MYCALLS
SUITE

THE COMPLETE CALL
MANAGEMENT SOLUTION

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MYCALLS SUITE

A 'REAL-TIME' DASHBOARD FOR ALL YOUR COMPANY'S COMMUNICATIONS

THE COMPLETE
CALL MANAGEMENT SOLUTION

The complete call management solution for SV9100 and other NEC telephone systems. The MyCalls Suite is probably the most cost effective manager you will ever employ! The MyCalls suite of applications includes call management, call centre management, call recording and CTI providing real time information about every aspect of telephone use and performance.

HOW MUCH ARE MISSED CALLS COSTING

Most businesses don't even know, because you can't manage what you can't measure! MyCalls highlights every missed call – as it happens. The opportunity to call back fast means less risk of losing business and customers to your competitors.

WOULD YOUR ORGANISATION BENEFIT FROM MYCALLS?

Regardless of size, any organisation that uses the telephone to keep in touch with its customers will benefit. It's ideal for busy sales departments and helpdesks or for healthcare and other professionals – the list is endless.

GOOD REASONS TO CHOOSE MYCALLS

> Increases productivity
> Reduces costs
> Rapid return on investment
> Wins more business
> Improves customer perception & service
> Improves staff efficiency

> Aids staff training
> Helps manage & measure sales & marketing activity
> Call recording helps solve disputes
> Reduces cost of sales and increases competitiveness
> Reduces abandoned calls
> Competitively priced

MAKING CALL MANAGEMENT EASIER

MYCALLS BASIC

The entry-level version of MyCalls is included with the SV9100 for the first 12 months. It provides a wealth of valuable information, in particular, a real-time view of call activity in easy to view screen displays.

MyCalls logs every call made to and from your system, including missed or abandoned calls, which can mean dissatisfied customers and lost sales. A wealth of important information is stored about call activity, for example source and destination telephone numbers; duration of calls; time of calls; extension activity and caller waiting times.

DISPLAY

Highlights a range of call activity statistics - virtually as they happen, including cumulative daily totals of incoming, outgoing or abandoned calls and average time taken to answer calls. The display can be easily customised for business-critical call information.

LOGGING

Provides simple reports that help monitor and manage performance. For example, information about peak-time call volumes enables staff levels and trunks to be matched to customer demand.

Call Volume

Call Handling Statistics

High visual impact for key data
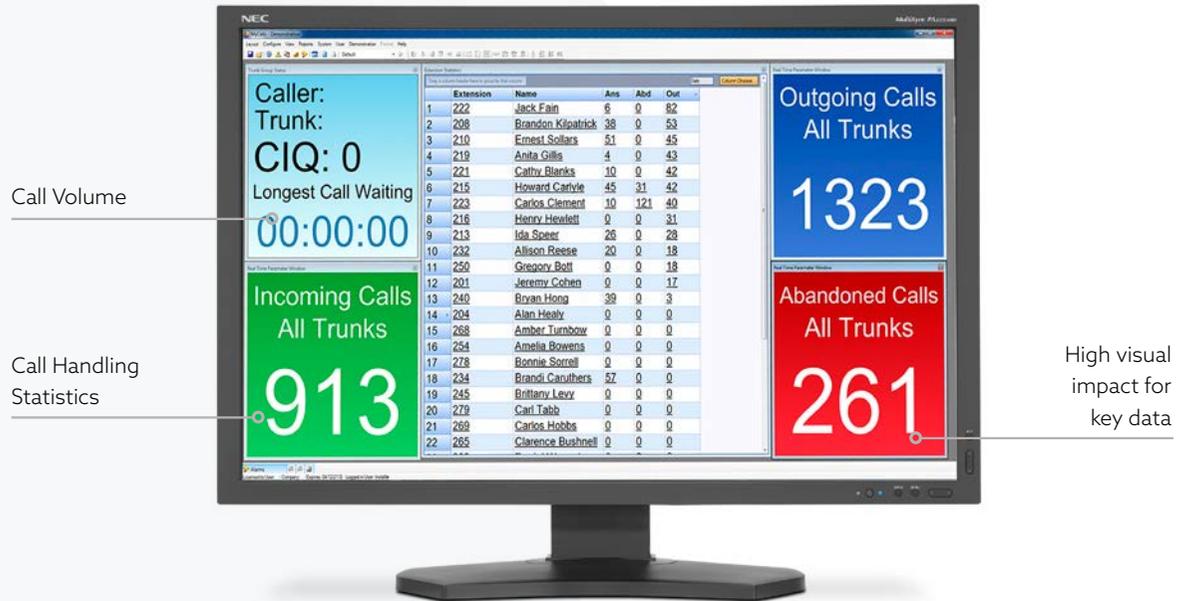
KEY BENEFITS

> **Enhance Productivit**y – Statistical data enables staffing levels to be matched to peak call volumes.
> **Control Costs** – Comprehensive information about call activity helps prioritise remedial action.
> **Target Productivity Gains** – Real-time views of daily call activity and some basic reports highlight profitable areas for investigation.

MYCALLS HELPS SAVE A BUSINESS MONEY

WIN PROFITABLE NEW BUSINESS AND DRAMATICALLY INCREASES CUSTOMER SERVICE LEVELS

IMPROVING BUSINESS PERFORMANCE ACROSS THE BOARD

MYCALLS CALL MANAGER

MyCalls Call Manager adds an extra dimension to call management and performance with an unparalleled range of user-friendly features.

Managers enjoy a real-time overview of the telephone activity of their team. This bird's eye view means individual and group productivity is easily monitored and managed and problems are dealt with straight away, e.g. calling back customers who abandoned calls, which retains customers and sales. The ability to display call performance data in real-time on a wall board increases motivation for teams and individuals.

A complete overview of call activity is presented at a glance on screen or wallboard

ALARMS

MyCalls can be programmed to alert a manager when a particular set rule has been broken. For example, if the number of abandoned calls exceeds a given threshold.

This leaves busy managers free to concentrate on their everyday tasks until an alert requires their attention and action. Similarly, call costs are reduced because alarms can be set to flag unauthorised calls, particularly to high cost premium rate numbers, international calls and to mobiles.

NEW ENHANCED REPORTING

Enjoy quicker access, more visuals, charts and drill down functionality. Reports can be scheduled or run as required to provide call costs, response times, staff performance, and levels of customer service. Sales and marketing teams can measure the response to telephone campaigns precisely; technical managers plan appropriate staff levels to handle changing call volumes and so on.

⬡ ENHANCED REPORTING FEATURES

> **Report Summaries** – A snapshot of the key reporting data
> **Drill Down Reporting** – Discover greater detail via hyperlinks
> **Charts** – Bar charts and pie charts can be displayed options
> **Un-Returned Calls Reporting**
> **Call Playback Through Reports** (MyCalls Call Recorder) – Calls recordings can be played
  back through reports
> **Customisable** – Apply your own company logo
> **Custom/Vertical Reports** – Make your own bespoke reports
> **Real-Time Windows** – Generate reports from your real-time reports/wallboards
  with up to 1 week historical reports available

⬡ KEY FEATURES & BENEFITS

> **IM (Instant Messaging)** – Internal messaging ideal for quick responses
> **Presence** – Provides a bird's eye view of your colleague's availability & status activity
> **Protect Sales Revenues** – Abandoned calls are flagged and logged enabling rapid
  customer call-back
> **Manage by Exception** – User-defined system alarms alert managers to situations
  that require their attention, as do reports on all aspects of call performance
> **Reduce Call Costs** – Unauthorised calls, e.g. mobiles/premium rate
  numbers are highlighted
> **Accelerate ROI** – Productivity gains and cost savings
  lead to more profitable operation

EVERYTHING IS GEARED AROUND USER EFFICIENCY TO CREATE A SEAMLESS CUSTOMER EXPERIENCE

# EFFECTIVE CALL MANAGEMENT ACROSS MULTIPLE SITES
MYCALLS ENTERPRISE

MyCalls Enterprise is ideal for a business or organisation which has has multiple branches located remotely. It makes it possible to gather and consolidate the information from a separate NEC Phone system at each branch.

MyCalls Enterprise can be configured to enable call activity data from different departments with similar functions, e.g. sales, to be compared at branch or organisation level, which provides opportunities for more efficient call handling and increased productivity.

KEY BENEFITS

> **Increase productivity** – Detailed call management and reporting information is provided across multiple sites simultaneously
> **Cost savings** – Larger organisations can be managed more easily from a single desktop, reducing the amount and cost of managerial time required

FRANKFURT OFFICE

AMSTERDAM OFFICE

LONDON OFFICE
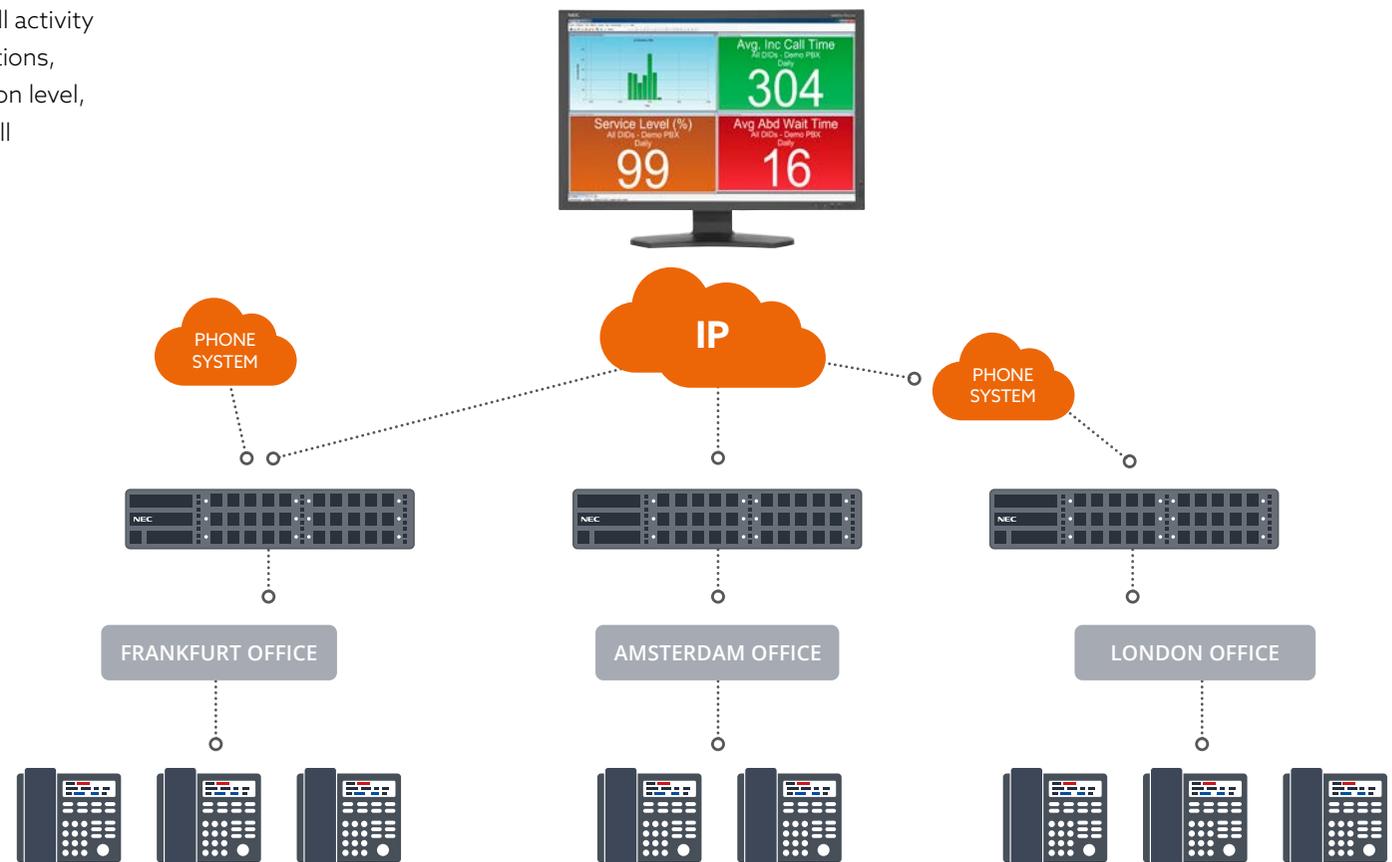
SLICK CALL CONTROL AT THE HUB OF YOUR COMMUNICATIONS

MYCALLS OPERATOR CONSOLE

For many companies the receptionist or operator plays a pivotal role in the day to day running of the business. Your receptionist often provides the first contact your customers experience, needs to be organised, professional and friendly whilst dealing with heavy call traffic.

MyCalls Operator Console makes efficient, professional call handling achievable with a highly visual interface for ease of use. Like a company dashboard, all calls are presented clearly along with Caller ID, phonebook information and any previous handling. Calls can be answered in any order, from queues, using drag and drop simplicity, while VIP callers are easily prioritised.

Presence status provide a real-time snapshots of user's availability, and calls can be directed according to their status. For larger organisations multiple operators can work simultaneously and across multiple sites.
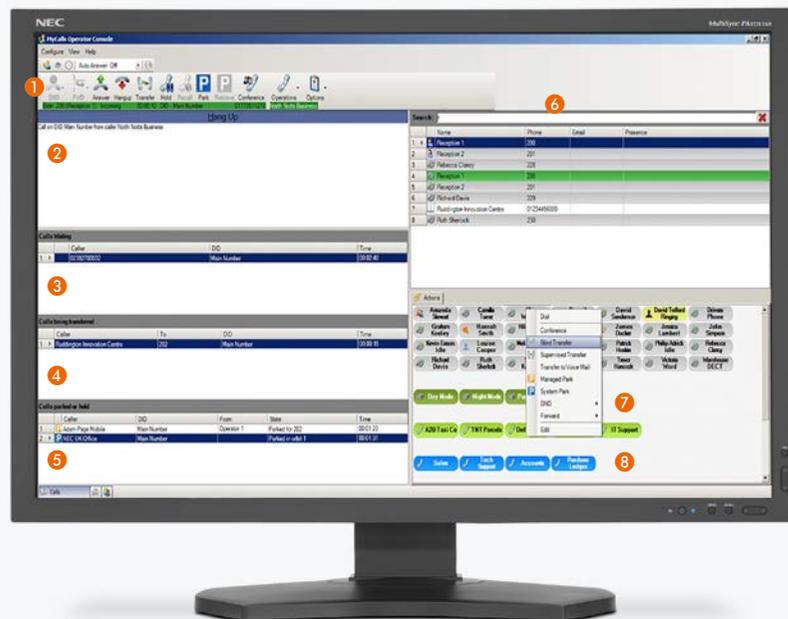
1 Call Control
2 Active calls
3 Calls Waiting
4 Transferred Calls
5 Parked Calls
6 Company Directory
7 Presence Status for all users
8 Speed Dials

KEY BENEFITS

Professional call handling for single or multiple operators.

> **Intuitive user interface** for ease of use
> **Drag & drop calls** from any number of queues
> **Presence** – ability to change other users profiles; direct calls to users based on their Presence settings
> **Wrap-up mode**
> **VIP caller** priority
> Automated **reporting**
> Click to **email/IM**

NEC

COST SAVINGS WITH SLICKER CALL CONTROL

MYCALLS DESKTOP

Transform your customer experience and call handling workflow with instant customer record screen-pops, speed dials, busy lamp fields and customisable short cuts.

PRODUCTIVITY

Productivity features like Free Dialling enable users to dial a number in any application, e.g. a website, simply by clicking on it, which reduces the incidence of misdials.

TIME MANAGEMENT

The time savings and productivity gains soon add up. Just 15 to 20 seconds per call in a busy organisation could amount to more than 40 hours a month. How much could that be worth to your business?

KEY FEATURES & BENEFITS

> **Full call control** – Real-time views of other extension activity (Busy Lamp Field) from the desktop simplifies all telephone functions & saves time on basics like dialling & call transfer

> **Presence** – Provides bird's eye view of your colleagues status and availability
> **Speeds Workflow** – Callers are identified immediately, with screen-popped access to database records for faster, warmer, more efficient service
> **IM (Instant Messaging)** – Ideal for urgent communications and quick responses
> **Action buttons** – Create your own customizable shortcuts to websites, frequently used documents, service codes and speed dials – everything you need for a call is within clicking distance!

MYCALLS DESKTOP LITE

FREE with every SV9100 – a slimmed down version of MyCalls Desktop – this offers similar functionality bar, presence and 10 as opposed to 1.000 DSS (Speed Dial & Busy Lamp Field) keys.

SCREEN-POPS

MyCalls Desktop works together with your CRM when a call is taken. Information about the caller is automatically screen-popped, significantly reducing call handling times, productivity and the customer experience. Compatible with MS Outlook and almost all other CRMs due to its flexible integration capabilities.

SIMPLE, SECURE CALL RECORDING WITH ADVANCED CALL ANALYTICS

MYCALLS CALL RECORDER

Call recording is essential for any organisation. It provides undisputable facts about every call that can be used to resolve disputes quickly and effectively, to improve customer service, to review and refine call handling performance or simply because it is a legal requirement.

SECURE

Recording rules and secure encryption satisfy current rules on safe storage of customer information, including PCI DSS standards. Access authority levels can be set to suit organisational needs, backed by a comprehensive audit trail that logs all access to recordings. Normally, all calls are recorded, although recording rules enable specific extensions to be excluded, for example, a director's calls.

QUICK SEARCH & EXPORT

Recorded calls are quick and easy to locate, using different criteria, for example telephone number, extension, date, etc. Notes can also be added to the call details and searches made using specific key words. Recordings can be exported singly or in bulk as WMA or WAV files. Sound clips can also be extracted and exported from long or confidential calls. Encrypted calls are easily archived to disc or other storage devices.

ADVANCED PLAYBACK

Call playback controls follow a familiar format with play, pause and fast forward/rewind. However, for detailed analysis the player has some special features including playback speed control; looping; stereo waveforms; call markers and mark-up notes.

CALL RECORDING

RESOLVE BUSINESS DISPUTES QUICKLY AND EFFECTIVELY

KEY BENEFITS

> **Secure Access** – Recording, playback & storage are totally secure with rapid call identification.
> **Take credit card payments** – Stop/Start recording for security compliancy with credit card payments
   over the phone
> **Intuitive Search** – Makes calls quick and easy to locate
> **Detailed Call Analysis** – Advanced controls help pinpoint key details quickly and accurately
> **Easy Export** – Flexible export options make recordings quick and easy to incorporate into different media
> **New Enhanced Reporting** – See MyCalls Call Manager

NEW SYSTEM ENHANCEMENTS

> **Multi-site Support** - With centralised data storage
> **Enhanced Management** - Email alerts if disk space is running low & Automatic data
   storage retention policy
> **256 bit encryption** – Highly secure audio files
> **Detailed Report** - On calls that have been paused
> **Scalable** – Ideal for small or large deployments

COMPLIANCY

Key features to help achieve MiFID II/PCI DSS compliance:
> All calls can be recorded & all calls are encrypted & compressed
> Auditing feature shows calls that have been played back
> Reports can be run to show calls that have been paused
> Calls can be stored for over 5 years

Key features to help achieve GDPR compliance:
> **Remove Personal Information** – All call records, reports & call recordings
   can be deleted simultaneously; older records can be 'anonomised'

ENHANCED PERFORMANCE FOR CALL CENTRE MANAGERS AND SUPERVISORS

MYCALLS CALL CENTRE

Intelligent call routing is fundamental to call centre operations, irrespective of scale. The NEC MyCalls Call Centre system has a powerful, robust Automatic Call Distribution (ACD) system.

MyCalls Call Centre provides supervisors with the controls, real-time visual cues and management information, required to sustain high levels of call-handling efficiency. ACD manages multiple queues on the telephone system, distributing calls evenly, following a set of logical rules in an attempt to ensure that no individual is overloaded while others are idle, and that calls are routed to agents with the most relevant skill-set.

ACTIVITY DISPLAY

This provides supervisors with a detailed real-time view of not just of agent activity, but also about key service parameters like numbers of callers in queue and call waiting times. To ensure service levels are maintained, supervisors can log additional agents into ACD queues from their own teams or from other departments.

This is all arranged simply and quickly from the supervisor's MyCalls desktop. Additional alarms are provided to help manage ACD activity efficiently, for example queue overflow warnings or maximum times

that agents may remain in a given state, e.g. after call activities (often referred to as 'wrap up'). Supervisors are also able to select and configure performance statistics that can appear on the screens of their agents or on plasma wallboards to drive the achievement of agreed service standards.

Performance management and skills training are enhanced by the detailed activity reports, generated by MyCalls, in conjunction with call recordings made with MyCalls Call Recorder.

KEY BENEFITS

> **Increase Capability** – Full call centre functionality built around NEC ACD technology enhances customer experience

> **Maximise Agent Productivity** – Managers have real-time information and activity reports essential to agent performance and training

> **Predictive Abandonment** – Intelligent call analysis to help prevent losing callers and business

An overall view of agent activity is ideal for supervisors and can be displayed on a large screen

> **Raise Service Standards** – Improved management control reduces caller delays in queues & delivers calls to those best able to help

> **New Enhanced Reporting** – See MyCalls Call Manager

CALL CENTRE MANAGEMENT MADE EASY FOR YOUR AGENTS

MYCALLS AGENT CONTROL

Agent Control provided by MyCalls Call Centre is a two-way process. As well as easier management for supervisors, it also empowers agents with greater flexibility to deal with call traffic.

An Agent Control toolbar on every agent's desktop enables them to log in and out of ACD queues and display their current status. Because call queues are visible on screen or plasma display, agents can often enter other queues on their own initiative to lend support to hard pressed colleagues.

A real-time snapshot of all personal call activity including agent status, call history plus a mini wallboard of group activity

AGENT STATUS

Conditions such as Available, Wrap Up (handling after call activity) or natural break and other business-specific reasons can be selected from the toolbar. Supervisors can add these reasons, for example, some agents may be required to spend time picking parts to fulfil orders they have taken earlier.

This flexibility helps a team work with greater efficiency, especially where staff resources are limited. Working in real-time this enables supervisors to maintain more effective control over service levels and to run extremely accurate reports on agent activity.

The toolbar saves time with complete call control at the click of a mouse

KEY BENEFITS

> **Better Management Control** – Busy managers save time because user-defined controls & alerts are only triggered when exceptions occur to defined service standards

> **Flexible working** – Empowering agents to log in and out of service enables any organisation to make better use of limited staff resources

OVER
**$26 BILLION
REVENUE**

75 MILLION
GLOBAL USERS

**125+
COUNTRIES**

#1

**SMB & ENTERPRISE
COMMS WORLDWIDE**

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

LEADER IN
BIOMETRICS

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

TOP 100
GLOBAL INNOVATORS
(THOMSON REUTERS)

4,000+
CHANNEL
PARTNERS

107,000
TEAM MEMBERS
WORLDWIDE

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