

10 great reasons to choose NEC: UCB Contact Centre



1

Prepare for every call

– Screen pops allow agents to prepare for the call by presenting information about the caller.

- Improves customer service
- Less time spent looking for caller records
- A more efficient and organised team



2

Effortless customisable reporting

– Generate fully customisable reports with business-critical data without the need for any user-intervention.

- Ideal for automated reports, e.g. daily for MD at 6pm, weekly for division manager, monthly for board, etc
- Save time and effort massaging data
- Compatible with third-party report creation software



3

Instantly find the expert

– Rich Presence gives you an overview of the whole business, so you can make contact with the person you need, first time, every time.

- Improve first call resolution
- Utilise team members for their unique skills
- Save time looking for the person required



4

Speed up your company

– Process Automation helps get rid of time consuming, mundane manual tasks saving on valuable staff time.

- Customer service automation for inbound and outbound calls
- Enhanced routing for greater call efficiency
- Automate staff processes saving time and errors

5

Never miss a call

– The Callback feature means that customers who are unable to hold can leave a message and receive an automated call back.

- Reduce business being lost to competitors
- An excellent service to the customer
- Reduced call costs if using an inbound free-phone number



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6

Match customers to your ideal agent

– Skills based routing makes it easy to direct customer calls to the agent who is best qualified to help.

- First call resolution more likely
- Customer given a highly personal service
- Agent is utilised for best skills



8

Deal with multimedia

– Multimedia Queuing delivers all your communications to your agents in the familiar way calls are delivered.

- Handle emails, faxes and web contacts in one channel
- Provide a consistent level of service
- One fully integrated solution

7



Intuitive and easy to use

– Integration with Outlook makes adopting Unified Communications a seamless process for staff, as it is incorporated into an everyday tool that they are familiar with.

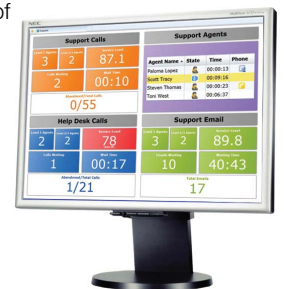
- Minimise training time
- Easy to keep track of calls, leads, emails and appointments
- All information in one place saves time on a daily basis

9

Manage your team in real-time

– UCB Snapshot provides advanced wallboard features for easier team management.

- Live queuing information
- Optimise contact centre performance
- Call and email stats every 0.5 seconds provide a real-time overview of business



10

Painless resolution of disputes

– Call Recording allows you to keep an archive of customer interaction, making any arising disagreements easy to resolve.

- Saves time-consuming emails back and forth
- Costly disagreement procedures avoided
- Simple archiving & search function

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