Business ConneCT Release 11.1

The power of social media is undisputable. Social media provides an avenue for companies to not only engage with customers, but also influence them with the right content that helps them make a decision.

Thanks to social media, EVERYTHING is public, including bad reviews! Pricing can be compared easily on the internet, leaving companies running short on ways to compete. Customer engagement is therefore seen as THE differentiator.

Also Covid-19 has dramatic impacted the way contact centers establish their goals, manage (remote) employees and interact with customers.

Uncertainty about deliveries and opening hours, alongside with the increase in home working, has led to a double digit figure increase in on-line shopping. All these developments increase the pressure on contact centers to become more effective on the one hand and more customer friendly on the other hand.

With this release of Business ConneCT we reach out to address this with additional features that help companies to face these new challenges.

New Features

Business ConneCT Release 11.1 includes the following new features:

- Compliance recording

Organizations capture customer interactions for a variety of reasons, including regulatory compliance, financial trading compliance, liability protection and quality assurance. It helps providing accurate facts to dispute resolutions. It helps to review and refine call handling performance and customer interaction. A key element of compliance recording is its ability to preserve, protect and provide secure access to the stored data. With BCT 11.1 we introduce an external, but tightly integrated compliance recording function.

- Microsoft Dynamics 365

Businesses for which contact centers are a strategic part of their business strive to offer their agents a "Single Pane of Glass" experience - a single application with an intuitive layout logically structured with

easy navigation and data access. Agents can act more efficiently and customer interaction can be personalised because all detailed (history) information is shown at the moment a call is connected. With this release we provide Microsoft Dynamic integrated agents with a full set of features that address these needs.

- Line support

Social media support is key in modern Contact Centers. Customers want to use the channel of their choice when interacting with organizations. Over and above the various social media Business ConneCT already supports, such as WhatsApp, Facebook Messenger and Twitter DM, we now with Release 11.1 also have added the support of Line, which is especially popular in the Asian region.

- Enhanced Collaboration and Customer Interaction with NEC Meeting Center integration

Advise your customers, using modern tools like co-browsing and screen/file sharing and collaborate with them. Thanks to NEC Meeting Center (NMC) integration offered by BCT Release 11.1, customers can when triggered by a chat session on a company webpage, now easily swap to a more personal interaction using voice/video.

Pricing aspects & Items

New items introduced with BCT Release 11.1

Product code	Items	Description
EU100243	BCT Compl.Rec Up to 30 conc calls lic	BCT compl. Rec up to 30 conc calls lic, minimum 12
EU100244	BCT Compl.Rec Up to 60 conc calls lic	BCT compl. Rec 31 - 60 conc calls lic, minimum 31
EU100245	BCT Compl.Rec Up to 90 conc calls lic	BCT compl. Rec 61 - 90 conc calls lic, minimum 61
EU100246	BCT Compl.Rec Up to 200 conc calls lic	BCT compl. Rec 91 - 200 conc calls lic, minimum 91
EU100247	BCT Compl.Rec Up to 400 conc calls lic	BCT compl. Rec 201 - 400 conc calls lic, minimum 201
EU100248	BCT Compl.Rec >400 conc calls lic	BCT compl. Rec >400 conc calls lic, minimum 401
EU100249	BCT Compl.Rec Auto Lic	BCT Auto recording start/stop recording licence per named (enabled) user
EU1002450	BCT Compl.Rec Audit Lic	BCT Audit licence, system licence
EU1002451	BCT Compl.Rec Ver 53 Lic	BCT Compliance Rec Ver 53

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

Support & Software Assurance (SWA)

BCT SWA is mandatory, with one exception: SWA on BCT integrated on SV9100 HWKC is optional as part of the SV9100 SWA.

BCT has an upgrade policy that prevents systems that are more than two releases behind the current release, from upgrading. This policy remains in place. It is however possible to activate SWA on an older system and provide 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)

BCT compliance recording will use the SV9100 HWKC. Compliance recording has its own LMC licencing in combination with UNIVERGE 3C, requiring a dedicated HWKC.

Documentation

All documentation on BusinessNet can be found under the Customer Engagement Solutions folder.

This folder provides immediate access to all relevant documents, including our Solution Partners.

Training & Webinars

The following webinars are scheduled:
- August 25th 2020, from 10.00 – 11.00 (UTC+1)
- August 27th 2020, from 16.00 – 17.00 (UTC+1)

Availability & Order Information

The Business Connect Release 11.1 software is available for download and can be ordered from August 28th 2020, with the exception of BCT Compliance Recording.
Compliance recording will be released in a maintenance release of Prophix and scheduled for Sept 2020
Release 11.1 will run with the Version 11 licence, so no new version licence is required.

NMC integration will be supported from the moment NMC is officially released. It does not require additional licences other than the NMC licences themselves. The functionality will be released on a pilot basis, meaning that a RAP is required in order to get support on the integration at a later stage.

For availability in your market please contact your NEC Enterprise representative/Channel Manager.