

Tailored solutions to fit any size business

NEC Contact Centre Solutions



For a flexible, cost effective and fully supported contact centre, turn to NEC.

Overview

With so many customer touch points, the typical contact centre has evolved into a rich multi-channel environment that handles email, live web chat and video. Getting it right – and keeping your customers happy – is crucial to the ongoing success of your business.

NEC is a global leader in the deployment and management of contact centre solutions, driving exceptional customer experience. As a central repository of managing customer relationships, your contact centre gives you the power to outperform the competition by giving your customers the premier service they deserve.

Why NEC?

NEC has been at the forefront of ICT solutions in Australia for the last 40 years. We provide a comprehensive range of voice and multi-channel contact centre solutions, suitable for both SMB and enterprise businesses, deployed either on-premise or via the Cloud.

From out-of-the-box to fully customised solutions, from one seat to thousands of seats across many sites, NEC has delivered contact centre management solutions to more than 800 Australian businesses, servicing more than 30,000 contact centre seats.

We are uniquely placed as a systems integrator and accredited partner of best-of-breed solutions – which means we have access to leading technology plus fail-safe security and availability.

From simple requirements of headsets or information displays, through to more complex requirements such as speech, call recording and analytics, NEC's contact centre partners are recognised as market leaders in their respective fields. As technology evolves, we will seek out new partners in these emerging fields to ensure that we're always able to meet the most complex customer needs.

What sets NEC apart from our competitors is our professional and managed service capability. Our highly skilled teams take

an in-depth look at your business and match your specific requirements with the right technology to produce genuine business outcomes.

We then monitor the performance of your contact centre, ensuring your system keeps pace with changing technologies and operates at peak performance in the long term.

Genesys Contact Centre

Founded in 1990, Genesys introduced the market to Computer Telephony Integration (CTI). Genesys has since built on these innovative solutions 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, Interactive Voice Recognition (IVR) or voice portals for self-service, and workforce management.

NEC is a leading integrator of Genesys contact centre solutions. We're able to deliver customisable and scalable solutions that link with a customers' 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.

Business benefits

- Use any infrastructure for operating systems, databases, applications and agent desktops; as well as any deployment model.
- The ability to virtualise your contact centre, enabling interactions to be distributed locally, nationally or around the world.
- Rich reporting – real-time and historical reporting, as well as customised reporting applications, for powerful insights into operational performance.
- Highly scalable and reliable.
- The consolidation of customer interactions across time, mobile and traditional channels for consistent conversations and superior customer experiences.



- Workforce Management - reduced staffing costs, improved productivity and protecting service levels and the customer experience with forecasting and scheduling.
- Skills Management - proactively assesses and monitors employee performance to ensure they have the right skill sets to handle work streams to best serve customers.
- Genesys SIP, which extends the contact centre across the enterprise with IP connectivity, pooling resources for capacity and flexibility.
- Genesys Mobile Engagement functionality, connecting live smart phone applications to enhance the mobile customer experience.

Genesys audience

- Larger businesses looking for a contact centre solution to cover their disparate multi-site contact centre into a virtual business operation.
- Businesses looking for scalability and enhanced functionality.

Genesys via the Cloud

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 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, managing your customer relationships.

Benefits of NEC's Cloud model

- Cost effective.
- Reliable and secure.
- Scalable for rapid deployment.
- Real-time performance monitoring.
- Simplified self-administration.

Zeacom Contact Centre

Zeacom founded its business on software designed specifically for NEC communication servers in 1994. Zeacom has since diversified its capability with other telecommunication vendors, including Cisco and Microsoft. Similarly, NEC Australia has introduced Cisco and Microsoft communications practices.

Through NEC, customers can take advantage of utilising Zeacom's customer contact centre applications and telephony integration software on NEC, Cisco or Microsoft telecommunication platforms. The application suite is suitable for companies of any size seeking to integrate their communications with an affordable contact centre solution.

The Zeacom application suite is a streamlined and easy to use solution that is tailored to meet the needs of small to medium sized businesses. The solution integrates contact centre functionality with unified messaging, rich presence, mobility and desktop telephony applications - helping unify your entire organisation and enabling individuals, departments and locations to work more efficiently and deliver exceptional customer service.

This modular solution is scalable, allowing you to invest in what you need today with the confidence that additional functionality is available as and when required.

Business benefits

- A single redundant capable server environment ensuring simplified administration.
- Rich presence, giving staff and operators valuable information on staff location and availability.
- Desktop telephony and Microsoft Outlook integration, simplifying call handling and enabling users to manage all their communications from their desktop.
- Sophisticated contact centre and operator functionality addressing the specific requirements of these important customer touch points.
- Smart agent routing – manage phone, email and web requests in a single environment, with calls routed to the right agents quickly and accurately.
- Modular and scalable – invest in what you need today, knowing that additional functionality can easily be added when the need arises.
- Third-party integration with internal systems – link easily and cost effectively into existing CRM and ERP systems so that help-desk requests can be queued with other queries. Agents have instant access to all customer data.
- The ability to integrate NEC communication server platforms with Microsoft Lync IT environments.
- Comprehensive reporting capabilities – track employee performance and loads on queues, so that calls are distributed efficiently between agents.

Zeacom audience

- Small, medium and large businesses.
- Businesses looking to integrate all their communications with a comprehensive yet affordable contact centre solution.

Professional Services

To support the growth of your enterprise, NEC provides a range of services for small, mid-size and large businesses. NEC has the engineering, technical and management expertise to advise, implement, integrate and support your complex communications and information technology projects. Our expert team provides services to support your needs today and tomorrow as your business continues to transform and grow.

We work with our clients to deliver true end-to-end solutions, pulling together the best of breed technology available on the market, to design a practical contact centre solution that maximises your existing business and saves on costs. NEC excels at service delivery, with one of the largest Network Operations Centres (NOC) in Australia to monitor, maintain and support the full functionality of your solution.

Maintenance Services

NECare is NEC's multi-vendor maintenance and support services. Whether it's remote-monitoring or on-site support, we provide complete maintenance coverage for NEC and other third party vendors with responsive, flexible, cost-effective solutions to meet every need. NECare supports ongoing business continuity, revenue and customer service levels by ensuring any service interruptions are quickly rectified.

All this is backed up by our proven experience and expertise gained managing the telecommunications requirements of Australian organisations since 1989. We're now one of the largest providers in Australia with more than 5,000 customers.

Through NECare we provide support solutions for a wide variety of equipment types and applications including, unified communications systems, contact centre management, data networking equipment, voicemail solutions, video conferencing, and desktop communication applications.

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

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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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