UNIVERGE Business ConneCT V12.1

Today's consumers routinely use live chat and messaging in their everyday lives. Increasingly, they are also choosing to use message and chat in their communication with brands. Forty percent (40%) of those consumers see this as a means to avoid long waiting times, which incidentally happens to be the most common pain point in today's business experience landscape. Messaging therefore, represents a consumer-backed solution to a longstanding contact center challenge.

With this release of Business ConneCT we have focused on improving the chat experience, while we also included many special requests from the market. Below we mention the highlights of the new features.

Social media enhancement
Agents were already able to receive attachments from a customer, but with this release we now provide agents also the possibility to send attachments to customers. The Supervisor determines if and what type of attachments are supported.

Spell Checker
In today's chat communication, people are used to having spell checker enabled and we are happy that we can provide this service now to our agents as well.

Transcripts
It's more and more common that chat is used to make agreements or handle disputes. For this reason it is understandable that customers expect to receive a transcript of the chat conversation. Transcripts can now be sent directlty after a chat has ended or on request at a later stage. Sending the transcript via Email is automated, using templates and tags.

Email templates
During a conversation, an agent is able to with a simple keystroke send a pre-defined email. A list of templates is provided and the auto fill feature will insert all available information automatically.
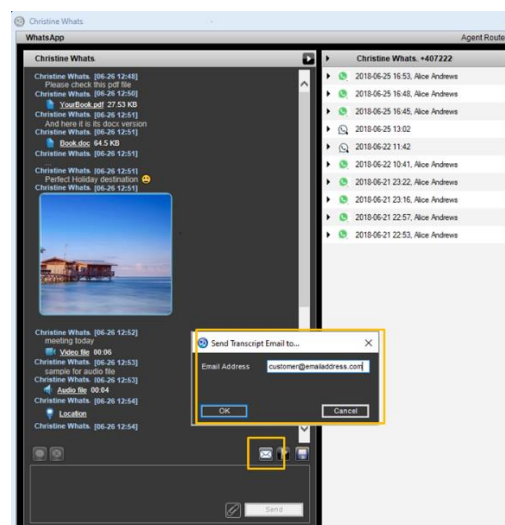
Canned responses

Agents can be much more productive by using predefined or so-called canned responses. Using simple #tag allows agents to insert complete sentences while typing their anwers to the customer.
Canned responses are very effective and improve the agent experience.

Other small enhancements

- The maximum announced queue position (dynamic and relative) was limited to 9 ("There are nine or more callers before you"). This has now been increased to 10, 20 .. upto 100 callers in the queue.
- On an outbound powerdial campaign it is now possible to give the called party the possibility to schedule a call back request instead of keep waiting for the agent. After selecting the call back option, the customer can select: Now, Later today, Tomorrow.
- With the introduced Improved database cleanup, oldest data in historical data can now better be determined. As a result the database size can be reduced more effectively.
- Synchronization of UNIVERGE 3C Active Directory is made more flexible. Synchronization can now be specified per field.
- The XML Agent can now also run from a DT930 touch phone.
- Support of Windows Server 2022

Pricing aspects & Items

There are no new items introduced with BCT release 12.1.

Pricing is unchanged and can be obtained from your NEC representative/Channel Manager or Studio

Support & Software Assurance (SWA)

Release 12 is available as part of the NEC SWA Program.

BCT has an upgrade policy that prevents upgrading systemsthat are more than two releases behind the current release. This policy remains in place, however it is possible to activate SWA on an older systems and provide access to the latest licence version. Keep in mind however that a reinstatement fee will be applicable, depending on the age of the system will vary. For more information see businessnet

Supported releases (N & N-1) eligible for NEC Technical Support are R11.x & R12.x.

Training & Webinars

The following webinars can be found on Business:

Business ConneCT 12.1 Whats New	presentation	PDF	recording
Business ConneCT 12.1 Technical knowledge transfer	presentation	PDF	recording

Documentation

The following documentation has been updated and uploaded:

Title	Document type
BCT 12.1 Release Notes	Release Notes
BCT 12 - Agent explained (updated)	Presentations
BCT 12.1 - Boundary Specification	Features & Specs
BCT 12.1 - User Guide-AR	User Guides
BCT 12.1 - User Guide-BR	User Guides
BCT 12.1 - User Guide-CA	User Guides
BCT 12.1 - User Guide-CN	User Guides
BCT 12.1 - User Guide-DA	User Guides
BCT 12.1 - User Guide-DE	User Guides
BCT 12.1 - User Guide-EN	User Guides
BCT 12.1 - User Guide-ES	User Guides
BCT 12.1 - User Guide-FR	User Guides
BCT 12.1 - User Guide-GR	User Guides
BCT 12.1 - User Guide-IT	User Guides
BCT 12.1 - User Guide-NB	User Guides
BCT 12.1 - User Guide-NL	User Guides
BCT 12.1 - User Guide-NN	User Guides
BCT 12.1 - User Guide-PL	User Guides
BCT 12.1 - User Guide-PT	User Guides
BCT 12.1 - User Guide-RU	User Guides
BCT 12.1 - User Guide-SE	User Guides
BCT 12.1 - User Guide-TR	User Guides
BCT 12.1 - Web Chat Deployment	White Papers
BCT 12.1 - Web Callback Deployment	White Papers
BCT 12.1 - Server Programming Interface	White Papers
BCT 12.1 - Securing (Self-Hosted) BCT Web Applications	White Papers
BCT 12.1 - Reporting Explained	White Papers
BCT 12.1 - Mobile Client Network Security	White Papers
BCT 12.1 - Hotel Integrations	White Papers
BCT 12.1 - Desktop Integrations	White Papers
BCT 12.1 - Database views	White Papers
BCT 12.1 - Client Programming Interface	White Papers
BCT 12.1 - Client Deployment	White Papers
BCT 12.1 - Supervisor Guide	Product Manuals
BCT 12.1 - NEC CRM Web Client - Configuration Guide	Product Manuals
BCT 12.1 - Installation Guide	Product Manuals
BCT 12.1 - Administrator Guide	Product Manuals

Availability & Order Information

BCT rel 12.1 does not require a new Prophix CPQ release.
Software will be on the SW database from 21-10-2021 onwards