

A hosted, on-demand solution empowering your organisation to deliver service excellence

NEC Cloud Contact Centre



NEC's Genesys capability

NEC is a leading integrator of Genesys contact centre solutions. NEC is able to deliver customisable and scalable solutions that link with a customer's existing business infrastructure. The solution can be integrated with existing tools to assist in workload management. Genesys solutions supported by NEC, provide organisations with powerful customer management tools and a truly integrated business solution.

Key facts

- Our relationship with Genesys began in Australia in 1998 with the deployment of the first Genesys system outside a carrier environment for the Australian Tax Office.
- We have a highly trained team with many years of experience in Genesys solutions. NEC is committed to keeping skills up to date with ongoing training and engineer re-certification.
- NEC runs its own instances of Genesys in Melbourne and Sydney to assist in Level 2 and 3 fault resolution support and offers escalation management back to the Genesys global support organisation.
- NEC supports Genesys solutions across multi-vendor telephony environments.
- NEC is a multi-award winning Genesys partner, having been awarded Genesys APAC Partner of the Year and Genesys Partner of the Year for Australia & New Zealand.
- NEC supports more than 10,000 Genesys based agent seats in Australia covering more than 50 sites via support contracts or managed service agreements.
- NEC offers Genesys on-premise or Cloud solutions that best meet customer needs.

NEC Australia overview

NEC Australia is a leading technology solutions company with over forty years' local expertise and the backing of NEC Corporation, a global leader in ICT solutions and services.

Our solutions and services include: IT applications and solutions development, unified communications, complex communications, contact centre applications, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

Genesys overview

Founded in 1990, Genesys introduced the market to Customer Telephony Integration (CTI) solutions and has since built on this reputation to deliver intelligent customer interaction routing based on agent skill or customer value. It moved towards an integrated suite of customer service solutions to provide more insight into, and control over, contact centre operations, including multi-channel support, IVRs (Interactive Voice Recognition) or voice portals for self-service, and workforce management.

NEC Cloud Contact Centre Solution

In addition to traditional deployments where the customer manages the solution on their own premise, NEC can also provide Genesys contact centre solutions via the Cloud.

NEC's Cloud Contact Centre Solution is a hosted, on-demand solution that empowers your organisation to deliver service excellence, through multiple channels of customer contact such as phone or email. Anyone in your business network can be transformed into an agent – all they need is internet access to extend their office infrastructure (via MPLS) and a phone line.

The solution provides businesses with the ultimate flexibility to rapidly scale operations up or down as required; this is especially beneficial to businesses where contact centre requirements are seasonal or event driven. Your agents will be up and running quickly – taking orders, providing after-sales support, responding to marketing campaigns, and most importantly of all, managing all of your customer relationships.

Benefits of NEC's cloud-based model

Cost effective

Costs are predictable and easier to manage with a shift from capital to operating expenditure (CAPEX to OPEX). Enjoy powerful customer service capabilities without software and hardware limitations or installation and maintenance overheads.

Reliable and secure

NEC's redundant Data Centre infrastructure and network resiliency exceeds the availability of on-premise solutions. Systems are maintained and monitored 24/7/365.

Scalable for rapid deployment

A major benefit of services via the cloud is the ability to rapidly ramp up or scale back requirements without technology changes. Confidently subscribe to only the amount of capacity needed without restricting future growth. The provisioning of new sites is much quicker as the majority of your system is already in place. The design also supports multi-site operations. Agents can be located virtually anywhere using an internet browser and a SIP phone.

Real-time performance monitoring

These capabilities provide real-time monitoring and status updates. Real-time statistics can be displayed on a screen or wallboard. Application alerts can be enabled to highlight a loss of communication. When customer defined service levels are missed, alerts are automatically triggered.

Simplified self-administration

Contact centre managers or supervisors have the ability to add or edit agent parameters as required. The web-based Genesys Administrator Extension makes it easy to setup and manage agents, update skills and skill levels, report on key metrics, change announcements, edit business hours, deploy applications, monitor applications and much more.

Genesys is ideal for any business with a customer service centre, help desk, collections, telemarketing or speech self-service.

For more information, visit au.nec.com, email contactus@nec.com.au or call **131 632**

Australia
NEC Australia Pty Ltd
au.nec.com

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About NEC Australia. NEC Australia is a leading technology company, delivering a complete portfolio of ICT solutions and services to large enterprise, small business and government organisations. We deliver innovative solutions to help customers gain greater business value from their technology investments.

NEC Australia specialises in information and communications technology solutions and services in multi-vendor environments. Solutions and services include: IT applications and solutions development, unified communications, complex communications solutions, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

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