UNIVERGE BLUE® ENGAGE

ENHANCING
CUSTOMER EXPERIENCE

SCHOOLS & UNIVERSITIES

In the education vertical, hundreds or thousands of students, alumni, donors, parents, and of course staff all need to be kept connected and in the loop.

These interactions take place across multiple channels, with varying levels of urgency. In addition, external events sometimes require the ability to pivot these processes quickly, and at scale.

UNIVERGE BLUE ENGAGE Contact Center plays a central role in meeting the diverse interaction and communication requirements in this space. With seamless on-demand scalability, dynamic outbound communications, customizable queues, omni-channel communications, and extensive reporting capabilities, it's no surprise that this is a proven solution for learning institutions across North America.

EDUCATION CHALLENGES:

> Distributed campus locations and multiple phone numbers
> Seasonal fluctuations in contact center staffing and also in call volumes
> Assist the organization with recruiting and seeking donations
> On-premise contact centers not suited to most educational facilities
> Accurate routing of calls from students, alumni, staff, and donors is crucial – avoid frustration, maximize efficiency
> Accommodate student, alumni, and donor preferences for communication
> Rapidly communicate important changes, planned or unplanned
> The MS suite is widespread in education, and Contact Center software must integrate while addressing gaps

UNIVERGE BLUE® ENGAGE
ENHANCING PATIENT EXPERIENCE

UNIVERGE BLUE ENGAGE CONTACT CENTER OFFERS:

> Greatly condense the DID "collection" and add structure behind the numbers, with branching IVRs and queues

> Easily scale up and down, with month-to-month plans and minimal or no hardware costs to accommodate changes; rapidly spin up new seats as needed

> Implement scheduled dialouts and/or Dynotes campaigns, with provided agent scripting and extensive back-end metrics

> Contact Center allows for deployments that are entirely remote, from any location or set of locations

> Offer self-service options that ask for identification, then offer clear paths for students, faculty/department (e.g. IT), alumni, common questions, and more

> Omni-channel and digital channel capabilities address the majority of use cases

> Reach the entire student body in the span of only a day using the powerful Dynotes tool

> The product integrates nicely with the MS stack while addressing a range of functions and use cases not currently served or even contemplated by MS

Americas (U.S., Canada, Latin America)
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