



UNIVERGE BLUE®
CONNECT & ENGAGE

NEC



EVERYONE WINS WITH NEC'S INTEGRATED UNIVERGE BLUE CONNECT & ENGAGE

Give every employee the tools they need to take your business to the next level regardless of their role – from employee collaboration to customer communication – in one application.

ONE APP FOR EVERYTHING

- › Stop juggling multiple apps and start being more productive with just one
- › Call, chat, and meet when you need to or seamlessly begin accepting customer calls by accessing call queues without ever leaving UNIVERGE BLUE CONNECT

FOR THE BUSINESS

Faster Responsiveness

- › Effortlessly handle call volume spikes by quickly giving employees access to call queues without learning a new application

We Grow with You

- › Upgrade your customer call handling experience today
- › When you're ready, leverage NEC's UNIVERGE BLUE ENGAGE
- › Contact Center advanced features to deliver an even better customer experience

FOR FRONTLINE USERS & CUSTOMERS

Faster Call Handling

- › With direct access to other employees, frontline users can call, chat, and meet to quickly resolve customer requests
- › Consult with other employees or bring them into a customer call with advanced active call handling

Better Visibility for Everyone

- › Make it easy for frontline users to find help with a searchable directory organized by role and presence sync to let others know when someone is helping customers
- › Accurately categorize customer interactions with customizable fields
- › Track frontline user activity and help them make an impact with queue and personal stats dashboards

UNIVERGE BLUE CONNECT & ENGAGE

ONE communications platform. Enhanced customer and User experience. ONE low monthly payment.
Crazy simple! Learn more today at www.univergeblue.com/engage.

www.univergeblue.com

