UNIVERGE®
360

INFRASTRUCTURE
COMMUNICATIONS
BUSINESS

Empowered by Innovation

NEC

CONTROL & REDUCE CALL COSTS
TARGET & REDUCE LOST SALES
SIMPLIFY PERFORMANCE MANAGEMENT
IMPROVE COMPANY IMAGE
ENHANCE PRODUCTIVITY
SAVE TIME & SPEED WORKFLOW
MORE FLEXIBLE WORKING
COMPREHENSIVE PERFORMANCE REPORTING
EFFECTIVE DISPUTE RESOLUTION
MOTIVATE EMPLOYEES
IMPROVE CUSTOMER FOCUS
MORE EFFECTIVE TRAINING

MyCalls

Total Call Management

Any of these sound familiar?

- No idea how many calls your business received yesterday?

- No idea how many calls your business missed yesterday?

- No idea how much business you lost?

- No idea how long customers have to wait before they're actually answered?

- Ever missed that vital piece of information during a call and then wished the call was recorded?

- Your current Call Logger simply provides historic information, you want real-time status now...

MyCalls to the rescue!

What is MyCalls?

Contents

A complete call management system in a single solution for the UNIVERGE SV8100*. In short, it's the most cost effective manager your company will employ!

Your staff and your company productivity can now be managed effortlessly from a supervisor's desktop.

The MyCalls range includes call monitoring, call centre management, call recording and call activity analysis. All of this happens in real-time, allowing you to respond to changing conditions in your business quickly.

How much are missed calls costing your business?

Most businesses don't even know - you can't manage what you can't measure. MyCalls helps you follow up any missed calls, lets you know if you need to expand and helps prevent losing customers to your competitors.

Which businesses would benefit from MyCalls?

Any business, regardless of size, that uses telephony with its customers - it's not just for call centres. Sales departments, helpdesks, insurance companies, healthcare, the list is endless. Recent changes in business laws have also seen call recording become a necessity for many.

Save your business time with MyCalls

Good reasons to choose MyCalls

- Increases productivity
- Reduces costs
- Rapid return on investment
- Wins more business
- Improves customer perception
- Improves customer service
- Improves staff efficiency
- Helps manage & measure sales & marketing activity
- Aids staff training
- Call recording helps solve disputes
- Real-time information enables supervisors to react quickly to changes in call traffic
- Reduces cost of sales and increases competitiveness
- Reduces abandoned calls
- Competitively priced

MyCalls is a range of call management solutions that are easily expanded and upgraded as a business grows.

MyCalls Basic

A single user entry-level application that helps provide a real-time snapshot of all calls. Free for the first 12 months.

MyCalls 128/256

A single user application providing call history and costing for upto 128/256 extensions.

MyCalls Call Manager

A more sophisticated version for businesses providing a full complement of call management information.

MyCalls Enterprise

Enables easy call management and reporting across multiple sites such as main offices and branch offices.

MyCalls Call Centre

An essential application for any contact centre and specialist call centres. Provides supervisors with full control of extensions and Automatic Call Distributor (ACD) groups from their desktop.

MyCalls Call Recorder

Equips MyCalls Call Manager and MyCalls Call Centre with full call recording capability. Calls are recorded securely, encrypted and easily accessed.

* dependant on load and connectivity

	MyCalls Basic	MyCalls 128	MyCalls 256	MyCalls Call Manager	MyCalls Call Centre	MyCalls Enterprise
Real-time view of extension activity	Yes	No	No	Yes	Yes	Yes
Real-time view of DDI activity	Yes	No	No	Yes	Yes	Yes
Real-time view of ACD activity	No	No	No	No	Yes	No
ACD Agent Control	No	No	No	No	Yes	No
Call playback with Call Recorder	No	No	No	Yes	Yes	Yes
Multiple users	No	No	No	Yes	Yes	Yes
Report creation	Yes	Yes	Yes	Yes	Yes	Yes
Number of standard report types	9	21	21	21	24	21
Custom reports	No	Yes	Yes	Yes	Yes	Yes
Report editing / filtering	Yes	Yes	Yes	Yes	Yes	Yes
Report scheduling	No	Yes	Yes	Yes	Yes	Yes
Call costing / handling	No	Yes	Yes	Yes	Yes	Yes
Call locating	Yes	Yes	Yes	Yes	Yes	Yes
Quick view of call history	Yes	Yes	Yes	Yes	Yes	Yes
Unreturned calls view	No	Yes	Yes	Yes	Yes	Yes
Number of alarm types	6	20	20	20	22	20
Real-time trunk utilisation alarm	No	No	No	Yes	Yes	Yes
Real-time extension state alarm	No	No	No	Yes	Yes	Yes
Real-time DDI queue alarm	No	No	No	Yes	Yes	Yes
Real-time ACD queue alarm	No	No	No	Yes	Yes	Yes
Multi-site support	No	No	No	Optional	Optional	Optional
SQL Server 2005 Express Database	Yes	Yes	Yes	Yes	Yes	Yes
Extensions support	Unlimited (single site)	128	256	Unlimited (single site)	Unlimited (single site)	Unlimited (multi site)
Call Centre Agents	No	No	No	No	Upto 512*	Unlimited*

MyCalls **Basic**

Measure it and you can manage it

The basic MyCalls platform is bundled free with new NEC telephone systems for the first 12 months, and provides a wealth of management information - in particular, a 'real-time' view of call activity in easy to view screen display and report formats.

MyCalls logs calls made to and from your system, including calls which are missed or abandoned; these calls may be resulting in dissatisfied customers or lost sales. Important information is stored about call activity, such as source and destination telephone numbers, duration of calls, time of calls, extension activity and caller waiting times.

Display

The visual display can highlight a range of call activity statistics - virtually as they happen. For example, cumulative daily totals of incoming, outgoing or abandoned calls and average time taken to answer calls. The display is easily customised to draw attention to business-critical call information. Multiple screen wallboard displays can be

configured to show different information in a timed sequence throughout the working day.

Logging

The detailed call log enables MyCalls to provide a limited number of 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.

MyCalls Basic provides valuable information about:
• How many calls received
• How many calls abandoned
• How many calls waiting to be answered
• How many calls made
• How many staff available to answer calls
• Conversation length and more

KEY BENEFITS

• **Enhance Productivity** - 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.

Call Volume Chart

Incoming Calls All Trunks Daily **16**

Outgoing Calls All Trunks Daily **45**

Single Value Outgoing Calls

Incoming Calls Sales Daily **4**

Abandoned Calls Sales Daily **4**

Single Value Abandoned Calls

Extension Call Handling Statistics

Single Value Incoming Calls

"Monitoring call traffic in real-time means we can respond quickly to busy periods"

MyCalls **128/256**

Cost effective reporting and call costing

The MyCalls 128 and 256 is a cost effective reporting tool for 128 or 256 extensions. Giving you a complete view of your call costs.

Logging

As in the basic product, MyCalls 128 and 256 log calls made to and from your System.

This call history can easily be reported and filtered on to get the information you really need!

Extensions

By allowing either 128 or 256 extensions to be monitored, this allows a lower entry cost than the Call Manager.

Need more extensions?
Like the features in Call Manager?

Want Call Recording?
Upgrading to Call Manager is simple!

Costing

MyCalls 128 and 256 not only store every call made in and out the system, they can also assign costs to these*

This will help you instantly check if your within your telephony budget, ensuring no overspend is made.

Alarms

Basic alarm support for Incoming Call Rate, Outgoing Call Rate and Abandoned Call Rate.

MyCalls can e-mail you to tell you when the actual call levels are outside of your desired levels.

Real Time Parameter Window
Outgoing Calls
All Trunks - Head Office
Daily
2

Real Time Parameter Window
Incoming Calls
All Trunks - Head Office
Daily
7

Real Time Parameter Window
Abandoned Calls
All Trunks - Head Office
Daily
1

KEY BENEFITS

- **Control Costs** – keep up to date with your call charges.
- **Control Time** – who is taking/making calls, is their time being used effectively.
- **Flexiblity -** Knowing when and what numbers have high abandoned rates allow you to correct this by changing working practices.

"I can see which calls are costing me most and which calls I'm missing!"

*Call costs are indicative only and may not be identical to charges from carrier

MyCalls **Call Manager**

Improving business performance across the board

MyCalls Call Manager adds an extra dimension to call management and performance monitoring, with an unparalleled range of user-friendly features. These help a company save money, win profitable new business and dramatically increase customer service levels.

Managers enjoy a real-time overview of the telephony activity of their team - who's on a call, who's holding, who's off hook and how many callers hang-up before their calls are answered.

"Telephone response to a marketing campaign can now be measured with precision"

This bird's eye view means individual and group productivity can be easily monitored and managed. Abandoned calls can be viewed in real-time, enabling faster callbacks to minimise the chance of losing business to competitors.

A complete overview of call activity is presented at a glance

Alarms

MyCalls can be programmed to alert a manager when a particular set rule has been broken. For example, if a call has gone unanswered for over 30 seconds, or when abandoned calls exceed a set level.

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.

Reporting

MyCalls Call Manager has one of the most comprehensive report suites available. Reports can be scheduled or run as required to provide a wide range of detailed management information including call costs, response times, staff telephone performance, levels of customer service, and so on.

The business value is enormous; for example sales and marketing can measure the response to telephone campaigns precisely, or technical managers plan appropriate staff levels to handle changing call volumes for product support.

KEY BENEFITS

- **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.

MyCalls
Director's Report

Business-critical information,

MyCalls Director's Report enables effective management from any location, by providing crucial information on company productivity and staff performances.

This feature allows senior staff to see an overview of the day's activity in seconds, even if they are out of the office. Sent automatically by email at the end of the day as a PDF, reports can even be viewed from mobile phone for maximum convenience from anywhere.
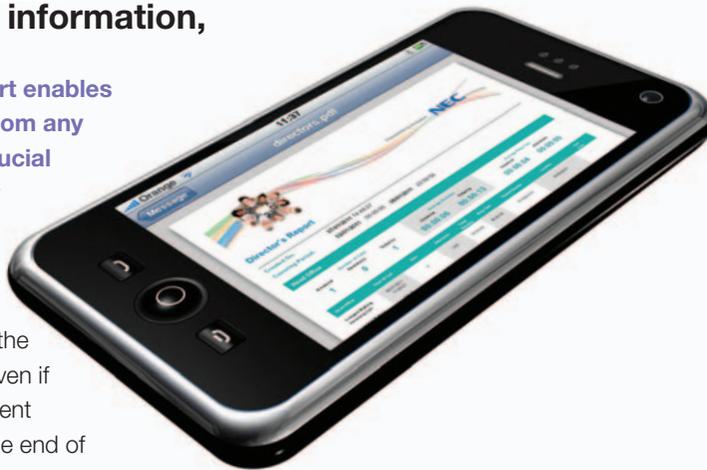
"MD's need never miss a thing, wherever they are"

MyCalls **Enterprise**

Effective call management across multiple sites

"Improve's customer perception of an entire organisation"

MyCalls Enterprise is ideal for a business or organisation which 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, eg. sales, to be compared at branch or organisation level, which provides opportunities for more efficient call handling and increased productivity.

PSTN

IP

PSTN

London Office

Edinburgh Office

Dublin Office
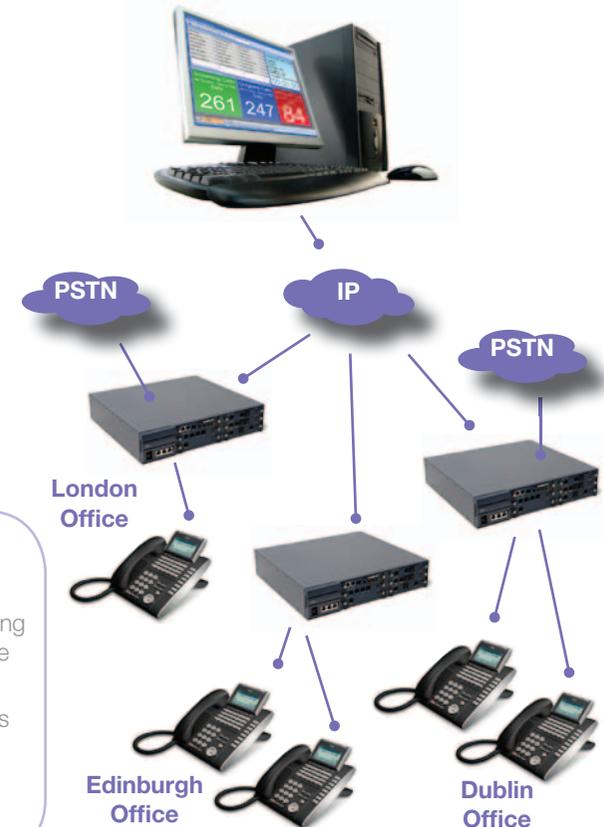
KEY BENEFITS

• **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.

MyCalls Call Recorder

Simple, secure call recording

Call recording is used by an increasing number of organisations because of its value in resolving commercial disputes, in training and refining call-handling skills or, for some, because it is a legal requirement.

A recent change in FSA requirements means many companies are now obliged to record all client related telephone calls. Thankfully, MyCalls Call Recorder is a highly cost effective solution which can record inbound and outbound calls.

It is simple to set the rules and permissions required to enable different organisational levels of access to view and playback calls.

Easy access

Recorded calls are easy to locate, either from the daily call log or using a quick search facility that filters calls by, for example, number, extension, date, etc.

Call playback controls are similar in format to many popular MP3 players and are operated from the PC desktop.

Security

Recorded calls are easy to export and e-mail as .mp3 or .wav files. These are encrypted to ensure they are tamper proof. Calls can be archived to disc or other storage devices and for added security they can only be replayed on MyCalls Call Recorder when they are recovered.

KEY BENEFITS

• **Secure Access** - Recording, playback & storage are totally secure with rapid call identification.

• **Improve Dispute Resolution** - An accurate record of disputed facts assists faster, amicable resolution saving time and money.

• **More Effective Training** - Listening to and analysing what was actually said during a call cuts training times & improves performance.

Efficiency boosting features `new`

The MyCalls Advanced Player is packed with further functionality to make saving and playing back important call recordings even easier. With the Section Marker, all transfers during a call can be shown. The Sound Clips feature enables small sections of a call to be saved and exported separately; useful in isolating key conversations.

During playback, controlling the speed can enable skipping to the correct section and the volume of each call participant can be easily controlled.

In addition, the Audit feature allows managers to keep track of which recordings have been played back, when, and by whom.

"Potentially costly disputes can now be solved instantly"

MyCalls **Call Centre**

Bringing enterprise performance to SMBs

"Effortless call management like this makes the whole team more productive"

Intelligent call routing is fundamental to call centre operations, irrespective of scale. The NEC SV8100 system has a powerful, robust Automatic Call Distribution (ACD) system.

KEY BENEFITS

• **Increase Capability** - Full call centre functionality built around NEC ACD technology enhances customer experience.

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

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

MyCalls Call Centre is tightly integrated into this to provide supervisors with the controls, real-time visual cues and management information that are 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

The MyCalls Call Centre screen display gives a detailed real-time view of agent activity, and also of key service parameters like number of callers in queue and call waiting times. Supervisors can log additional agents into ACD queues from their desktop, ensuring that standards of service are maintained at busy times.

Alarms are provided for queue overflow warnings, or when breaching of the maximum time that agents may remain in a given state occurs. Supervisors can also select performance statistics to appear on the screens of agents or on a wallboard to act as a motivational tool.

An aerial view of agent activity is ideal for supervisors and can be displayed on a plasma screen
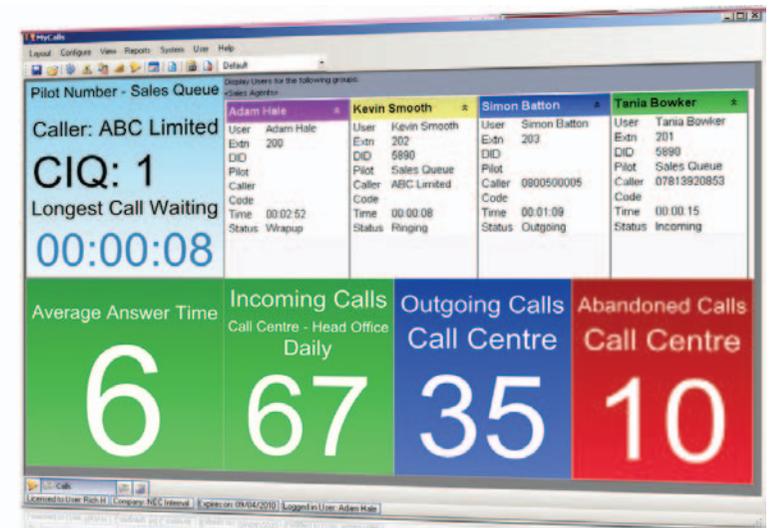
MyCalls **Agent Control**

Extra flexibility for teams who multi-task

Agent Control provided by MyCalls Call Centre is a two-way process. Not only does it provide the essential information for supervisors to maintain call-handling service levels, 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.

Agent status

Conditions such as Available, Wrap Up, or Break can be selected from the toolbar by the agent so that the rest of the team can view their availability. Supervisors can also add other conditions which are specific to their business. These states are viewable in real-time, enabling senior staff to maintain control over service levels and run accurate reports on agent activity.

The ability to select different states offers

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

flexibility to a small team, enabling staff who only act as agents for part of the time to get on with other tasks and only act as an agent during busier times; this boosts the efficiency of the whole company."

Report on Success Rates

Call Completion Codes can be configured by a supervisor and agents can be prompted to specify the nature of a call, by making a selection from a column on the call list view. This is faster than reporting on a call manually, and enables the business to monitor call success rates.
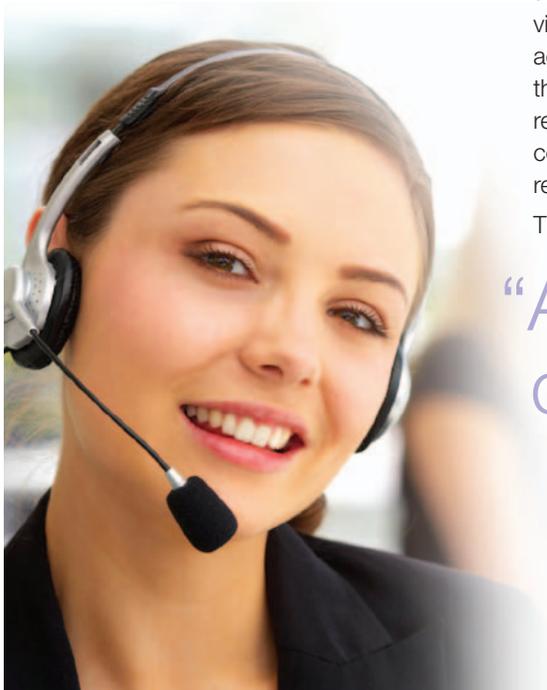
"Allows even a small team to deal with fluctuating call traffic"

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

KEY BENEFITS

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

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

For further information please contact your local NEC representative or:

Europe (EMEA)
NEC Unified Solutions

www.nec-unified.com

NEC

MyCalls Total Call Management

LIT-SV009-1211