

# BUSINESS CONNECT

SOFTWARE ASSURANCE

NEC  
SOFTWARE  
ASSURANCE



## CONTINUOUS DEVELOPMENT ADDS VALUABLE FUNCTIONALITY

Business ConneCT, NEC's versatile all-in-one Unified Communications & Collaboration suite, integrates all communication streams, gives employees full control over how and when to be contacted and guarantees excellent accessibility of your organization by your customers - via voice, email or web chat. NEC's continuous development of Business ConneCT enhances and expands with each software release its functionality and the added value of this application for your organization.

The 3 user modes - Employee, Operator and Contact Center Agent - use the same database, a common user interface, and are managed from a central point.

With latest mobility, messaging, collaboration, multi-channel routing and powerful reporting, Business ConneCT enhances the overall productivity, competitiveness and customer satisfaction of your organization.



### Always latest release and ensured continuity

Business ConneCT is continuously enhanced and enriched to serve users even better and to align with the latest market developments. NEC always supports the two previous releases once a new release is introduced.

### End of Service!

With the introduction of Business ConneCT Release 10 in January 2019, the versions of Release 8 and older are no longer officially supported. So if you currently are using Release 8 or older, please take note of the following!

### Continuity and Functionality at lowest price

To ensure the continuity of your applications, NEC has introduced a Software Assurance program. This guarantees that you always have the latest release of Business ConneCT with the latest functionality available. In addition, you can be assured of compatibility with the latest Windows Operating Systems, Microsoft Office versions and security updates. Any problems can only be addressed with the latest version at no additional or unexpected cost. The NEC Software Assurance program can also cover your entire NEC solution. Your account manager can advise you about this!

## 5 GOOD REASONS FOR SOFTWARE ASSURANCE ON BUSINESS CONNECT



### Keep up to date

Software Assurance helps protect your investment in your Business ConneCT solution by future-proofing the system and accessing the latest technology – keeping your business competitive.



### Save Money

Business ConneCT typically has one major upgrade per year and many feature enhancements over a system's lifecycle. Software Assurance is the most effective way of keeping your system up to date.



### Stay Secure

More and more companies and systems are being hacked these days, causing loss of valuable and confidential information. Keeping communication software up to date is just as important as your virus scanner and firewall.



### Peace of Mind

Software Assurance gives you the best possible support from your reseller plus a direct link to NEC's Technical Support & Development Team. And you'll never have to worry about unforeseen software expenditures.



### Business Continuity

As well as enhancing your communications, NEC's ongoing innovations provide a variety of business enhancements, including increased productivity, time and cost saving and more.

Release 7	Release 8	Release 9	Release 10
<p><b>7.0 2014</b></p> <ul style="list-style-type: none"> <li>&gt; 30 new features</li> <li>&gt; Web Chat</li> <li>&gt; SQL 2014</li> <li>&gt; Improved Callback</li> <li>&gt; Improved Email Routing</li> <li>&gt; Improved Outbound campaigning</li> <li>&gt; Multi-channel/ Multi-media routing</li> <li>&gt; Auto Attendant Analysis</li> <li>&gt; Agent Break Time Analysis</li> </ul> <p><b>7.1 2015-11</b></p> <ul style="list-style-type: none"> <li>&gt; Call Flow and Resource Mgt</li> <li>&gt; Salesforce.Com integration</li> <li>&gt; Custom Supervisor Dashboard</li> <li>&gt; WebChat Monitoring</li> <li>&gt; Router Alerts in Agent Client</li> <li>&gt; DT XML Client for Phone Agents</li> <li>&gt; Transfer Report</li> <li>&gt; 200 VMP lines and 200 simultaneous calls</li> <li>&gt; Skype for Business integration</li> <li>&gt; Email Routing support IMAP and TLS</li> <li>&gt; TLS support for VMP lines (security)</li> <li>&gt; Windows 10, Office 2016, Exchange 2016</li> <li>&gt; Missed Call Notification via Email</li> <li>&gt; Save Recorded files</li> </ul>	<p><b>8.0 2016-08</b></p> <ul style="list-style-type: none"> <li>&gt; Universal queue for agents: Voice, Email, WebChat</li> <li>&gt; Pick from queue for Agents</li> <li>&gt; Webchat History for Agents</li> <li>&gt; Web Callback</li> <li>&gt; More Simultaneous Outbound Campaigns</li> <li>&gt; Supervisor&gt;Agent listen in</li> <li>&gt; Voice recording for employees</li> <li>&gt; Voicemail for Agents &amp; operators</li> <li>&gt; Callback Blacklist (112, 911)</li> <li>&gt; Agent Status Reporting over time</li> <li>&gt; Exchange permission for Outlook Popup</li> <li>&gt; Ready status Agents visible to Operators</li> <li>&gt; Report export to CSV</li> <li>&gt; Auto Not-ready when Computer Locked</li> <li>&gt; DECT CDA separate Hand Set Directories</li> <li>&gt; XML Phone Agent indicates waiting Callers</li> <li>&gt; Group activation settings persistent</li> </ul> <p><b>8.1 2017-02</b></p> <ul style="list-style-type: none"> <li>&gt; Post Call Survey</li> <li>&gt; Manual Outbound &amp; Outbound Caller ID selection</li> <li>&gt; Router Redirect</li> <li>&gt; SIP@Net call recordings in Supervisor Dashboard</li> <li>&gt; Away from Computer Profile</li> <li>&gt; Hotkey Dialer in Desktop Client</li> <li>&gt; Operator/Agent queue tab indication on new call</li> <li>&gt; Supervisor Dashboard:</li> <li>&gt; Windows authentication for Supervisor Dashboard</li> <li>&gt; Duplicate callflow modules in Supervisor Dashboard</li> <li>&gt; Outbound calls in Call tracking</li> <li>&gt; Manual delete of outbound jobs</li> <li>&gt; Media Port Analysis report</li> <li>&gt; 64 bits Outlook support</li> <li>&gt; Configuration Tool for Engineers</li> <li>&gt; Windows Server 2016 support</li> <li>&gt; PMS Service process</li> <li>&gt; Salesforce Open CTI interface support</li> </ul>	<p><b>9.0 2018-10</b></p> <ul style="list-style-type: none"> <li>&gt; TAPI for SV9100</li> <li>&gt; Business hours check in Call Back and Outbound service</li> <li>&gt; Reschedule routed call by Agent</li> <li>&gt; Call History in Agent Client</li> <li>&gt; Agent Call Notes</li> <li>&gt; Router Message for Agents</li> <li>&gt; Supervisor Assistance for Agents</li> <li>&gt; Ad-hoc recordings and Web Chat conversations in Call Tracking</li> <li>&gt; DVS Analytics Encore call recording (North and South American markets)</li> <li>&gt; BCT Agent smartphone App</li> <li>&gt; Voicemail Forwarding from Desktop Client</li> <li>&gt; Open Web Interface</li> <li>&gt; Many small improvements for: Agent, Operator, Supervisor, System</li> <li>&gt; BCT UCC 6.3 release (EMEA market)</li> </ul>	<p><b>10.0 2019-01</b></p> <ul style="list-style-type: none"> <li>&gt; Display of the actual calling party</li> <li>&gt; LLDAP windows 8.1 and 10</li> <li>&gt; Cal History expanded with social media chats</li> <li>&gt; Support attachments in social media and chats</li> <li>&gt; URL popup for chat calls</li> <li>&gt; WhatsApp integration</li> <li>&gt; User data encrypted</li> <li>&gt; The first increment to add after call work time is now 30 seconds</li> <li>&gt; Minimum of BCT data loss when migrating from one PBX to another</li> <li>&gt; Multi-line functionality improved</li> <li>&gt; SV9100-TAPI support extended</li> <li>&gt; Support open number schema SV9500 networks</li> <li>&gt; Support of regional zones</li> <li>&gt; Outlook Calendar popup now also supported for Agents</li> </ul>

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