



**UNIVERGE BLUE  
CONNECT & ENGAGE:**  
OUTSTANDING ALONE,  
EVEN BETTER TOGETHER.

## INTEGRATED UNIVERGE BLUE CONNECT & ENGAGE FREQUENTLY ASKED QUESTIONS (FAQS)

Elevate Customer Experience, Business Communications, and Teamwork through a Single Pane of Glass. Here are the top 10 questions related to CONNECT with ENGAGE.

### WHY SHOULD I CARE ABOUT THIS RELEASE?

This new unified platform experience gives every employee in your business the tools they need to collaborate and support customers faster and easier than ever before in one (1) application. As a result, you'll unlock:

- **Faster Service Speed** - Advanced call management tools unified within ENGAGE give your users better tools to resolve customer inquiries faster
- **Better Productivity** - Let employees quickly and easily work as a team to help each other or a customer
- **Better Service Quality** - Supervisors have improved visibility into their customer experience and customer-facing users have better access to other employees
- **Amazing Flexibility** - Streamline onboarding and give any user immediate access to help manage customer calls instantly
- **Adoption Rate** - Users learn 2x faster due to the intuitive user interface and only having one application to operate

Of those that have unified their applications, more than 50% report an improved ability to keep up with customer expectations<sup>1</sup>. In addition, businesses that have unified employee and customer communications platforms have seen:

- 2x** Greater **customer satisfaction** rates<sup>2</sup>
- 14.1%** Reduction in **handle times**<sup>2</sup>
- 12.7%** Increased **first contact** resolution<sup>2</sup>
- 12.4%** YoY **annual revenue** increase<sup>2</sup>

<sup>1</sup> Improve Business Agility Through Platform Consolidation, A Forrester Consulting Thought Leadership Paper Commissioned by ServiceNow, June 2018

<sup>2</sup> The ROI of Employee Engagement for CX Leaders, ABERDEEN, Omer Minkara, VP & Principal Analyst, Contact Center & Customer Experience Management



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## HOW DOES THIS WORK FOR MY BUSINESS?

### For Internal Collaboration

Employees that need to collaborate can do so quickly and easily using calls, meetings, chats, and file sharing with other team members. The presence management provides detailed availability and status insights.

### For External Communication

Frontline users have all the tools (call queues, active call routing, contact directories) they need to:

- › Manage their active calls
- › Have visibility to excessive wait times
- › Measure their performance
- › Collaborate internally while CONNECT shields them from other calls

When they're done, they can log out of their call queues and focus on getting other work done by using ENGAGE or CONNECT to collaborate with their peers.

## HOW DO I GET ACCESS TO THIS NEW EXPERIENCE?

If you're an existing subscriber to ENGAGE ADVANCED or COMPLETE, and also CONNECT, you'll receive a chance to update your app starting December 1st for FREE. After you install the update, you'll see a new agent tab in your CONNECT client with Status/Presence Sync enabled. If you're not yet a customer of CONNECT or ENGAGE, now is the perfect time to get started!

## HOW MUCH DOES THIS COST?

If you're already an existing subscriber to CONNECT, and either ENGAGE ADVANCED or COMPLETE, the functionality is already included in your subscription. If you're not yet a customer of CONNECT or ENGAGE, contact your sales representative to learn how.

## HOW DO I KNOW IF THE SINGLE PANE OF GLASS (CONNECT WITH ENGAGE) EXPERIENCE IS RIGHT FOR ME?

Ask any Supervisor, what would increase their team's productivity? A simplified and more efficient User Experience with access to internal resources, when they need it most, will top the list.

The new unified experience is perfect for businesses that:

- › Want to enable great employee collaboration and customer voice communications through a single application
- › Additional customer communication channels (chat, email, SMS) that are inclusive with the ENGAGE COMPLETE package or as an add-on to the ENGAGE ADVANCED package will operate through the standalone ENGAGE Contact Center Agent (CCA) application and support full Status/Presence Sync with CONNECT. ETA for Single Pane of Glass between CONNECT and ENGAGE COMPLETE (specifically with the additional communication channels of chat, email, SMS) is Spring 2022

## WE CURRENTLY USE THE STANDALONE ENGAGE APPLICATION. CAN WE STILL USE ONLY THE STANDALONE ENGAGE APPLICATION?

Yes. You may continue to use the ENGAGE CCA application for Over-the-Top connectivity with 3rd party telephony services and PBX's or with CONNECT and attain the benefit from the full Status/Presence Sync with CONNECT.

## HOW DO THESE FEATURES DIFFER FROM UNIVERGE BLUE CONNECT CALL CENTER?

The new unified experience upgrades the customer communication experience for frontline users. It creates a dedicated tab whereby frontline users can:

- › Log in as agents to manage inbound and outbound customer calls
- › View queue information and identify where they're needed most
- › View their personal stats to gauge their performance

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Businesses also benefit from the new unified experience:

- Better employee coordination across workstreams using contact center status and unified communications presence synchronization
- Access to Advanced Voice Interaction Handling capabilities within CONNECT including:
  - Dial-out
  - Automatic Scheduled Dial-out Campaigns
  - Inbound Voice Interactions
  - Callbacks
  - Relevant Caller Information
  - Call Classifications

To use the new unified experience, you must subscribe to either ENGAGE ADVANCED or COMPLETE which is how you get access to advanced call capabilities along with other features like skills-based routing, dynamic notifications, and much more.

## **WE USE CONNECT CALL CENTER ALREADY IN CONNECT. WHAT HAPPENS IF I WANT TO UPGRADE TO ENGAGE ADVANCED OR COMPLETE TO GET THIS UNIFIED EXPERIENCE?**

You will still have access to the features in CONNECT CALL CENTER but will also have access to more advanced customer experience capabilities.

## **I HAVE SOME FRONTLINE USERS TRAINED FOR VOICE AND OTHERS TRAINED FOR CHAT AND SMS. CAN I HAVE ONE SKILLED FOR VOICE CALLS WORK IN CONNECT AND THE OTHERS IN THE STANDALONE ENGAGE APPLICATION? WHAT ISSUES WOULD THERE BE FOR THAT?**

That is totally fine. There won't be any issues doing that.

## **WHERE CAN I GO TO LEARN MORE ABOUT THIS?**

Please reach out to your NEC authorized representative, or call 888.632.7003, or contact us online at:

<https://www.univergeblue.com/get-in-touch>

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