



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, collaboration and backup capabilities.

UNIVERGE BLUE® CONNECT

- › Includes 100+ enterprise-grade calling features
- › Free local and long distance calling to anywhere in U.S., Canada & Puerto Rico
- › UNIVERGE BLUE's pre-programmed, plug and play desk phones makes installation easy
- › Flat, per-user rates, with flexible contract options and terms from month to month up to 5 years
- › The UNIVERGE BLUE® CONNECT Mobile App makes any smart phone an essential collaboration tool
- › The UNIVERGE BLUE® CONNECT Desktop App integrates with company directory, showing employee availability and enabling click-to-call
- › Changes to system settings, devices, or users can be performed by phone administrators online
- › Powerful video conferencing, screen sharing and file sharing features facilitate better collaboration



UNIVERGE BLUE® CONNECT BENEFITS TO YOUR BUSINESS



INCREASED PRODUCTIVITY

UNIVERGE BLUE® 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, 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



HIGH RELIABILITY

The UNIVERGE BLUE® 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 datacenters increase reliability and reduce latency



SIMPLIFIED SCALING & MANAGEMENT

UNIVERGE BLUE® 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
- › Manage service and features using user-friendly UNIVERGE BLUE® CONTROL PANEL
- › Scales to a large number of users per business



BUSINESS CONTINUITY

Never miss an important business call

- › UNIVERGE BLUE® 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

- › Option to add UNIVERGE BLUE® ENGAGE 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

UNIVERGE BLUE® CONNECT

THE BUSINESS-CLASS FEATURES YOU DESERVE



100+ PHONE SYSTEM FEATURES

- › Call Forwarding
- › Call Park
- › Call Transfer
- › Do Not Disturb
- › Call Recording
- › 3-way Calling
- › Caller ID
- › Extension Dialing
- › HD Audio
- › Call Waiting
- › Receptionist Routing
- › Music on Hold
- › Voicemail Transcription
- › Spam Caller Protection
- ... And many more



VOICEMAIL

- › Voicemail to email via WAV file
- › SMS notifications
- › Voicemail transcription
- › Auto-delete of voicemail after 90 days
- › Change personal greeting
- › Remote voicemail access



CONFERENCE BRIDGE

- › Includes a unique local phone number
- › Gather up to 200 participants
- › Start conferences at any time with Always-On conferencing
- › Ability to add video and screen sharing to your conference, if desired



SOFT BUSY LAMP FIELD (BLF)

- › Indicates presence – whether another user's phone is currently in use
- › Other user extension and name information is presented as virtual 'buttons' on the desk phone LCD display
- › The BLF display can be used for speed dials, and also to make or take calls on behalf of another user



VIDEO CONFERENCING

- › HD video conferencing eliminates unnecessary travel and empowers teams with remote members to be more productive
- › Share your computer desktop with team members in real time, improving collaboration and speed of decision making
- › Includes a conference dial-in number and custom URLs for meetings



CALL FLIP

- › Allows the user to seamlessly move an active call from the desktop phone to a mobile phone or vice versa
- › Helps keep the conversation going without having to disconnect the call



WEBFAX

- › Users receive, view, manage faxes via the web, or as email attachments
- › Users may send faxes from any Internet-connected PC
- › Does not require an additional phone line



FILE COLLABORATION

- › Easy and secure file sharing
- › Access the most current version of files from any device
- › Co-edit in real time
- › Access file server content from mobile devices without a VPN



TEAM CHAT & SMS

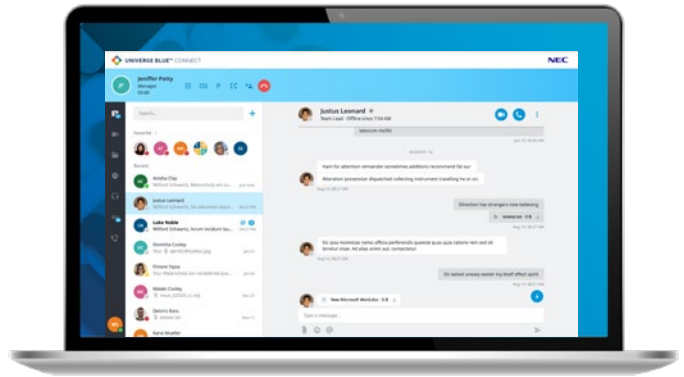
- › Send and receive unlimited text messages to US, Canada and Puerto Rico from your business phone number to colleagues and customers
- › Pin favorite contacts to the top of your list
- › Chat and SMS messages automatically sync across desktop and mobile devices
- › View free/busy/away statuses of all your contacts
- › SMS and chat messages are securely encrypted in transit and at rest



OPTIONAL: UNIVERGE BLUE® ENGAGE (CONTACT CENTER)

- › Smart queueing technology tells customers their position in line, plus wait time
- › Deep analytics and reporting help you visualize gaps and improve performance
- › Omni-channel capabilities help you connect with customers through their preferred modes of communication

UNIVERGE BLUE® CONNECT MOBILE AND DESKTOP APPLICATIONS



UNIVERGE BLUE® CONNECT MOBILE APPLICATION

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork 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. Available for Android™ and iOS.

Never miss important calls

- ▶ Extend your business phone number and extension to your mobile phone, 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 (Office 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 availability 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® ENGAGE

UNIVERGE BLUE® ENGAGE (CONTACT CENTER) improves customer interactions for businesses of all sizes and helps you differentiate from the competition where it matters most – the customer experience.

UNIVERGE BLUE® ENGAGE CORE (OPTIONAL SOLD WITH CONNECT)

A simple, yet sophisticated suite of call handling and routing features combined with seamless integration into mainstream CRM applications. Designed to deliver consistently positive customer experiences and to empower your customer care, sales, and service teams.

- › Inbound Voice Queues for Small Business or Team Environment
- › Requires UNIVERGE BLUE® CONNECT
- › Named Agent Licensing (The addition of UNIVERGE BLUE® ENGAGE CORE requires an active subscription to UNIVERGE BLUE® CONNECT for each agent and supervisor)
- › Each Contact Center user (agent or manager/supervisor) needs to have a UNIVERGE BLUE® ENGAGE CORE license assigned
- › Users who are both an Agent and Supervisor/Manager still require only one license
- › Call Recording – Adding UNIVERGE BLUE® ENGAGE CORE Doubles the call recording storage that comes with CONNECT (From 100 Hours to 200 Hours)
- › Agent options are login and logout
- › Supervisors can see active calls, agents' statuses and can monitor/whisper/barge agent's calls
- › Supervisors see agent status as **Logged Out**, **Ready** (logged in), **Ringin**g, **On-phone**, **Wrap up** or **Idle!**
- › Idle! Status is used when an agent does not answer a call after defined ring time expires
- › Call Routing Options
 - Longest idle – An algorithm determining the most inactive logged in user and routes calls in descending order of activity
 - Round robin– Equal call distribution through all logged in users, ringing sequentially
- › Next person on the available list gets the call
 - Sequential – Top - down (ordered, when you have an ideal first person in the group)
 - Simultaneous – All logged in users phones ring at the same time, first person to pick up retrieves the call
- › Smart Greetings (announces # of callers in queue, estimated waiting time)
- › Wallboard Monitoring for Supervisors
- › Active Report is available for All agents and for each agent separately



UNIVERGE BLUE® ENGAGE

UNIVERGE BLUE® ENGAGE ADVANCED (OPTIONAL WITH CONNECT OR AS STAND ALONE WITH YOUR EXISTING PBX)

Enhance your interactions, insights, and customer engagement with the package that offers IVR, skills-based call routing, and historical reporting. You also get the option to add full omni-channel capabilities to take the conversation well beyond just voice.

- › Inbound Voice Queues with the option to add Outbound Voice capabilities, SMS, chat, or email queues
- › Desktop & Web Application – single pane of glass for all communications
- › Managers can see active calls, agents' statuses and can monitor/whisper/barge agent's calls
- › Skills- and rules-based routing
- › Scheduled & custom reports
- › Queued callbacks & voicemails
- › Customizable IVRs let you map out call flow to deliver efficient routing and resolutions
- › Report Scheduling
- › Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc
- › Call Recording

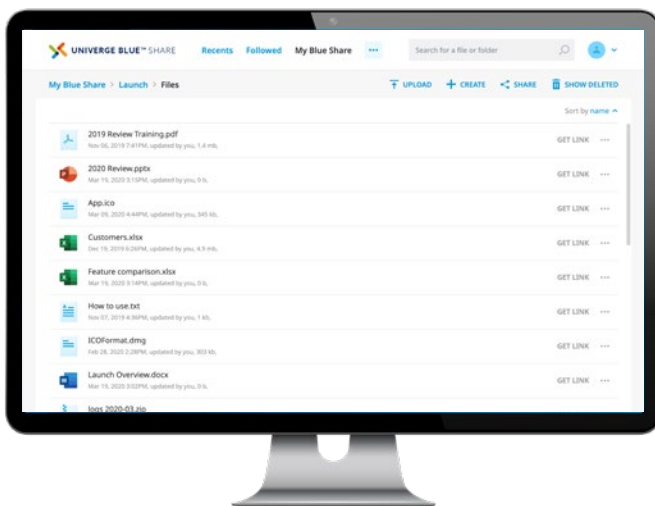




UNIVERGE BLUE® ENGAGE COMPLETE (OPTIONAL WITH CONNECT OR AS STAND ALONE WITH YOUR EXISTING PBX)

Deliver the ultimate customer experience with a full-featured Omni-channel Contact Center solution. For sophisticated contact center needs that delivers exceptional performance – bolstered by built-in omni-channel, custom integrations, inbound/ outbound capability, scheduling management, workforce optimization, and much more.

- › Built-in Omni-Channel includes voice, Outbound Voice capabilities, SMS, chat, and email queues
- › Desktop & Web Application – single pane of glass for voice, chat, email, and SMS queues
- › Managers can see active calls, agents' statuses and can monitor/whisper/barge agent's calls
- › Skills-, geo- and rules-based routing
- › Scheduled & custom reports
- › Queued callbacks & voicemails
- › Customizable IVRs let you map out call flow to deliver efficient routing and resolutions
- › Report Scheduling
- › Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc
- › Call Recording and Screen Recording
- › Structured, consistent feedback via Evaluator Screen recording
- › Dynamic Notifications for outreach campaigns via voice
- › Schedule Manager helps optimize your workforce and balance staff resources against demand



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
- › Integration with Windows file server, Exchange® Email, Active Directory, Outlook®, Office®, and Office 365®
- › Full control over files, users, devices, and sharing activities
- › PRO and PRO PLUS packages include 10GB/user



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 empowers teams with remote members to be more productive
- 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
- Includes a conference dial-in number, and custom URLs for meetings
- ESSENTIALS package includes up to 4 web and video panel participants
- PRO package includes up to 100 web participants and 30 video panel participants
- PRO PLUS includes up to 200 web participants and 30 video panel participants



WEBINARS

UNIVERGE BLUE® WEBINAR makes telling your stories easier than ever.

- Promote webinars with customizable invitations, registration pages and email reminders
- Host webinars 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 content with emojis.
- Record sessions and report on who viewed the recording
- Generate detailed reports on attendance, performance, chat, polls, Q&A, and surveys; follow up with emails and surveys to push attendees down the purchasing funnel

All webinar packages include UNIVERGE BLUE® MEET PRO functionality.



OVER
\$29 BILLION
REVENUE



#1
SMB & ENTERPRISE
COMMS **WORLDWIDE**

LEADER IN
BIOMETRICS



75 MILLION
GLOBAL USERS



TOP 100
GLOBAL INNOVATORS
(THOMSON REUTERS)



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



125+
COUNTRIES

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



4,000+
CHANNEL
PARTNERS



107,000
TEAM MEMBERS
WORLDWIDE



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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.

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