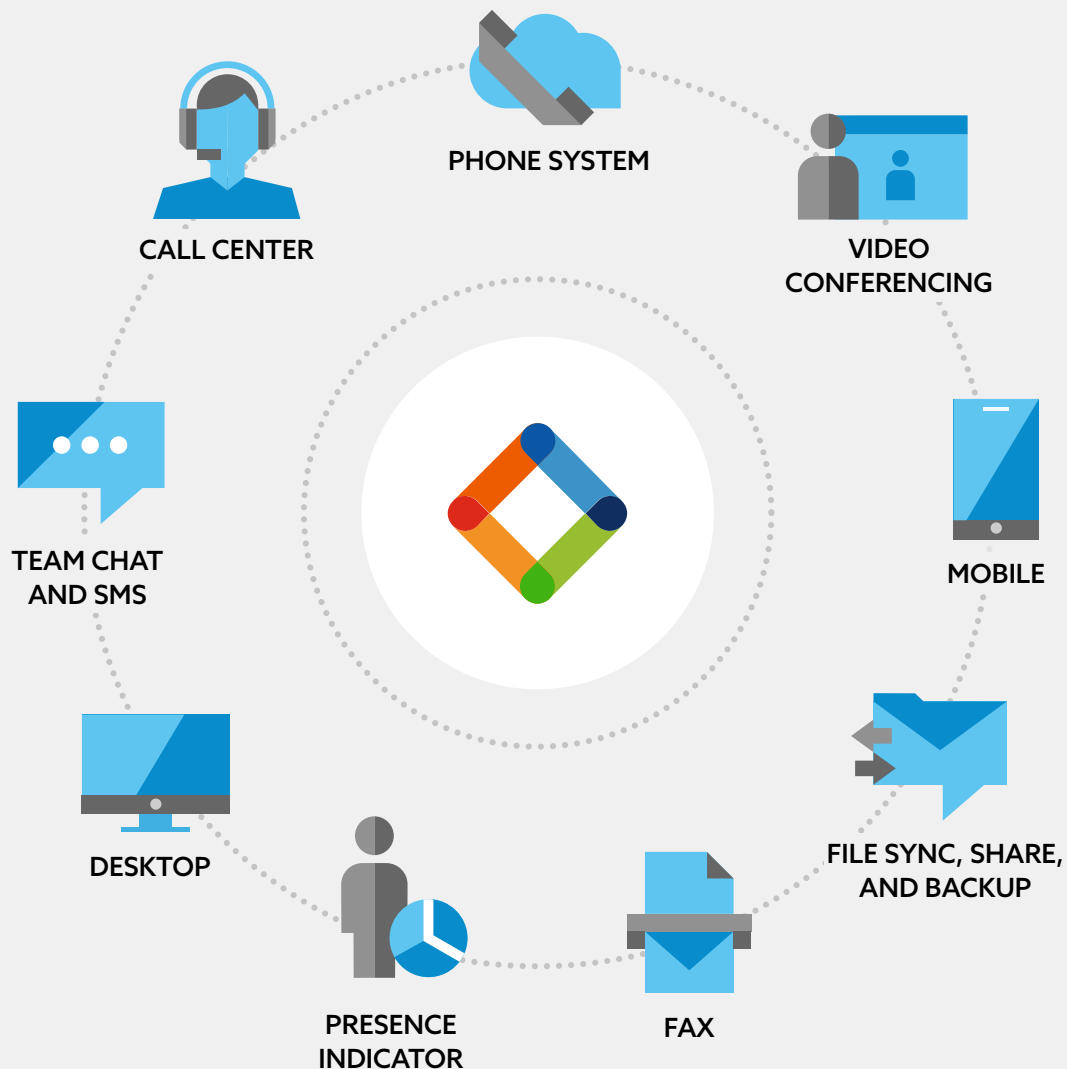**PTS**

UNIVERGE BLUE®
CONNECT

Take your business to the next level with
fully integrated unified communications

UNIVERGE BLUE® CONNECT

UNIVERGE BLUE CONNECT is an easy-to-use cloud-based communications platform that helps employees to be more productive and collaborative. It includes a full-featured phone system combined with chat, web/video conferencing, basic contact center functionality, and file sync, share, and backup capabilities.

CALL CENTER

PHONE SYSTEM

VIDEO CONFERENCING

TEAM CHAT AND SMS

MOBILE

DESKTOP

PRESENCE INDICATOR

FAX

FILE SYNC, SHARE, AND BACKUP

UNIVERGE BLUE CONNECT
PLATFORM OVERVIEW

PHONE SYSTEM

> Cloud-based phone service with 100+ enterprise grade calling features and excellent network call quality and uptime[1]

> System configuration and call reporting are managed from a single web-based portal

> Protect your business and increase employee productivity with built-in Spam Caller Protection

MOBILE

> The CONNECT Mobile App makes any smart phone an essential collaboration tool

> Extend your desktop phone number and extension to your mobile phone

> Place and receive calls, send chats and text messages, see who is available, and manage voicemail – anytime, anywhere

> Sync contacts from popular third -party platforms (Microsoft 365®, Google, and more) to your desktop and mobile device

DESKTOP

> The CONNECT Desktop App empowers employees with the flexibility to communicate the way that works best for them

> See who is available, send chats and text messages, place and receive calls, share screens, start video calls, share files, view and manage voicemails–all from a single application

> Use desktop application to place and receive calls or as a call controller for your associated desk phone or as a soft phone from your PC or Mac®

> Sync contacts from popular third -party platforms (Microsoft 365, Google, and more) to you desktop and mobile device

VIDEO CONFERENCING

> Face to face meetings via HD video eliminate unnecessary travel and empower teams with remote members to be more productive

> Establish a personal connection with customers and business partners, and improve internal communication between offices

> Host web meetings using slides, or screen-sharing with up to 100 HD video presenters and up to 200 web attendees (number of video presenters & attendees varies by plan)

> Emojis allow attendees to react to content being presented and keeps the meeting more interactive

> Access to advanced features like automatic meeting lock, virtual backgrounds, meeting transcriptions, and more

REMOTE OFFICE

> NEC's CONNECT preconfigured phones can be plugged into any location that has an internet connection

> Remote desk phones work exactly the same way as they do in the office, with access to all the same features and functionality as everyone else in the company

1. Available for UNIVEGE BLUE CONNECT licenses

UNIVERGE BLUE CONNECT
PLATFORM OVERVIEW

PHONE
> CONNECT phones[1] are plug and play, delivered pre-configured to work seamlessly
> No special setup or technician required

VOICEMAIL
> CONNECT voicemail can be managed and accessed according to user needs
> Listen and manage from the desktop phone, or through the mobile app
> Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
> Voicemail can be received or forwarded as a downloadable email attachment

PRESENCE INDICATOR
> NEC's CONNECT desk phones and applications include presence – the ability to see whether your company contact is available, or busy on the phone
> Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
> CONNECT desktop and mobile apps display presence information alongside each contact in the Active Directory

FAX
> UNIVERGE BLUE WEBFAX is a 'virtual' fax service that allows users to receive and manage faxes via the web or email
> Transmits faxes directly from a Windows®-based PC
> Senders simply dial the WEBFAX number from their fax machine, as they normally would

TEAM CHAT
> Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more in real-time
> Use direct chat to communicate with an individual colleague
> Use private and public channels to discuss specific topics in groups
> Send and receive unlimited text messages across US, Canada, and Puerto Rico[2]
> Access advanced collaboration features like @ mentions, search in chat, replies, rich text editor, and more
> All messages automatically sync across mobile and desktop apps, and are securely encrypted in transit and at rest

FILE COLLABORATION
> Up to 200GB per user (pooled) of UNIVERGE BLUE SHARE file storage included[3]
> Access files from desktops, laptops, smartphones, tablets, file servers, and the web
> Full control over files, users, devices, and sharing activities

1. Available for UNIVEGE BLUE CONNECT licenses.
2. Available in North America for UNIVERGE BLUE CONNECT licenses only. Must be enables by business administrator.
3. Storage varies based on UNIVERGE BLUE CONNECT licenses.

UNIVERGE BLUE CONNECT
PLATFORM OVERVIEW

FILE BACKUP
> SHARE provides real-time backup of all files, mobile photos, and videos
> Point-in-time file restoration for quick recovery from ransomware and other types of data loss
> Share files with other users and co-edit in real-time for Microsoft Office 365® Users

CALL CENTER (VOICE ONLY)
> Built right into CONNECT PRO and PRO PLUS packages, delivering a single pane of glass for all your customer interactions
> Smart Greetings announces to callers the number in queue along with estimated wait time
> Automatically connects callers to the next available agent when all agents are busy with calls
> Routes calls to organized departments such as sales, customer service, or technical support
> Enhanced supervisor calling abilities: monitor, whisper, and barge
> Real-time dashboards with calling statistics for desktop or wall board display
> Supervisor Reporting: Real-time, historical, and graphical reports
> Doubles the hunt group call recording storage that comes with CONNECT (from 100 hours to 200 hours)
> Pre-built integrations
> Available for CONNECT ESSENTIALS package as an optional add-on

UNIVERGE BLUE MEET WEBINARS (OPTIONAL ADD-ON)
> Promote on-line webinars with custom invitations, registration pages, and email reminders – all included in one complete webinar solution
> Host webinars using slides, or screen-sharing with up to 12 HD video presenters and up to 1,000 attendees
> Launch quick-polls, share results in real-time, and gauge audience reactions to your content with emojis
> Generate detailed reports and follow up with emails and surveys to attendees down the purchasing funnel

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2. Available in North America for UNIVERGE BLUE CONNECT licenses only. Must be enables by business administrator.
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UNIVERGE BLUE CONNECT
BENEFITS TO YOUR BUSINESS

INCREASED PRODUCTIVITY

CONNECT makes a more productive workforce
> Allows a user's mobile devices to interact seamlessly with the corporate phone system
> Virtually anywhere, anytime, and on any device – creates a more flexible workforce
> Transcribes voicemail messages to text and/or email, allowing for more efficient voicemail management
> Integrated chat and SMS[2], video conferencing, screensharing, file sharing, file backup, and integrations extends reach and facilitates collaboration

LOWER COSTS

No phone system hardware to buy, install, manage, upgrade, or replace
> Reduces infrastructure and operating costs with no additional hardware to buy
> Consolidates voice and data onto one network
> Flat, per-user rates with no extra or hidden fees
> 100+ enterprise grade calling features included in the service[1]

HIGH RELIABILITY

The CONNECT voice network is purpose-built for reliability
> 99.999% financially-backed uptime SLA
> VoIP tests help ensure a reliable connection and high voice quality
> Redundant East/West data centers increase reliability and reduce latency

SIMPLIFIED SCALING & MANAGEMENT

CONNECT scales according to the needs of any business
> Order service according to the number of users; no guessing number of lines needed
> Ordering additional service is easy & can be done online; no technician or special expertise required
> Scales to a large number of users per business
> Manage service and features using user-friendly UNIVERGE BLUE CONTROL PANEL
> Gain insights on CONNECT services with the Service Adoption Dashboard to get the best value out of your cloud communications solutions

BUSINESS CONTINUITY

Never miss an important business call
> CONNECT automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)

ENHANCED CUSTOMER EXPERIENCE

> Basic call center functionality included in CONNECT PRO and PRO PLUS packages
> Option to add UNIVERGE BLUE ENGAGE ADVANCED and COMPLETE Contact Center at any time
> Contact Center delivers more responsive, informed, and positive customer experiences
> Plans for businesses of all sizes, industries, and levels of sophistication

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1. Available for UNIVEGE BLUE CONNECT licenses.
2. Available in North America for UNIVERGE BLUE CONNECT licenses only. Must be enables by business administrator.

UNIVERGE BLUE CONNECT FEATURES
WHAT'S INCLUDED

EACH USER RECEIVES

> Local phone number with unique extension
> Ability to have up to five endpoints
> Inbound/Outbound Caller ID
> WebFax
> Voicemail box with transcription services
> Team Chat and Messaging
> Mobile App & Desktop App

EACH ACCOUNT RECEIVES

> Centralized management of all locations
> Auto Attendant with a direct inward dial phone number
> Ability to configure up to ten hunt groups per account
> Conferencing: 200 toll-free minutes/month
> Active directory integration for easy configuration of users
> Hunt Group reporting
> Enable/Disable call recording
> Spam Caller Protection

UNIVERGE BLUE®
EXTEND

UNIVERGE BLUE EXTEND is an integrations platform that connects powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce®, and more – driving higher productivity and increasing customer retention at no heavy cost.

salesforce

slack

ORACLE® NETSUITE

sugarcrm

Microsoft Dynamics 365

Office 365

Outlook

Microsoft Teams

zendesk

G Suite

servicenow

UNIVERGE BLUE® CONNECT CRM SCREEN POPS

UNIVERGE BLUE
EXTEND API PLATFORM

The EXTEND API platform allows you to integrate the features of our voice, video, contact center, and analytics services into business applications (CRMs, ERPs, Ticketing Systems, etc.). Developers can leverage EXTEND APIs to build custom solutions to meet your specific business needs.
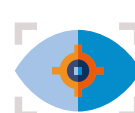
BENEFITS FOR YOUR BUSINESS

Increase Productivity
Improve employee and customer experiences by enabling communication capabilities in everyday business apps.

Better Customer Experience
Access relevant customer data at the right time to deliver a more personalized experience.

Access Critical Data
Add employee calling and communication data to your business reporting tool(s).

HOW IT WORKS

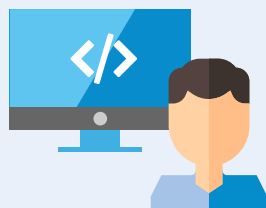**UNIVERGE BLUE® CONNECT**

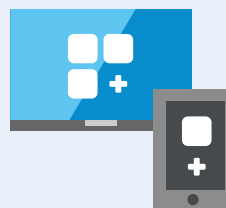VOICE · MEETING · ANALYTICS · CALL CENTER · ADDRESS BOOK

Developers use assets to build custom solutions to meet business needs.

End users access solution in apps & websites.

UNIVERGE BLUE TELEPHONES
A VARIETY OF MODELS

With over 120 years of experience in telephones and communications systems, NEC has paired some of our best desktop telephones with UNIVERGE BLUE.

DT930S
Touch panel
color display

DT930S
Self-labeling with
color display

DT920S
6 button phone
with greyscale display

IP DESKTOP TELEPHONES
> Choice of two DT930S models, one with touch screen and the other self-labeling, plus the DT920S 6-button
> User friendly interface makes all of them ideal for public and business usage
> Affordable and cost effective phones to suit all your business needs
> Software upgradeable, eliminating the need for new hardware
> Built-in Gigabit Ethernet comes standard on the DT930S (touch & self-labeling) and DT920S 6-button

UNIVERGE BLUE CONNECT
USER FEATURES

PHONE FEATURES

> Call Forward
> Call Hold
> Call Recording
> Call History
> Call Transfer
> Call Waiting
> 3-way Calling
> Do Not Disturb
> Extension Dialing
> Configurable Ring Options
> Voicemail
> Administrator Password
> Named Ring Groups
> Page all Phones
> Call Park
> Inbound Caller Name
> Call Flip
> Configurable Line Keys
> Speakerphone
> On-Hook Dialing
> Remote Line Key
> Transfer to Voicemail

SYSTEM FEATURES

> Voicemail with Transcription
> Auto Attendant
> Caller ID

> Custom Hold Music & Greetings
> Direct Inbound Dialing (DID)
> Call Flip
> Conference Bridge
> Hunt Groups
> Hunt Group Call Reporting
> Advanced Hunt Groups
> Email and SMS Notifications
> Busy Lamp Field/Call Presence

CALL CENTER WITH CONNECT PRO & PRO PLUS LICENSES

> Admin Portal
> Supervisor App
> Real-Time Agent Status
> Inbound Voice Channel Queues
> Automatic Call Distribution (ACD)
> Position in Queue & Estimated Wait Time Messages
> Time Messages
> Supervisor Functions (Monitor, Whisper, Barge-in)
> Real-Time, Historical & Graphical Reports
> Real-Time Dashboards
> Pre-Built Integrations (Dynamics, Salesforce, Zendesk, Slack, and more)
> Available for CONNECT ESSENTIALS package as an optional add-on

UNIVERGE BLUE CONNECT
MOBILE AND DESKTOP APPLICATIONS

UNIVERGE BLUE CONNECT
MOBILE APPLICATION

This powerful mobile application transforms your mobile device into an essential collaboration tool, making team-work on-the-go easier than ever. See who is available, send and receive chats and text messages, place and receive calls, share screens, start video calls, and share files – all from one application. Availible for Android™ and Apple® iOS devices.

Never miss important calls
> Extend your business phone number and extension to your mobile device, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device-seamlessly, without interruption

Easily collaborate from anywhere
> Your full desktop chat and SMS history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are

Connect with all of your contacts
> Sync contacts on your mobile device from popular third-party platforms (Microsoft 365®, G Suite®, and more) to your CONNECT Apps
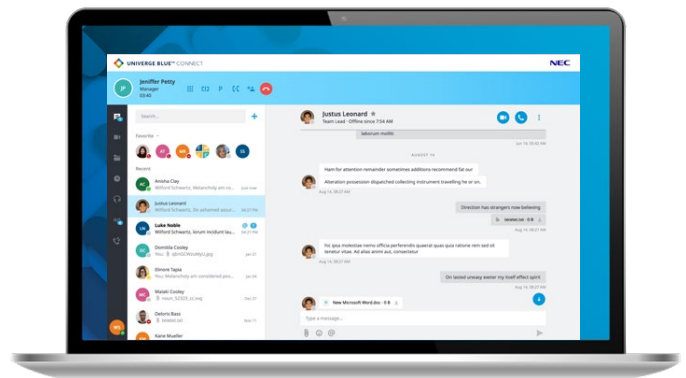
UNIVERGE BLUE CONNECT
DESKTOP APPLICATION

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send team chats and text messages, place and receive calls, share screens, start video calls, and share files – all from one application. Available as a downloadable app for PC or Mac®.

Communicate your way
> Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®

One application for collaboration
> One place to see the availibility of coworkers, place a phone call, send chats and text messages, and launch a video conference

Stay connected on-the-go
> With the CONNECT desktop and mobile applications, you take your contacts, files, and conversations with you – wherever you are
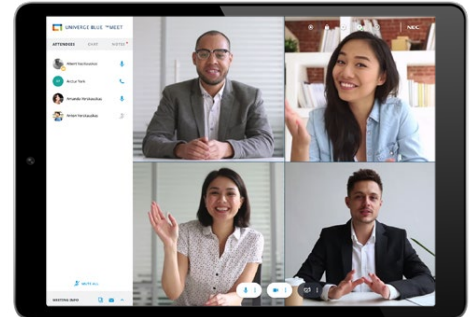
UNIVERGE BLUE® MEET

UNIVERGE BLUE® MEET WEBINAR

VIDEO CONFERENCING & SCREEN SHARING

UNIVERGE BLUE MEET is an easy-to use, reliable video collaboration tool.

> **HD video conferencing:** Face to face meetings eliminate unnecessary travel and empower teams with remote members to be more productive
> - Includes a conference dial-in number, and custom URLs for meetings

> **Screen sharing:** The computer desktop can be shared in real-time, improving collaboration and speed of decision making

> **Screen annotation:** Meeting participants can call out important points on a shared screen during a meeting

> **Emojis**: Gauge attendees reactions to content being presented

> **Web participants per plan:** ESSENTIALS up to 4; PRO up to 100 and PRO PLUS up to 200

> **Video panel participants**: ESSENTIALS up to 4; PRO & PRO PLUS up to 100

UNIVERGE BLUE MEET WEBINARS (OPTIONAL ADD-ON)

Makes reaching out to customers and telling your story easier.

> Presenters can use video, audio, and screen sharing to market products and services to audiences anywhere

> Helps build personal connections, engagement, and trust by simply allowing attendees to see the presenter in real-time and engage through Q&A, emojis, and live polls plus more

> Reach a broader audience and grow your business with an easy-to-use service that connects and engages anyone, on any device, from anywhere
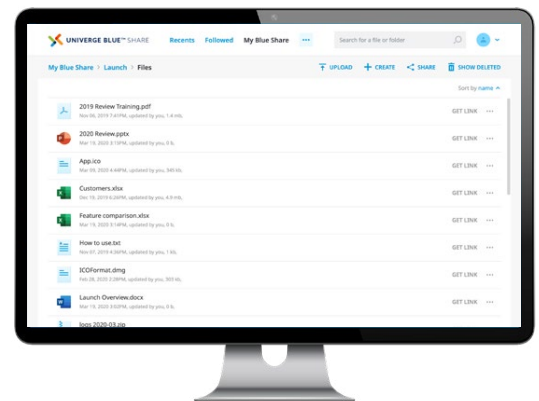
UNIVERGE BLUE® SHARE

FILE SHARING & SECURITY

File sync and share with backup for desktops, mobile devices, and file servers.

> The most current version of files from any device

> Easy and secure file sharing

> Reduced downtime from ransomware and other types of data loss

> Full control over files, users, devices, and sharing activities

> Integration with Windows file server, Active Directory, Outlook®, Office®, and Microsoft 365®

> CONNECT packages include 5GB/user (pooled) for ESSENTIALS, 50GB/user (pooled) for PRO, and 200GB/user (pooled) for PRO PLUS

UNIVERGE BLUE®
ENGAGE

Improve your customer interactions with UNIVERGE BLUE ENGAGE ADVANCED and COMPLETE, a highly reliable, secure, and full-featured customer experience solution that can be up and running in days, not months.

NEC's ENGAGE agent desktop app streamlines the management of incoming calls to help reduce response times and improve service quality for more satisfying experiences. The agent desktop and web application is a customizable single pane of glass for voice, chat, email, and SMS queues and can support agents in a single and multi-site contact center or remote locations.

FOR CUSTOMERS
- Voice, Chat, Email, and SMS Queues
- Speech Recognition Integration
- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Automatically connects callers to the next available agent. Places callers on hold when all agents are busy with calls
- Routes calls, chat, emails, and SMS to organized departments such as sales or support, agent based on specific skillset or geographical preference

FOR FRONTLINE USERS
- Desktop & Web Application – single pane of glass for voice, chat, email, and SMS queues
- Structured, consistent feedback via Evaluator
- Screen recording
- Outbound Voice capabilities & outbound dialer (power dialing add-on)
- Queued Callbacks and Voicemails make for structured, efficient follow-ups
- Custom Agent Status
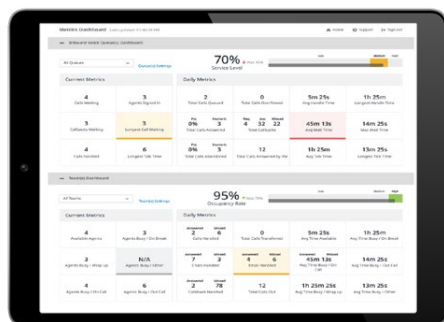
1. Desired channels (E-mail & SMS) add-on sold separately.
2. Require professional services.

FOR SUPERVISORS
- Evaluator empowers supervisors to review, score, and provide feedback on agent-customer interactions
- Desktop & Web Application
- Enhanced supervisor calling abilities: monitor, whisper, and barge
- Supervisor Reporting: Agent/Group Activity Reporting; Historical Reporting; call queue and active call reports; Report Scheduling

FOR ADMINISTRATORS
- Dynamic Notifications, for outreach campaigns via voice, email, & SMS[1]
- Schedule Manager helps optimize your workforce and balance staff resources against demand
- Custom CRM Integration[2]
- Custom WFM Integration[2]
- Custom IVR Integrations & Self-service applications (DB Data Dips, Intelligent Routing, Payment IVRs, etc.)[2]
- Real-time calling statistics dashboard for desktop or wallboard display
- Customizable Interactive Voice Response (IVR) helps direct your customers to the right agent or information using their voice
- Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc.
- Outbound Dialer with voice & blended channel queues (add-on)
- Real-Time Customizable Threshold Alerts
- Emergency Queue Bulletins
- Post-Call Surveys
- Text-To-Speech
- Call Scripting
- Elastic Demand Support, up to 50%

\Orchestrating a brighter world   **NEC**

OVER
$29 BILLION
REVENUE

#1
SMB & ENTERPRISE
COMMS WORLDWIDE

LEADER IN
BIOMETRICS

75 MILLION
GLOBAL USERS

125+
COUNTRIES

TOP 100
GLOBAL INNOVATORS
(THOMSON REUTERS)

GLOBAL 100
MOST SUSTAINABLE
COMPANIES IN THE WORLD
(CORPORATE KNIGHTS)

RECOGNIZED
AS A LEADER
BY FROST & SULLIVAN
IN ENTERPRISE
COMMUNICATIONS
TRANSFORMATION

107,000
TEAM MEMBERS
WORLDWIDE

4,000+
CHANNEL
PARTNERS

About NEC Corporation – NEC Corporation is a leader in the integration of IT and network technologies that benefit businesses and people around the world. By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 120 years of expertise in technological innovation to empower people, businesses and society.

For further information please contact NEC Corporation of America or:

∙PTS

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