Sales Sheet
UC for Business:
Contact Centre

Purpose built for call centre efficiency

UCB Contact Centre provides visibility on how a business is treating it's customers. You can view agent activity levels and monitor the delivery of customer service through all media types - making it easy to enhance service levels and improve staff productivity.

- **Make a difference to customer service** - Using customer information and skills based routing; callers are directed to the agents best able to help them, quickly and efficiently.
- **Transform a call centre into a contact centre** - Intelligently manage all contact media types - including phone calls, voice messages, email, SMS text, web chat and fax - in a single, fully integrated solution.
- **Unparalleled control** - All contact centre operating parameters are adjustable, allowing any changes to be made in real-time with simple to use wizards.
- **Lower call abandonment rates** - With customised announcements and caller specific options, more calls stay in the queue and are delivered to agents.
- **Scaleable, modular solution** - A future proof investment with additional functionality available as and when required.

At a glance

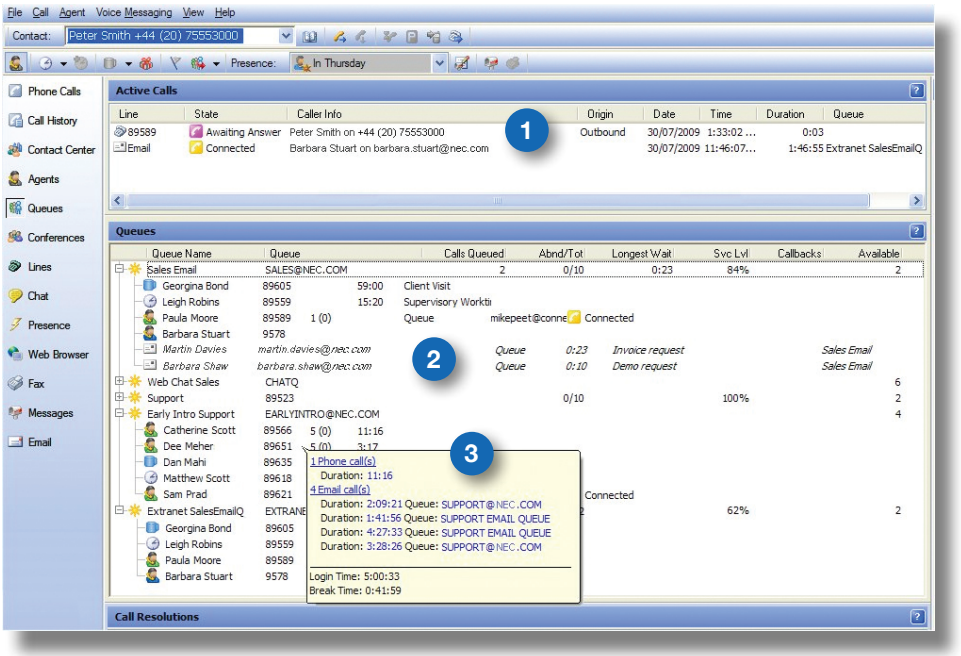
- **Ideal for contact & call centres from 5 to 100+ agents**
- Fully scaleable, cost effective concurrent 'license per agent' ordering
- Advanced Automatic Contact Distribution (ACD)
- Skills-based routing
- Interactive Voice Response (IVR)
- Web and email integration
- Remote agent (homeworker) capabilities
- Queue management (all types)
- Flexible, multi-lingual menus, greetings and progress messages

Easy call queue management

1 Details of current active calls, emails, etc

2 Overview of all queues with pre-configured alerts displayed

3 Drill down on an agent for a comprehensive snapshot of activity



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CT Control

Allows managers to maximise the efficiency of their contact centre by giving them control over the delivery of all phone, email, fax and web initiated requests.

Advanced Automatic Contact Distribution (ACD)

Using incoming Calling line identification (CLID), UCB Contact Centre determines where the contact originated and searches the database for a match. If a match is found, the customer and their records can be automatically placed into priority queues, or sent to the agent who last dealt with the caller. Other examples include sending key customers, or other priority callers, to the front of the queue for faster service.

Skills-based routing

Matching customers with the agents best equipped to help can increase satisfaction for both parties. Customers receive better service and highly skilled agents feel valued. Contacts can be routed to take advantage of a wide range of agent abilities including:

- Special knowledge of a product or service
- Experience with the customer
- Special ability to close sales or resolve service problems
- Language ability
- Geographic location

A single agent may have multiple skills. Advanced routing systems enable companies to write rules to manage the complex priorities involved when customer satisfaction depends on the right mix of speed, skill and efficiency.

Agent Desktop

Agents are provided with screen-pops with incoming calls. These present essential information including caller name and phone number, the queue the call is coming from, wait time, and any special notes if available.

Custom Announce

Reduces abandoned calls by providing callers with updated messages of their position in the queue.

The built-in Auto Attendant also ensures they are put through to the most appropriate agent based on the info they have previously provided, eg their customer reference number.

Callback

Allows contact centres to give their callers a choice - offering the option of an automated callback, eliminating the frustration of waiting in a queue.

Callback also reduces the costs associated with callers holding on your inbound free-phone number.

IVR

Enables callers to use their touch tone telephones to request information. Callers can perform routine transactions and receive the information they require without the need to interact with a live agent, eg. ordering a parcel pickup from a delivery company. IVR can relieve live agents of routine work, increase productivity and boost customer satisfaction.

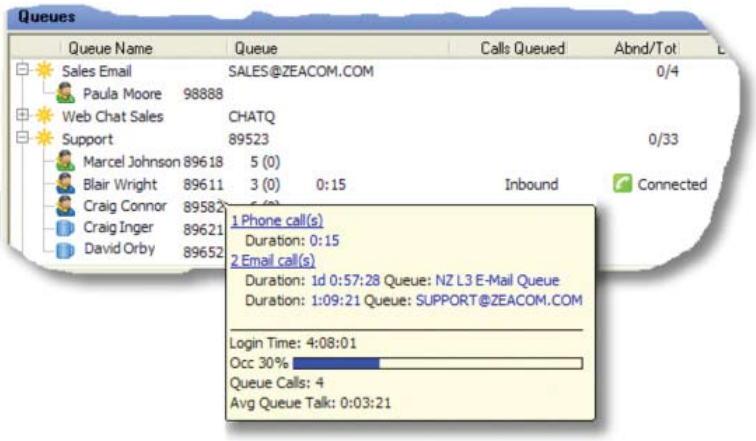
Process Automation

Improves an organisation's efficiency and productivity by automating time consuming, mundane manual processes.

- **Customer Service Automation:** Automate outbound and inbound calling - let customers interact with the business by using a voice response system, eg status of an order or account balance, etc
- **Enhanced Routing:** Route calls automatically to the right experts - create time savings and increase revenues, eg send sales calls to the reps with the highest closure rate
- **Activity Automation:** Automate staff processes and activity flows - eliminate oversights and delays

Productivity features

At a glance, supervisors can see real-time call queue activity and agent performance



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Multimedia Queuing

Delivers all communications to agents in the familiar way calls are delivered - via a queue. This not only allows for the fair distribution of work to appropriately skilled agents, but also allows managers to monitor and report on agent performance and response times.

Custom Reporting

An ideal labour-saving tool for generating business-critical reporting on all aspects of call centre activity. Up to 150 different types of reports are available, Custom Reporting is also compatible with existing third party report creation software.

UCB Record & Evaluate

Whether recording conversations to minimise RISK, for compliance requirements or to measure the Quality of Service offered by your Contact Centre - UCB Record & Evaluate provides an integrated solution to monitor and coach, boosting productivity and improving customer experience.

UCB Record & Evaluate is an early adopters module

Features Overview

Call Control Features	• Answer
	• Answer Park Hold
	• Blind Transfer
	• Call Waiting Message
	• Cancel Transfer
	• Dial
	• Forwarding
	• Hangup
	• Hold
	• Park For
	• Park Hold
	• Retrieve
	• Supervised Transfer
	• Swap Held Calls

Voicemail Features	• Caller greetings based on Presence status
	• Convert to Conference
	• Mailbox Redirect
	• Message Waiting
	• Personalised VIP call greetings
	• Record Conversation

UCB Features	• Advanced Caller ID features
	• Agent Display First Name on Phone (Agent ID)
	• Alert Activate via Phone (Agent Alert)
	• Alerts on Phone Display (Queue)
	• Auto Answer
	• Call Forward
	• Callback Resolution via Phone
	• DNIS - dialled number & name displayed on phone
	• Executive Conference
	• Executive Mobile
	• Intrude on a monitored call
	• IP Hotdesking
	• Mode Change via the Phone
	• Mode Group
	• Monitor Agent
	• Multi-lines Supported
	• Multiple Call Handling (MCH)
	• Normal Park

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Features Overview cont.

UCB Features cont.	• Offer Queue Call
	• Record Conversation to UCB mailbox
	• Redirect Call (Ringing or in Conversation)
	• Remote Break via Phone
	• Remote Login via Phone
	• Remote Worktime via Phone
	• Request a Call via the Phone
	• Send Message to a Digital Phone
	• Show Queue on Phone Display
	• Supervised Transfer
	• Swap Held Call
	• Transfer to Voice Messaging
	• Wrapup (Forced) Display Message via Phone
	• Wrapup via the Phone

Please note: The UCB application suite is fully modular and can easily be tailored to specific business requirements. Contact your NEC representative for further details.

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