UNIVERGE Business ConneCT V12.3

Thanks to a trio of pandemic-era shake-ups -- job vacancies, work-from-home, and chattier callers -- customer-service wait times are soaring. Optimizing call flows is key and requires granular reporting capability. With BCT 12.3 we improved the reporting by adding new type of reports, expanding existing reports with more details, adding better sorting and filtering capabilities and enhancing the call tracking.

Due to a new version of the SaySimple (Social Media provider) API, we are now able to provide messaging (social media) with more flexible pricing and local usage tariffs, including SMS.

Freedom Scientific has been our partner for years in realizing solutions for blind and low vision users, in combination with the BCT Operator. With this release, we have improved accessibility to contact details and other information. In the address book, you can now read a specific column. This feature is particularly important for blind users who use only speech and not a Braille display. Think how difficult it could be to understand all the data if a synthesizer reads the entire line without any interruption.

The BCT API has been extended with the ability to do a pre-announcement towards the caller, like "this call will be recorded" or "you will shortly be put in contact with agent XYZ".

If a callback retains queue position attempt fails, it will NOW be retried before it is converted to a "normal" callback. This prevents a callback request from ending up in an outbound service, where callbacks won't be done because of priority settings.

Pricing aspects & Items

There are no new licenced items introduced with BCT release 12.3.
Pricing is unchanged and can be obtained from your NEC representative/Channel Manager or your quoting tool.

Support & Software Assurance (SWA)

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

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

Business ConneCT 12.3 What's new webinar (sales/salessupport)

Date	Time	Registration Link
April 5th	10:00 - 10:45 CET (EMEA)	http://www.meetuniverge.blue/PIID=E951DF81874E3C6F
April 5th	01:00 - 01:45 CT (US)	http://www.meetuniverge.blue/PIID=E951DF8587493A63

Business ConneCT 12.3 What's new webinar (Engineers)

Date	Time	Registration Link
March 27	13:00 - 14:30 CET	http://www.meetuniverge.blue/PIID=E951DF81874E3C6F
March 29	09:00 - 10:30 CET	http://www.meetuniverge.blue/PIID=E951DF8587493A63

Documentation

A new set of documents (manuals, user guides, white papers) will be available from the 31st of March on Bussinessnet.

Availability & Order Information

BCT rel 12.3 can be ordered with the existing quoting tool.
Software will be on the SW database from 31-03-2023 onwards