UNIVERGE BLUE® ENGAGE

NEC

UNIVERGE BLUE® ENGAGE
CONTACT CENTER AS A SERVICE

Hit your next level of growth by giving your customers the experience they deserve. With UNIVERGE BLUE ENGAGE, more responsive, informed, and positive customer experiences are possible in days, not months.

MORE PRODUCTIVITY & SIMPLICITY	GREATER CUSTOMER CONVENIENCE	PERSONALIZATION & INSIGHTS	MORE REVENUE & ENGAGEMENT
Integrated CONNECT and ENGAGE makes it easier to collaborate and manage customer calls in one app	Let customers call, text, chat, and email, or offer them self-service options	Integrate your CRM for better interactions and use analytics and reporting to improve services	Send timely notifications automatically via SMS, voice, and email

ENGAGE improves customer interactions for businesses of all sizes and helps you differentiate from the competition where it matters most – the customer experience. ENGAGE Contact Center enables you to:

- Access to integrated employee collaboration and advanced call handling within UNIVERGE BLUE CONNECT
- Support multiple locations and remote employees
- Centralize management from one portal, accessible anywhere, anytime
- Keep an eye on service levels, and analyze team performance by queue, team, or employee with real-time dashboards and historical reports
- Easily manage customizable employee skillsets and statuses

- Centralize the handling of calls, web chat, email, and SMS in a single application
- Enhance audience engagement with outbound dialing and advanced outreach campaign capabilities
- Send out post-call surveys to measure satisfaction
- Quickly and easily integrate with CRM and WFM systems
- And much more...

www.univergeblue.com

UNIVERGE BLUE ENGAGE
CONTACT CENTER CUSTOMER BENEFITS

BETTER PRODUCTIVITY

Give your employees the tools they need - whether they need to collaborate together, talk to a customer, or a little of both.

INSPIRING INTERACTIONS

Total customizability in call flow ensures callers reach the right employees at the right time, while exceptional QA features deliver greater results.

Skillsets – Skills-based routing means the employee most suitable to take the inquiry is reached.

Callbacks – After a period of time, queued callers can request a callback and the next available employee will get their request. The system will wait to ensure the employee is ready before dialing – meaning better-prepared employees and interactions.

Preferred Agent Routing – You can assign a certain employee to act as 'point' on complex cases; with Preferred Agent Routing, calls and chats will be routed to an employee of your choosing.

Auto-Attendant Studio – You can easily create custom auto-attendants and deploy advanced functions like variables, conditional logic, and much more. ENGAGE puts amazing power at your fingertips via an intuitive drag-and-drop visual interface. Plus, custom API integration delivers even greater functionality.

CUSTOMER-CENTRIC CHANNELS

ENGAGE rolls up voice, chat, and e-mail queues into a single, streamlined omni-channel experience.

Queues & Contact Center Agent – With ENGAGE, you can forget the idea of a 'queue' being only for voice calls. Powered by ENGAGE Agent Desktop software, voice, chat, and e-mail interactions are all seamlessly integrated.

UNIVERGE BLUE CONNECT + ENGAGE

Use one application to manage employee collaboration and customer voice interactions.

Agent Login – Choose to take customer calls within CONNECT. Log out when done and resume other collaborative work with other employees.

Advanced Call Management – Take queued customer calls and then call, chat, and meet with coworkers to quickly resolve requests.

Sync – Avoid getting other calls when working with customers. Let others see when employees are talking to customers.

IN-DEPTH INSIGHTS

Real-time insights get agents into context quickly, helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.

Customer Journey – The Customer Journey feature shows agents, right in their Agent Desktop view, the recent touchpoints for a given caller so they're up to date on where the story stands, and how they can more immediately and effectively address the situation.

Dashboards and Live Monitoring – Our Dashboards help you monitor the platform in real-time, including wait times, service levels, and much more. Live Monitoring lets you tune into specific interactions – and even take control as needed.

Custom Reports – You can choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and so much more. Our Product specialists can also develop custom reports to best meet your unique needs.

OUTSTANDING ENGAGEMENT

Capture your customer's attention with notifications for reminders, promotions, and more.

Dynamic Notifications – Turn your contact center into an outreach powerhouse. From simple appointment reminders to multi-channel marketing campaigns, Dynamic Notifications dramatically extends a company's reach while still respecting customer preferences.

THREE WAYS TO GET
UNIVERGE BLUE ENGAGE

ENGAGE makes it easy to address your contact center needs, no matter the size of your business or your requirements. We offer 3 plans to choose from, ENGAGE ADVANCED and COMPLETE, and ENGAGE CORE which can be added to CONNECT ESSENTIALS package and is included at no charge in CONNECT PRO and PRO PLUS plans. You also have the ability to add other ENGAGE cloud business applications to create a holistic suite of powerful tools to support your business.

FACTORS	ENGAGE CORE	ENGAGE ADVANCED	ENGAGE COMPLETE
CC License Type	Named Agents	Concurrent Seats*	Concurrent Seats*
UC Bundling with CONNECT	Sold with ESSENTIALS, included with PRO & PRO PLUS	Sold with CONNECT or standalone	Sold with CONNECT or standalone
Access to Integrated Employee Collaboration and Advanced Call Handling within CONNECT	✖	✔	✔
Admin Portal	✔	✔	✔
Supervisor App	✔	✔	✔
Real-Time Agent Status	✔	✔	✔
Inbound Voice Channel Queues	✔	✔	✔
Automatic Call Distribution (ACD)	✔	✔	✔
Position in Queue & Estimated Wait Time Messages	✔	✔	✔
Supervisor Functions (Monitor, Whisper, Barge-in)	✔	✔	✔
Real-Time, Historical & Graphical Reports	✔	✔	✔
Real-Time Dashboards	✔	✔	✔
Call Recording	✔	✔	✔
Pre-Built Integrations (Dynamics, Salesforce, Zendesk, Slack)[1]	✔	✔	✔
Agent Desktop & Web Application	✖	✔	✔
Scheduled & Custom Reports	✖	✔	✔
Customizable IVR	✖	✔	✔
Skill-Based Routing	✖	✔	✔
Geo-Routing	✖	✔	✔
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	✖	✔	✔
Custom Agent Status	✖	✔	✔
Real-Time Customizable Threshold Alerts	✖	✔	✔
Queued Callback & Queued Voicemail	✖	✔	✔
Emergency Queue Bulletins	✖	✔	✔
Post-Call Surveys	✖	✔	✔
Text-to-Speech	✖	✔	✔
Call Scripting	✖	✔	✔

UNIVERGE BLUE® ENGAGE

NEC

FACTORS	ENGAGE CORE	ENGAGE ADVANCED	ENGAGE COMPLETE
Outbound Voice & Blended Channel Queues	✖	✔	✔
Outbound Dialer (Scheduled Power Dialing)	✖	✔	✔
Elastic Demand Support[2]	✖	✔	✔
Chat Channel Queues	✖	Add-on (+$)	✔
Email Channel Queues	✖	Add-on (+$)	✔
SMS Channel Queues	✖	Add-on (+$)	✔
Dynamic Notification (Voice, Email & SMS)	✖	Add-on (+$)	✔
Schedule Manager	✖	Add-on (+$)	✔
Evaluator (QA Templates & Scoring)	✖	Add-on (+$)	✔
Screen Recording	✖	Add-on (+$)	✔
Custom CRM Integration	✖	Prof. Services (+$)	Prof. Services (+$)
Custom WFM Integration	✖	✖	Prof. Services (+$)
Custom IVR Integrations & Self Service Applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)	✖	✖	Prof. Services (+$)
Speech Recognition Integration	✖	✖	✔
CONTACT CENTER CONCURRENT SEAT USAGE			
Inbound Domestic (Contact Center Usage)	N/A (As per CONNECT bucket)	Unlimited	Unlimited
Outbound Domestic (Contact Center Usage/Dialer)	N/A (As per CONNECT bucket)	6,000 mins/month per concurrent seat	6,000 mins/month per concurrent seat
Toll-free Inbound/Outbound	As per toll-free bucket/per minute	As per toll-free bucket/per minute	As per toll-free bucket/per minute

*Number of users signed-in
1. For CORE, includes ALL available CONNECT Integrations. For ADVANCED & COMPLETE, includes SFDC Classic, Lightning (no click to call), Dynamics, Zendesk & Slack integrations
2. CC Bursting limited to 50% of subscribed seat capacity. Billing will be for peak concurrent sign-ons during period- no min. usage duration and be reflected on next bill cycle.
'Burst & release' model – billing in advance for next period reflects subscribed seat count (not previous period's peak). Does not apply to CONNECT named user services.