improved customer service & staff productivity

The key to delivering fast and efficient communication is by having the right contact information at your fingertips.

The IIC offers a highly flexible integration capability allowing you to connect to many common directory sources including Active Directory and a variety of call accounting directories. This provides accurate, up-to-date staff contact details to the operators and allows a single point of entry for directory updates.

Enhanced dynamic directory searching allows operators to handle enquiries in the timeliest manner possible. Leading to greater staff productivity and an improved customer experience.



Scalable and flexible

The IIC is easily scalable and suitable for the smallest business right up to the largest enterprise including hospitals, hotels, universities and government customers with high call volumes.

The flexible concurrent licencing scheme allows other staff to have IIC installed on their desktops and to act as relief operators when required.

The IIC is offered as a software only solution, supporting appliance and virtual implementations adhering to customers' standard operating environments.



Reporting for simplified decision making

The IIC can provide detailed reports, allowing businesses to better utilise staff by ensuring daily activities are appropriately resourced.

The reports will help managers monitor peaks and troughs in call load. It can provide trending information to better plan the number of operators required.

The features you need

The right person every time

IIC can route incoming calls to the right person based the type of call. This ensuring your customers get the answers they need.

Operators handle calls using the intuitive IIC interface with calls routed to their desk phone or headset for the best quality phone experience.

Handling callers is easy

Calls can be answered or transferred using 'the customised keyboard. Transferring to an extensions, mobile or external numbers is a simple click.

Operators can handle up to 6 calls at once and will know when people inside the organisation are already on a call.

Know who you're talking to

When engaged in a call the operator is shown all of the relevant caller details – without having to do a thing.

Details such as the name, number and where the call came from are immediately visible.

Find who you're looking for

The directory is filtered as the operator types to get them the details they need as quickly as possible.

Operators can search on virtually anything stored against the contact and dialling, transferring or conferencing is just a click away.



Hospitality

IIC helps you deliver the ultimate guest experience

IIC can integrate into your property management system to improve the quality of service that you can provide your guests.

The IIC can be configured to communicate directly with the phone system. This reduces installation costs by reducing complexity and removing the need for additional third party interfaces to be purchased from PMS system vendors.

Operator have the ability to search for guests, leave notes on the guest, transfer the call with the touch of a button, view other guests in the same group (e.g. conference) and prioritise the order in which calls are to be answered.

- Do not disturb Set/Reset
- Wake up Call
- Check in/Check out
- Room cut off
- House Phone Message waiting
- Room Status



Hospitality

	SV9300	SV9500
Guest Check In/Out Directory Updates	✓	✓
Guest Room Change Directory Updates	✓	✓
Guest Group Directory Updates		✓
1st Wake Up Time Set	✓	✓
2nd Wake Up Time Set		✓
Group Wake Up Call		✓
Group Wake Up Call Cancel for single group member	Note 1	Note 1
Message Wait Light Set	✓	✓
Do Not Disturb Set	✓	✓
Room Cut Off Set		✓
Group DND / RCO Set		✓
Wake Up Status / Update Reporting	✓	✓
Wake Up Call Backs	✓	✓

Note 1: - Only supported for on IIC PMS Server installed in relay mode.

One great product three tailored versions

Every business is different. There is no one size fits all approach when it comes to how you service your customers.

We offer a choice of three versions to suit all types of needs:

Feature	Console	Agent	Lite Agent
Loop Keys	6	2	2
Screen pop for incoming call and on answer	Yes	Yes	Yes
Call Control	Yes	Yes	Yes
Call Recording	Yes	Yes	Yes
Reporting	Detailed	Basic	Basic
Call Log	Yes	Yes	Yes
Speed Dial	5 pages of 128	128	-
Directory Search	Yes	Yes	-
Call Park, Camp-On and Switch Buttons	Yes	-	-
Email integration	Yes	-	-
Paging integration	Yes	-	-
Advance Tab	Yes	-	-
Hotel Tab	Yes	-	-



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