Customisable and scalable solutions with enhanced functionality

NEC Contact Centres (Genesys)

On-premise or Cloud Solutions

NEC supports more than 10,000 Genesys-based agent seats in Australia.

NEC Australia overview

NEC Australia is a leading technology solutions company with over forty years' local expertise and the backing of NEC Corporation, a global leader in ICT solutions and services.

Our solutions and services include: IT applications and solutions development, unified communications, complex communications, contact centre applications, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

Genesys overview

Genesys was founded in 1990. Among its early innovations was Computer Telephony Integration (CTI), which effectively delivered customer information with telephone calls to improve customer service and reduce the time needed by agents to handle inquiries - saving companies money by increasing agent productivity.

Genesys built on its market-leading CTI solutions to deliver intelligent customer interaction routing based on agent skill or customer value. It moved towards an integrated suite of customer service solutions to provide more insight into and control over contact centre operations, including multi-channel support, IVRs (Interactive Voice Recognition) or voice portals for self-service, and workforce management.

NEC's Genesys capability

NEC is a leading integrator of Genesys contact centre solutions. NEC is able to deliver customisable and scalable solutions that link with a customers' existing business infrastructure. The solution can be integrated with existing tools to assist in workload management. Genesys solutions supported by NEC, provide organisations with powerful customer management tools and a truly integrated business solution.

NEC & Genesys at a glance...

- Our relationship with Genesys began in Australia in 1998 with the deployment of the first Genesys system outside a carrier environment for the Australian Tax Office.

- We have a highly trained team with many years of experience in Genesys solutions. NEC is committed to keeping skills up to date with ongoing training and engineer re-certification.

- NEC runs its own instances of Genesys in Melbourne and Sydney to assist in Level 2 and 3 fault resolution support and offers escalation management back to the Genesys global support organisation.

- NEC supports Genesys solutions across multi-vendor telephony environments.

- NEC is a multi-award winning Genesys partner, having been awarded Genesys APAC Partner of the Year and Genesys Partner of the Year for Australia & New Zealand.

- NEC supports more than 10,000 Genesys based agent seats in Australia covering more than 50 sites via support contracts or managed service agreements.

- NEC offers Genesys on-premise or Cloud solutions that best meet customer needs.

NEC Cloud Contact Centre

In addition to traditional deployments where the customer manages the solution on their own premise, NEC can also provide Genesys contact centre solutions via the Cloud. NEC's Cloud Contact Centre Solution is a hosted, on-demand solution that empowers your organisation to deliver service excellence, through multiple channels of customer contact such as phone or email. Anyone in your business network can be transformed into an agent – all they need is internet access to extend their office infrastructure (via MPLS) and a phone line.

The solution provides businesses with the ultimate flexibility to rapidly scale operations up or down as required; this is especially beneficial to businesses where contact centre requirements are seasonal or event driven. Your agents will be up and running quickly – taking orders, providing after-sales support, responding to marketing campaigns, and most importantly of all, managing all of your customer relationships.

Benefits of NEC's cloud-based model

Cost effective

Costs are predictable and easier to manage with a shift from capital to operating expenditure (CAPEX to OPEX). Enjoy powerful customer service capabilities without software and hardware limitations or installation and maintenance overheads.

Reliable and secure

NEC's redundant Data Centre infrastructure and network resiliency exceeds the availability of on-premise solutions. Systems are maintained and monitored 24/7/365.

Scalable for rapid deployment

A major benefit of services via the cloud is the ability to rapidly ramp up or scale back requirements without technology changes. Confidently subscribe to only the amount of capacity needed without restricting future growth. The provisioning of new sites is much quicker as the majority of your system is already in place. The design also supports multi-site operations. Agents can be located virtually anywhere using an internet browser and a SIP phone.

Real-time performance monitoring

These capabilities provide real-time monitoring and status updates. Real-time statistics can be displayed on a screen or wallboard. Application alerts can be enabled to highlight a loss of communication. When customer defined service levels are missed, alerts are automatically triggered.

Simplified self-administration

Contact centre managers or supervisors have the ability to add or edit agent parameters as required. The web-based Genesys Administrator Extension makes it easy to setup and manage agents, update skills and skill levels, report on key metrics, change announcements, edit business hours, deploy applications, monitor applications and much more.

NEC Australia is a multi-award winning integrator of Genesys contact centre solutions.

Genesys products

The Genesys product suite can deliver a number of common functions across modules. These may include:

- The consolidation of customer interactions across time, mobile and traditional channels for consistent conversations and superior customer experiences.

- Workforce Management by reducing staffing costs, improving productivity and protecting service levels and the customer experience with forecasting and scheduling.

- Skills Management by proactively assessing and maintaining employee skills so they have the right skill sets to handle work streams to best serve your customers.

- Genesys SIP, which extends the contact centre across the enterprise with IP connectivity, pooling resources for capacity and flexibility.

- Genesys Mobile Engagement functionality, connecting live smart phone applications to enhance the mobile customer experience.

Contact Centre Software
Routes, manages, integrates, and orchestrates inbound and outbound customer interactions across voice and other channels.

Genesys Voice Platform
Links personalised self-service IVR software with applications, speech recognition and agent assistance.

Outbound and Predictive Dialling
Streamlines customer outreach with personalised notifications and/or live agent contact.

Proactive Contact
Delivers relevant reminders, notifications, contacts or updates to sustain the customer relationship.

Genesys Desktop
Empowers agents and knowledge workers with information, processes and applications to manage customer conversations across channels.

Open Integrations
Enable rapid integration of the open Genesys platform with other solutions, including legacy applications.

Contact Centre & IVR

Using Genesys Contact Centre and IVR you can build and maintain a proactive and responsive customer service environment, create an intelligent customer front door that delivers personalised self-service, add a seamless transition to agent assistance and proactive customer engagement as needed.

Genesys contact centre solutions apply rules-based routing and orchestration, integrating all interactions into a unified view of the customer. With centralised management and reporting, you can continuously improve the IVR and customer experience.

Social Media Customer Service

When customers talk about your company on social media channels, you need to be part of the conversation. Genesys Social Customer Service solutions automate the processes of listening to what people are saying, analysing posts, prioritising and routing them to the right people. You can then respond in the right way to strengthen the customer relationship and brand. By integrating social media interactions across marketing and customer service, you can maintain a single customer service conversation.

Social Engagement
Integrates social media with customer support for responsive, accurate and consistent customer interactions.

Workforce Optimisation and Performance Management

Excellent customer service doesn't just happen - it requires constant measurement, analysis and optimisation. Genesys gives you all the tools you need, from assessing and maintaining employee skills, tracking customer experience across channels and monitoring performance in real-time to ask customers their opinions using surveys. Armed with the Genesys Workforce Optimisation and Performance Management solutions, you can be sure that you are delivering outstanding customer service.

Interactive Insights
Delivers a complete picture of customer experience and agent performance, unified across channels and operations.

Advisor
Gives managers real-time insight for performance management and fast issue resolution.

Quality Management
Measures, manages and reports on end-to-end customer service and employee performance.

Voice of the Customer & Survey
Tracks customer opinions and loyalty with configurable surveys linked to customer interactions.

Speech Analytics
Enables you to understand the true meaning of voice conversations and act on the insights.

Text Analytics
Allows you to understand the true meaning of conversations via email, chat and social media.

Genesys Coaching
Increases the efficiency and effectiveness of your coaching with analytics-driven targeting and automation.

Web Customer Service

Your customers use email, chat, and text messaging in their daily lives. You need to engage with them on all of these online channels, without losing track of the conversation. Genesys Web Customer Service Software enables cross-channel conversations for a consistent customer experience. By creating a single conversation record over different time periods - across phone, web, and mobile channels - you can improve the customer experience while streamlining interactions.

Email, Chat & Co-Browse
Engages with customers by integrating email, chat and web collaboration.

Genesys SMS
Supports mobile customers with SMS or MMS messaging for notifications, alerts and support.

Genesys Web Call-back
Improves customer satisfaction and reduces hold times by letting customers schedule call-backs at convenient times.

NEC Australia has been deploying Genesys systems in Australia since 1998.

Workload Management

Great customer service extends beyond the contact centre to the processes and work streams involved in meeting your commitments. Genesys Back Office products give you insight into and control over these processes, so you can truly track the customer experience from end to end. By prioritising and routing tasks, managing employee skills and schedules, and monitoring the entire process, you can deliver a great customer experience as efficiently and effectively as possible.

Intelligent Workload Distribution (IWD)
Supports customer service delivery beyond the contact centre by tracking, prioritising and routing tasks.

Interactive Insights for IWD
Delivers a complete picture of employee performance and work streams across multiple operations and channels.

Mobile Customer Care

The mobile phone is the first thing many customers reach for when they want to interact with a company. With Genesys Mobile Customer Care solutions, corporations can go beyond simply supporting the mobile customer, utilising mobile technologies to enhance the customer experience. Let customers subscribe to text message alerts or integrate 'live' service in mobile apps. Genesys helps you track customer interactions as they move between mobile and other channels.
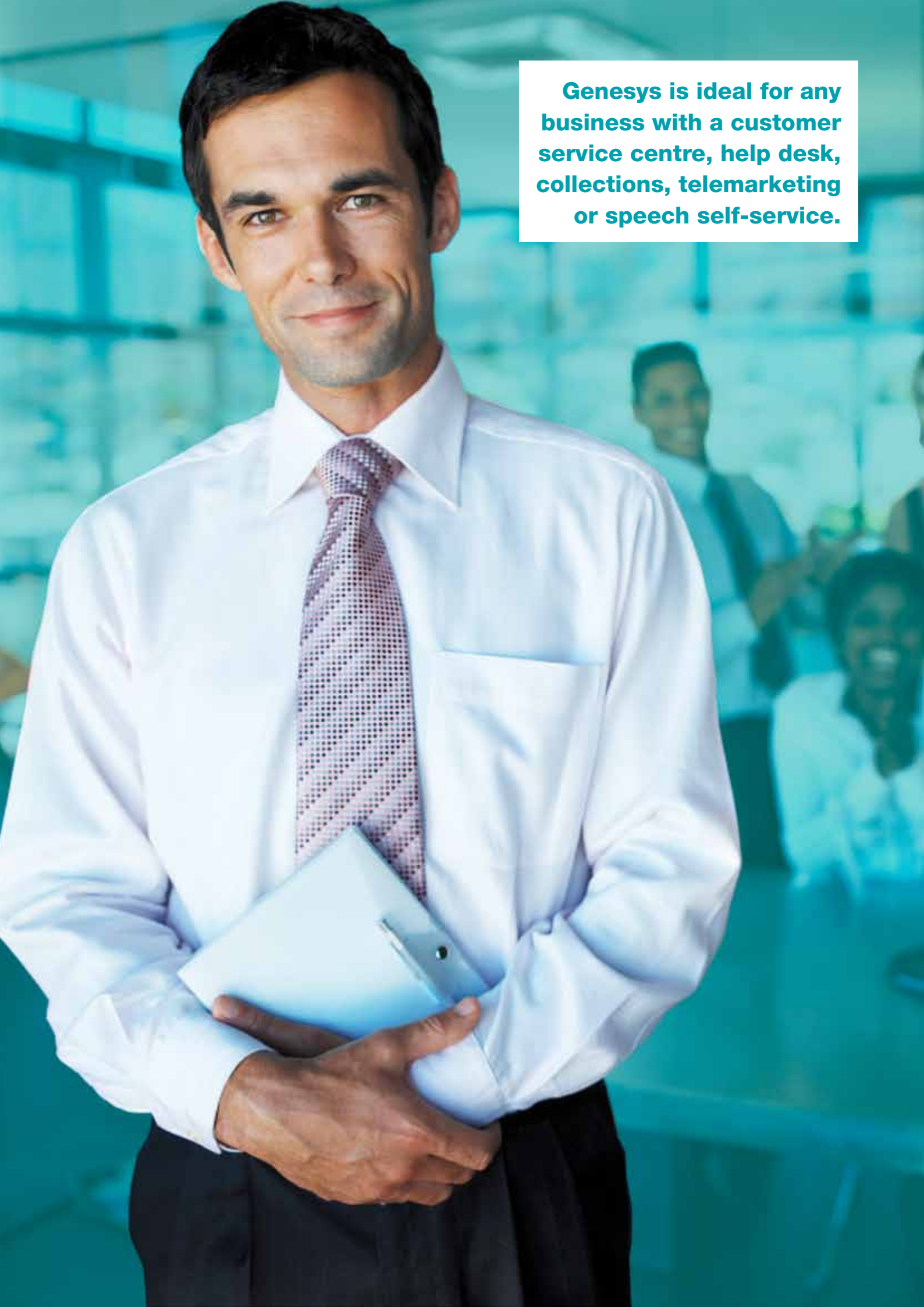
Genesys SMS
Supports mobile customers with SMS or MMS messaging integrated with other customer interactions.

Enterprise Extensions

Today, customer service extends beyond the four walls of the contact centre to include marketing, back office and other service organisations. Customer service can also require resources outside the physical enterprise, including branch office workers, remote experts, mobile workers, work at home agents, or outsourcers. Using IP-based capabilities, Genesys can rapidly create a virtual customer service organisation that incorporates these remote resources – without requiring expensive hardware and software.

UC Connect
Integrates customer interactions with Unified Communication platforms, connecting employees for streamlined service delivery.

Genesys is ideal for any business with a customer service centre, help desk, collections, telemarketing or speech self-service.

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

Australia	**Corporate Headquarters (Japan)**	**North America (USA)**	**Asia Pacific (AP)**	**Europe (EMEA)**
NEC Australia Pty Ltd	NEC Corporation	NEC Corporation of America	NEC Asia Pacific	NEC Enterprise Solutions
au.nec.com	www.nec.com	www.necam.com	www.nec.com.sg	www.nec-enterprise.com

About NEC Australia. NEC Australia is a leading technology company, delivering a complete portfolio of ICT solutions and services to large enterprise, small business and government organisations. We deliver innovative solutions to help customers gain greater business value from their technology investments.

NEC Australia specialises in information and communications technology solutions and services in multi-vendor environments. Solutions and services include: IT applications and solutions development, unified communications, complex communications solutions, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

NEC Contact Centres (Genesys) │ **v.29.07.14**