

PORTFOLIO BULLETIN

2020-024 | March 30



Business ConneCT Release 11

Customers are the sole purpose of any business and the level of service an organization offers its customers can therefore literally make or break business success. In today's hyper-competitive business environment customers are more educated, better informed, more value conscious and their expectations of the companies they buy from are ever increasing.

Businesses using technology in traditional ways cannot respond to the rising expectations of customers for shorter response times and higher service levels. That's why smart enterprises embrace digital transformation and adopt digital workplace strategies to create rich and connected Customer Experiences (CX), through anywhere and anytime frictionless, personalized and meaningful interaction.

With Business ConneCT Release 11, we made major steps in addressing the above needs.



New Features

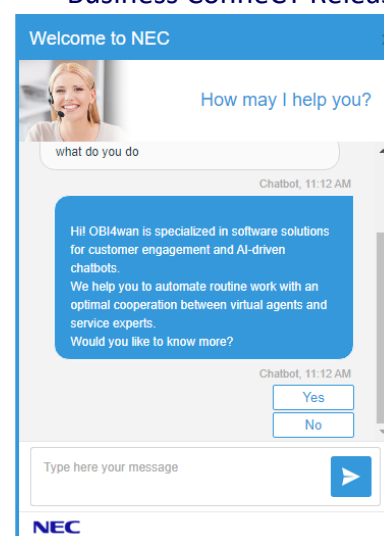
The following features have been added in Business Connect Core

- Improved reporting, providing more flexibility, additional filtering and additional fields.
- Extended not ready reason capabilities with time limits per reason
- Improved GDPR support, like scheduled clean-up and scheduled deleting/anonymizing user data.
- Security enhancement, "allow direct transfer dialling" is now restricted to internal number by default.
- Compliances /compatibilities with Microsoft Office 365, Office 2019 and Edge Browser (Chromium based) as well as Exchange server 2019

Besides the new features Business Connect has been expanded with the following additional integration for building a true Customer Engagement solution:

Business Connect Release 11

- **Co-browsing**, based on Chatvisor, has now been fully integrated in Business Connect.
- **Social Media integration**, based on SaySimple, was already released, but we moved to the Official Business API from WhatsApp.
- **Chatbot** integration, based on OBI4wan, has been added and can now be deployed on project basis, including seamless handover to live agents.
- **High Availability** has been made more affordable, using StorMagic for both HyperV and ESXi
- **UNIVERGE Integration platform adapters** have been created to better support BCT integration, allowing the UIP to be used for back office automation, Client integration, enhanced routing capabilities etc, but could also be used for features, like automatic translation/language detection



Pricing aspects & Items

New items introduced with BCT Release 11

Product code	Items	Description
EU910115	BCT Co-Browsing Trial lic	BCT Co-Browsing Trial licence for 3 months (reduced pricing)
EU910114	BCT Co-Browsing conc user lic	BCT Co-Browsing concurrent user licence
BE119861	BCT R11 PLATFORM Lic	Platform licence for new BCT 11.x systems.
EU909464	BCT R11.x Platform	1 x 960026189000 Business Connect Application Lic. 1 x BE118737 BCT R11 Platform Lic.
BE119862	BCT R11 Platform Upgr Lic	BCT R11 Upgrade licence for small BCT systems.
EU909465	BCT R11 Platform Upgr-M Lic	BCT R11 Upgrade licence for medium BCT systems.
EU909466	BCT R11 Platform Upgr-L Lic	BCT R11 Upgrade licence for large BCT systems.
EU909467	BCT R11 Platform Upgr-XL Lic	BCT R11 Upgrade licence for Extra Large BCT systems.

Pricing can be obtained from your NEC representative/Channel Manager or Prophix

Social media integration, special arrangement

We do provide partners the possibility to purchase the services of SaySimple through NEC.

This needs to be requested via a technical RAP. Note that NEC will only support an annual subscriptions.

We will have two variants. Depending on where it is used, we provide either a BCT related subscription fee or a UIP related subscription fee.

Product code	Items	Description
EU912002	BCT SaySimple Annual subscr.fee	Annual subscription fee for SaySimple services
EU912003	BCT SaySimple first year subscr.fee	Set up fee + one year subscription
EU912004	UIP SaySimple Annual subscr.fee	Annual subscription fee for SaySimple services
EU912005	UIP SaySimple first year subscr.fee	Set up fee + one year subscription

StorMagic

This is certified only. The actual pricing needs to be obtained via <https://stormagic.com/request-a-quote/>

OBI4wan

The chatbot option is not (yet) available in Prophix. Pricing will be subject of a Technical RAP. It is based on a fixed fee/month for the platform and a onetime additional fee per intend (question). Note that the OBI4wan is integrated through UIP, so additional UIP licences are applicable.

Support & Software Assurance (SWA)

SWA is mandatory for BCT systems, with the exception of SWA on BCT integrated on SV9100 HWKC. On those systems the SWA is seen as a part of the SV9100 and is therefore optional.

BCT has an upgrade policy that prevents systems, which are more than two releases behind the current release, from upgrading (BCT Release 8 or older). This policy remains in place, however it is possible to activate SWA on an older system and providing access to the latest version licence FOC. Keep in mind however that a reinstatement fee of max 24 months can/will be applicable, depending on the age of the system (for more details see: DA [2018-034](#))

IMPORTANT: Until 30 June 2020 the reinstatement fee is removed for first time enrollments and for renewals lowered to max 3 months as part of the special SWA campaign. [See more here](#)

After this release, the supported Releases of BCT are Release 11.0 and 10.1

Documentation

All documentation on BusinessNet has been moved to the new Customer Engagement Solutions folder.

This folder provides immediate access to all relevant documents, including our solution partners.

The following documentation has been updated and uploaded:

- New set of manuals
- Updated presentations
- Solution partner documents
- Renewed datasheets/infosheets
- Whitepapers

Training & Webinars

The following webinars are scheduled:

- March 31st 2020, from 9.00 – 10.00 (UTC+1)
- April 2nd 2020, from 16.00 – 17.00 (UTC+1)

Availability & Order Information

The Business Connect Release 11 software is available for download and can be ordered from March 31st 2020. Release 10 for new systems cannot be ordered any more from the same date. Expansions of existing BCT 10 systems are still possible although for maintenance reasons an upgrade to Release 11 is recommended. For availability in your market please contact your NEC Enterprise representative/Channel Manager.