SALES & MARKETING BULLETIN

DL47645791 APRIL 29

NEC

UNIVERGE Business ConneCT V12.2

With this release of Business ConneCT we have further improved the chat experience, added homeworkers solution for the SV9500 and included many special requests from the market. Below we mention the highlights of the new features.

Chat improvements

With 12.1 we already made a big step in enhancing the (web) chat experience. With this new release we further enhanced not only the customer experience, but also the agent experience. The existing AngularJS based WebClient has been replaced by the more state of the art Angular version, which provides more possibilities to the Website builder.

Outbound chat is possible now in combination with WhatsApp, allowing agents to sent outbound messages to customers, using intelligent templates.

SV9500 homeworkers support

We have optimized the homeworkers solution for the SV9500. Thanks to new Local and Remote Extension Convergence feature in the SV9500, we can now better serve BCT agents on remote locations. The agent working in the office or from a local location can use his/her public phone.

Other small enhancements

- Report enhancements: Hold time in seconds; login/logout time added in Agent Analysis Report and added Average Handling Time (AHT) in performance reports.
- Security enhancements: Disabling HTTP traffic and forcing users to use secure passwords
- Abandonned call list added for Operator and Contact Center Agent.
- Hotel improvements, like failed wakeup notification that can be sent to a pre-defined number when no operator is present.
- Extended the hotkeydialer function with support for consultation calls
- Support of Windows 11 and Office 2011 as well as Android 11 for the mobile agents.

Pricing aspects & Items

There are no new licenced items introduced with BCT release 12.2.

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 commercial webinar can be found on Business:

Business ConneCT 12.2 Whats New presentations and recordings:
presentation   PDF   recording

The Business ConneCT 12.2 Technical knowledge transfer webinars For BCT engineers are scheduled for:

Date	Time	Registration Link
02-05-2022	10:30-12:00	http://www.meetuniverge.blue/PIID=E158D687844A39
04-05-2022	13:00-14:30	http://www.meetuniverge.blue/PIID=E158D687884F3D

Documentation

The following documentation has been updated and uploaded:

Title	Document type
BCT 12.2 Release Notes	Release Notes
BCT 12 - Agent explained (updated)	Presentations
BCT 12 - Operator Explained (updated)	Presentations
BCT 12 – Employee Explained (updated)	Presentations
Business ConneCT-Customer Engagement Platform (updated)	Presentations
BCT 12.2 - Boundary Specification	Features & Specs
BCT 12.2 - User Guide-AR	User Guides
BCT 12.2 - User Guide-BR	User Guides
BCT 12.2 - User Guide-CA	User Guides
BCT 12.2 - User Guide-CN	User Guides
BCT 12.2 - User Guide-DA	User Guides
BCT 12.2 - User Guide-DE	User Guides
BCT 12.2 - User Guide-EN	User Guides
BCT 12.2 - User Guide-ES	User Guides
BCT 12.2 - User Guide-FR	User Guides
BCT 12.2 - User Guide-GR	User Guides

Title	Document type
BCT 12.2 - User Guide-IT	User Guides
BCT 12.2 - User Guide-NB	User Guides
BCT 12.2 - User Guide-NL	User Guides
BCT 12.2 - User Guide-NN	User Guides
BCT 12.2 - User Guide-PL	User Guides
BCT 12.2 - User Guide-PT	User Guides
BCT 12.2 - User Guide-RU	User Guides
BCT 12.2 - User Guide-SE	User Guides
BCT 12.2 - User Guide-TR	User Guides
BCT 12.2 - Web Chat Integration and Configuration	White Papers
BCT 12.2 - Web Callback Deployment	White Papers
BCT 12.2 - Server Programming Interface	White Papers
BCT 12.2 - Securing (Self-Hosted) BCT Web Applications	White Papers
BCT 12.2 - Reporting Explained	White Papers
BCT 12.2 - Mobile Client Network Security	White Papers
BCT 12.2 - Hotel Integrations	White Papers
BCT 12.2 - Desktop Integrations	White Papers
BCT 12.2 - Database views	White Papers
BCT 12.2 - Client Programming Interface	White Papers
BCT 12.2 - Client Deployment	White Papers
BCT 12.2 - Supervisor Guide	Product Manuals
BCT 12.2 - NEC CRM Web Client - Configuration Guide	Product Manuals
BCT 12.2 - Installation Guide	Product Manuals
BCT 12.1 - Administrator Guide	Product Manuals

Availability & Order Information

BCT rel 12.2 does not require a new Prophix CPQ release.
Software will be on the SW database from 04-05-2022 onwards