



COMPANY MESSAGING

TAKE BUSINESS TEXTING TO THE NEXT LEVEL

Increase customer satisfaction by giving customers a convenient way to communicate with your business. 90% of customers prefer text messages over direct phone calls (source). UNIVERGE BLUE CONNECT Company Messaging enhances customer interaction by enabling the ability to send and receive rich text (SMS) and picture messages (MMS) to and from your main company or toll-free phone number.

COMPANY MESSAGING IS INTEGRATED WITH CONNECT

CONNECT Company Messaging lets CONNECT admins easily create specific groups of one or more users to send/receive messages from a main business phone number - all within the CONNECT desktop and mobile applications. With CONNECT Company Messaging, businesses can also categorize phone numbers to make it easier for employees to quickly understand the context of the messages (for example, you can title a CONNECT Company Messaging group as "Sales" or "Support") to communicate more effectively.

This CONNECT add-on feature improves communication efforts with customers by providing fast and customized

responses. The interface is integrated into the CONNECT application making it easy for your employees to use and understand. With CONNECT Company Messaging, your customers now have a way to get instant responses via SMS/MMS directly from subject matter experts within your company.

UNIVERGE BLUE CONNECT Company Messaging gives your customers what they want...a convenient way to communicate with your business.

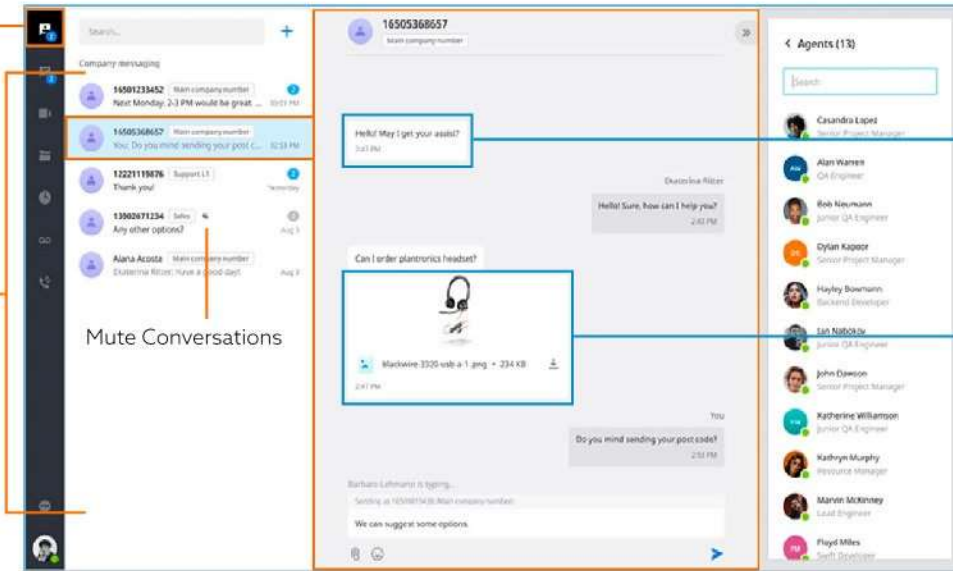
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EASILY MANAGE CUSTOMER TEXT MESSAGES WITH CONNECT COMPANY MESSAGING

Company messaging conversations are under a separate tab in the left panel of the CONNECT desktop app.

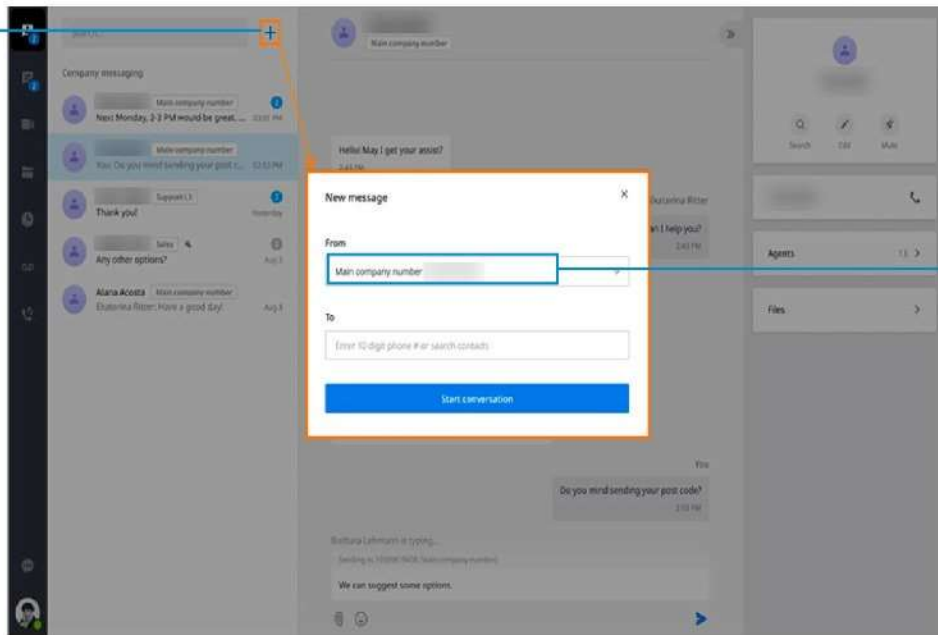
See SMS threads for all company messaging groups that are accessible. View historical company conversations.



Ability to receive/send SMS

Ability to receive and send MMS attachments

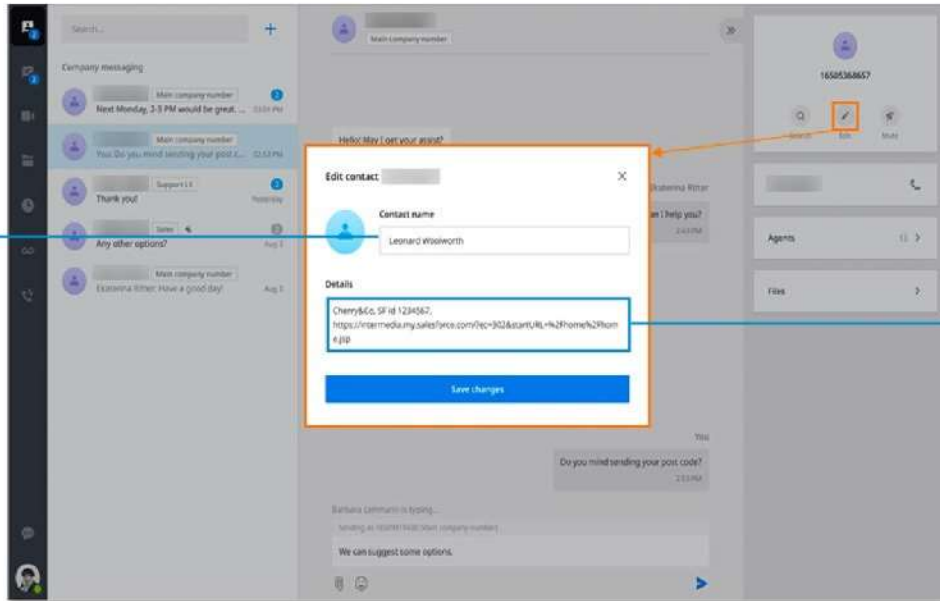
Start a new SMS conversation with any US or Canada number, or a saved contact.



Choose a company number from which to send a message. Each number can be named: Main Company Number, Sales, or Support.



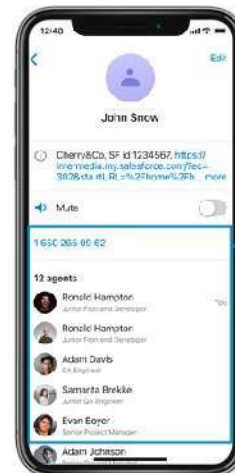
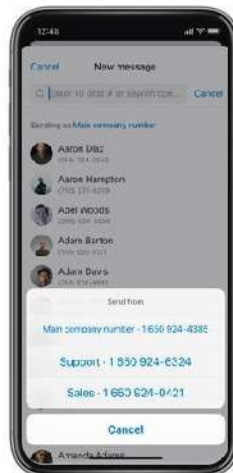
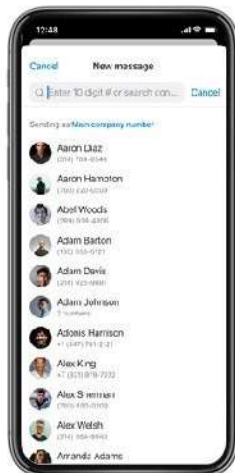
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After a conversation is started, the contact number can be saved as a contact name.

Save special details about the contact or conversation.

See company messaging conversations within the Messages tab in UNIVERGE BLUE CONNECT Mobile (iOS and Android) apps.



Share a group chat between several internal users to one external customer DID (personal phone number).



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HOW IS CONNECT COMPANY MESSAGING DIFFERENT FROM STANDARD SMS (TEXTING) WITHIN THE CONNECT APPLICATION?

CONNECT is already set up to communicate via SMS (texting) and MMS (pictures) from within the CONNECT application from a user's personal business number. This is considered person-to-person texting. CONNECT Company Messaging is SMS and MMS communication from a company's main business number or toll-free number. This allows customers to receive immediate and informed responses from an individual or a group of individuals tied to that CONNECT Company Messaging number. Both standard SMS and Company Messaging are bound to an acceptable use policy.

SMS ACCEPTABLE USE POLICY

NEC's UNIVERGE BLUE CONNECT business texting feature allows users to send and receive SMS (text) messages through the CONNECT Desktop and Mobile application to and from U.S., Puerto Rican and Canadian numbers.

NEC's UNIVERGE BLUE CONNECT SMS service (including Company Messaging) has been designed and provisioned for person-to-person messaging (that is, two-way messaging whereby nearly all messages you send out typically receive a reply). If you plan on using SMS for broad-based outbound campaigns (such as bulk sales/marketing communications, collections efforts, billing/delivery notifications or alerts, appointment notices, and reminders, etc.), whereby you are sending out repeat messages that typically receive a small fraction of replies, you are required to check with your administrator that your account has been registered for these types of uses to prevent your messages being blocked by carriers.

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