

User-friendly solution for demanding multi-media customers

UCB Contact Centre: TouchPoint

Multi-media made easy

Create a seamless experience for your customers regardless of how they contact you. UCB Touchpoint's new enhanced graphical interface streamlines your users experience also!



UCB TouchPoint Uses & Business Benefits

- > **Improve your customer service** – Skills-based routing means callers experience quicker, more efficient service
- > **Measure and manage your team** – Improve their performance on a daily basis through call activity tracking and reports
- > **Keep your customers satisfied** – The Callback feature means customers who are unable to hold can leave a message and receive an automated call back – when it's convenient for them
- > **Maximise Profit with Outbound Contact:** Balance out the periods of low inbound call traffic by delivering a blend of inbound/outbound calls to agents depending on their skill-set, availability, and time of day
- > **Offer customers a variety of media types** – Multimedia Queuing delivers all your communications to your agents in the familiar way calls are delivered and prioritized
- > **Motivate your team** – Dynamic wallboards encourage healthy competition between agents with performance levels displayed in real-time

Today's customer expects to be able to communicate with your business in their own time in whatever way they choose. The increase of online ordering and reduction in telephone enquiries means a contact centre needs to adapt quickly.

UCB Touchpoint provides you with all the tools necessary to make each interaction between your customers and your business quick and easy.

Between improved response times, reduced abandon rates, lower operating costs, and increased revenues, you will help generate a rapid return on your investment.



At a Glance

- > Powerful inbound & outbound multi-media solution
- > Enhanced user-friendly graphical interface
- > Cost-effective, scalable solution for 5-400+ users



Key Features

CT Control

Allows managers to maximise the efficiency of their contact centre by giving them control over the delivery of all phone, email, fax and web initiated requests.

Advanced Automatic Contact Distribution (ACD)

Using incoming Calling line identification (CLID), UCB Contact Centre determines where the contact originated and searches the database for a match.

If a match is found, the customer and their records can be automatically placed into priority queues, or sent to the agent who last dealt with the caller. Other examples include sending key customers, or other priority callers, to the front of the queue for faster service.

Skills-based routing

Matching customers with the agents best equipped to help can increase satisfaction for both parties. Customers receive better service and highly skilled agents feel valued. Contacts can be routed to take advantage of a wide range of agent abilities including:

- > Special knowledge of a product or service
- > Experience with the customer
- > Special ability to close sales or resolve service problems
- > Language ability
- > Geographic location

A single agent may have multiple skills. Advanced routing systems enable companies to write rules to manage the complex priorities involved when customer satisfaction depends on the right mix of speed, skill and efficiency.

Screen-pops

Agents are provided with screen-pops with incoming calls. These present essential information including caller name and phone number, the queue the call is coming from, wait time, and any special notes if available.

Key Feature: Outbound Dialer

UCB TouchPoint's Outbound Dialer enables automated outbound dialing straight to agents / users, working intelligently during quiet periods.

- > Calls to agents depending on their skill-set, availability, and time of day
- > This can work via two methods: Preview – presented to agents to dial, or Power – dials automatically for agents
- > Reference campaigns can be loaded via csv or dynamically from a database



Custom Announce

Reduces abandoned calls by providing callers with updated messages of their position in the queue.

The built-in Auto Attendant also ensures they are put through to the most appropriate agent based on the info they have previously provided, eg their customer reference number.

Callback

Allows contact centres to give their callers a choice - offering the option of an automated callback, eliminating the frustration of waiting in a queue. Callback also reduces the costs associated with callers holding on inbound free-phone numbers.

IVR

Enables callers to use their touch tone telephones to request information. Callers can perform routine transactions and receive the information they require without the need to interact with a live agent, eg. ordering a parcel pickup from a delivery company.

IVR can relieve live agents of routine work, increase productivity and boost customer satisfaction.

Process Automation

Improves an organisation's efficiency and productivity by automating time consuming, mundane manual processes.

- > **Customer Service Automation:** Automate outbound and inbound calling - let customers interact with the business by using a voice response system, e.g. status of an order or account balance, etc
- > **Enhanced Routing:** Route calls automatically to the right experts - create time savings and increase revenues, eg send sales calls to the reps with the highest closure rate
- > **Activity Automation:** Automate staff processes and activity flows - eliminate oversights and delays

Multimedia Queuing

Delivers all communications to agents in the familiar way calls are delivered - via a queue.

This not only allows for the fair distribution of work to appropriately skilled agents, but also allows managers to monitor and report on agent performance and response times.

Key Features Cont.

Custom Reporting

Generates business-critical reports on all aspects of call centre activity. Up to 150 different types of reports are available, Custom Reporting is also compatible with existing third party report creation software.

Call Recording

UCB TouchPoint provides complete call recording functionality including PCI compliancy with options of QMS or MyCalls Call Recorder. Contact your NEC account manager for further details.



Features Overview

Call Control Features

- > Answer
- > Answer Park Hold
- > Blind Transfer
- > Call Waiting Message
- > Cancel Transfer
- > Dial
- > Forwarding
- > Hangup
- > Hold
- > Park For
- > Park Hold
- > Retrieve
- > Supervised Transfer
- > Swap Held Calls

Voicemail Features

- > Caller greetings based on Presence status
- > Mailbox Redirect
- > Message Waiting
- > Personalised VIP call greetings
- > Record Conversation

UCB Features

- > Advanced Caller ID features
- > Agent Display First Name on Phone (Agent ID)
- > Agent Alerts
- > Alerts on Phone Display (Queue)
- > Auto Answer
- > Call Forward
- > Callback Resolution via Phone
- > DNIS - dialled number & name displayed on phone
- > Executive Mobile
- > Intrude on a monitored call
- > IP Hotdesking
- > Mode Change via the Phone
- > Mode Group
- > Monitor Agent
- > Multiple Call Handling (MCH)
- > Normal Park

NEC Platform Support

SV9100 > Ideal for 5-100+ users*

UNIVERGE 3C > Ideal for 5-400+ users*

Powered by



*User capacity is highly modular and can be greater than these figures depending on your configuration - contact your NEC account Manager for further details

For further information please contact NEC EMEA or:

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