Sales Sheet
UC for Business:
Operator Console

Taking call management and customer service to the next level.

A business can live or die on the strength of their customer service. With Operator Console, receptionists and operators are empowered to manage incoming calls more professionally and efficiently than ever.

Real-time call activity is displayed, telling them who's calling, who's available to take the call, and who's busy.

This enables a more personalised service where each caller is treated individually, and they get to speak to the right person more quickly. That means less time on hold, less voicemails, less 'double handling' and less frustration. As productivity dramatically increases, an operator becomes more cost effective.

Reception staff are less likely to need back ups, can handle heavy call traffic,

and can in some circumstances operate across multiple sites.

- Handle larger call volumes with less staff - with single-click transfers & Presence buttons
- Speed up response times and lower abandonment rates - through back-up operators for overflows
- Offer a more personalised service - using screenpops & UCB Rich Presence

At a glance

- **Ideal for receptionists / operators & back-up staff**
- Intelligent Rich Presence
- Automated screen-pops
- One-click call recording
- Message management assisting other Presence users
- Advanced productivity features
- Cost effective overflow to back-up staff

Operator Console's Rich Presence - the dashboard of the company

1 Duration of current call

2 Current call with Caller ID & name

3 Calls Waiting: New calls, recalling calls & dial Operator calls from Voice Messaging

4 Parked Calls

5 A transferred call will appear until answered, and is retrievable at any time

6 Destination info from Voice Messaging, Queuing & Phonebook
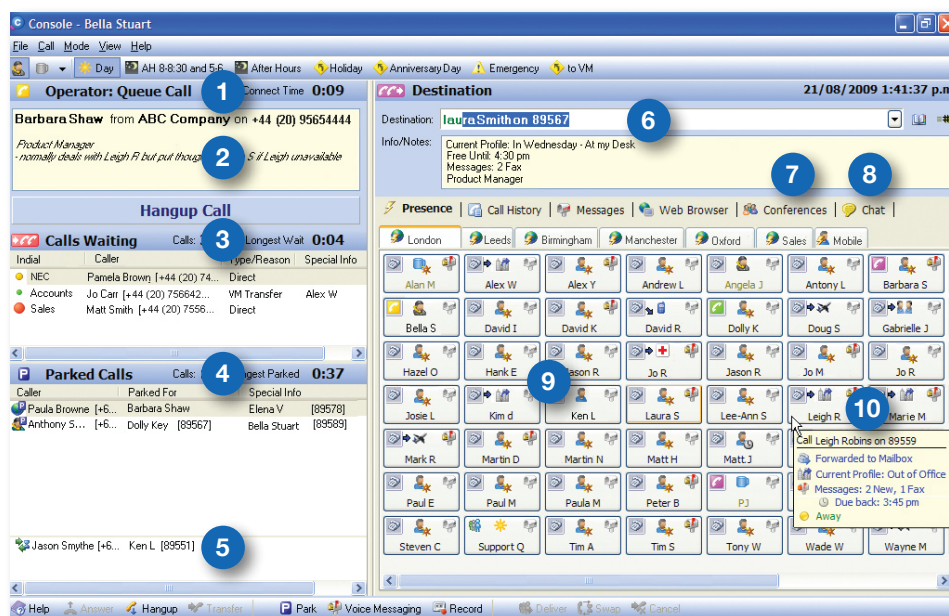
7 Conference set up & administration

8 Chat: Desk-to-desk text feature with other users

9 Presence Button Icons: Display the status of each extension, Presence Profile & Voice mailbox - click the button to dial the extension

10 Presence: Availability including Instant Messaging Presence plus OCS integration

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Speed up call handling and become more responsive

- **Screen-pops** - Detailed caller ID information can be viewed before answering a call. This enables a more personal service such as greeting a caller by name, and responding more quickly to requests. Calls from top customers can also be prioritised.

- **Presence** - Status of all staff is displayed on the operator's PC, allowing them to take an individual approach to each call. Notification of the expected return time is also displayed.

- **Call recording** - Simply click on the "Record" button while the caller is speaking. Each recorded conversation can then be dragged and dropped to the appropriate person's mailbox.

- **Graphical User Interface (GUI)** - Easy to use, an operator simply point-and-clicks or use hot keys to answer, transfer, hold or make calls.

- **One-touch dialing** – Speeds up call control - with single-click transfers and Presence buttons.

- **Message Management** - Review and re-distribute voice and fax messages collected in a central mailbox to any users in the organisation without leaving their desks.

- **Console Reporting** - Receptionists & management can get a picture of number of calls, peak times, wait times, etc. Makes staffing management easier.

- **Call history page** - Quick reference for the most recent inbound, outbound & missed calls.

- **Internal chat via UCB Chat** - Receptionist can send a chat to another employee regarding a call waiting or a visitor in the reception area.

- **Console modes** - These can be scheduled based on time/day. In emergency situations (closing early, building evacuation, etc), the receptionist can simply click a mode to change the call delivery type.

- **Calls waiting pane** - Receptionist has a visual of how many calls are waiting and who is waiting (if Caller ID is available); important calls can be re-prioritised and answered out of turn.

# Rich Presence - Built-in application

Rich Presence provides your Receptionists or Operator with a wealth of information and functionality.

It gives the receptionist a bird's eye view of the organisation by providing real-time information on the whereabouts and availability of staff regardless of their location. Receptionists and Operators are able to quickly find the company "expert" they require.

Key Features

- View the Phone Status of all other Presence users eg. idle / ringing, on inbound / outbound call

- View the Profile Status of all other Presence users eg. in / out of the office, on holiday, in a meeting, plus alerts when staff return to their desks

- Ability to change other Presence users' Profiles and update their estimated return time (ETR)

- Others Presence users can choose to display the subject of their current appointment; keeping operators and receptionists informed

- Access to company directory with Presence buttons enable one-touch speed-dialing
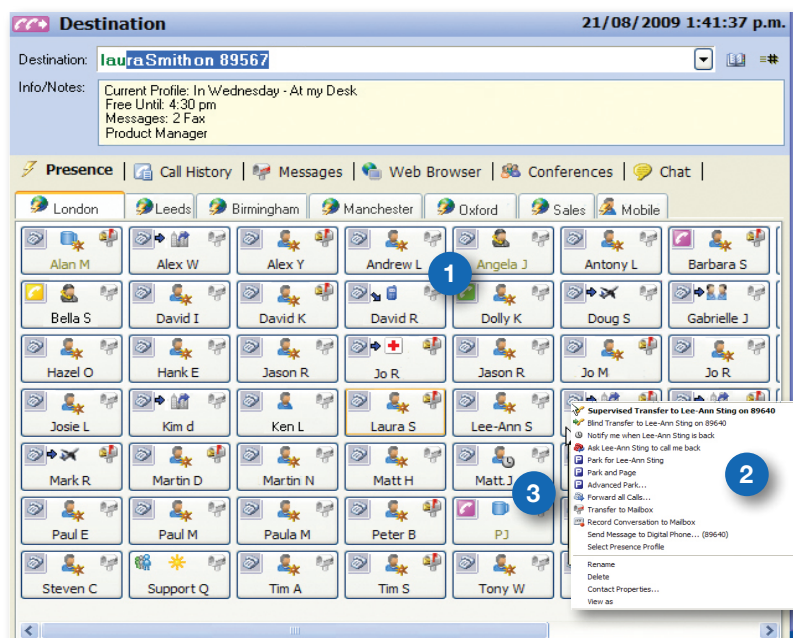
1 Calls can be transferred simply by clicking a Presence Button

2 Presence Button displays extensive employee availability including ETR and notification of return to desk

3 Click to record the current conversation - this can then be placed in a user's mailbox

Feature Overview

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

Voicemail Features	
	• Convert to Conference
	• Mailbox Redirect
	• Message Waiting
	• Record Conversation

UCB Features	
	• Auto Answer
	• Call Forward
	• Call Handoff/ Retrieval to Mobile
	• Executive Conference
	• Executive Mobile
	• Executive Mobile
	• IP Hotdesking
	• Mode Change via the Phone

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UCB Features cont.	
	• Mode Group
	• Modes
	• Multi-lines Supported
	• Multiple Call Handling (MCH)
	• Normal Park
	• Record Conversation to UCB mailbox
	• Redirect Call (Ringing or in Conversation)
	• Remote Break via Phone
	• Remote Login 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

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.

UNIVERGE360 is NEC's approach to unifying business communications. It places people at the centre of communications and delivers on an organisation's needs by uniting infrastructure, communications and business.

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