



SALES & MARKETING BULLETIN

NEC

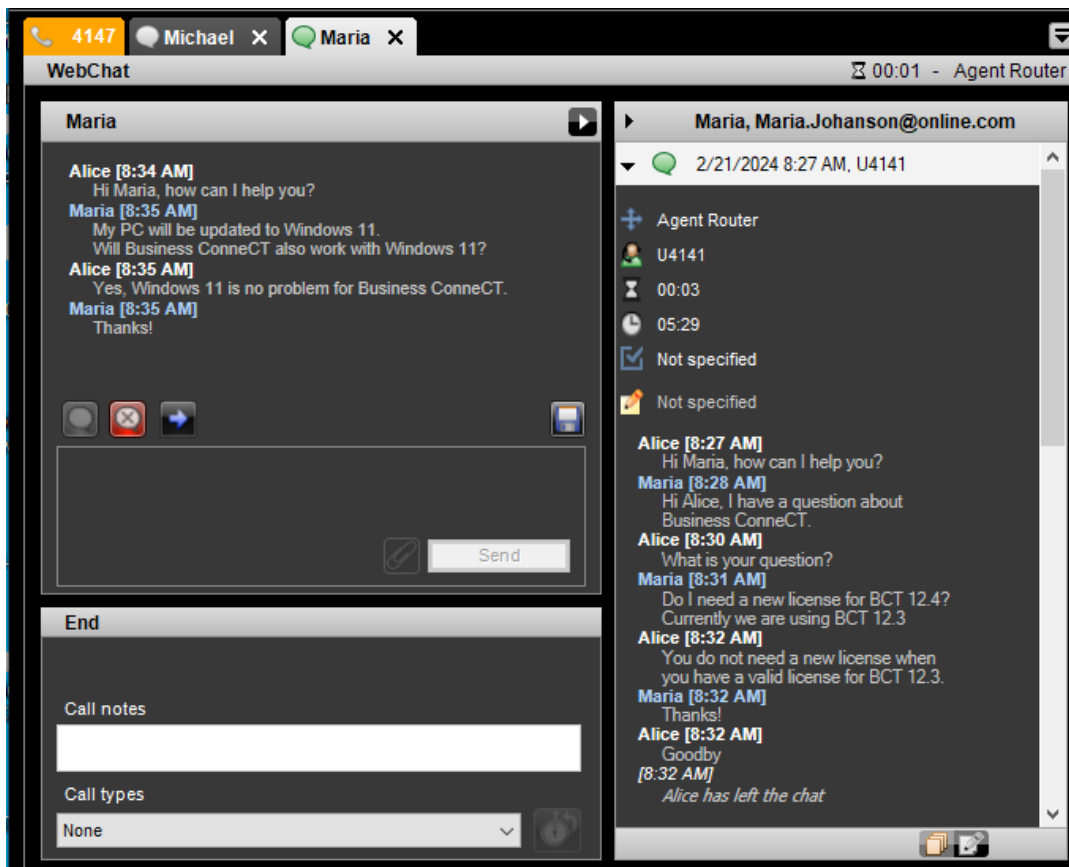
DL60332105 FEBRUARY 22, 2024

UNIVERGE Business ConneCT V12.4

Unleash the Power of BCT 12.4 - Elevating Your Customer Interaction!

Revolutionize your customer experience with BCT 12.4, our latest release packed with cutting-edge features. Enjoy improved readability with text enlarging capabilities reaching up to 150%. Automatic agent monitoring ensures seamless oversight.

But that's not all! We've taken your chat capabilities to the next level with more flexible web agent clients, refined chat handling, and the ability to effortlessly transfer chats between agents. Take control with the option to block new chats for efficient management, enhancing both customer and agent experiences.



But, there's more! Dive deeper into your call metrics with our enhanced reporting. Gain valuable insights into missed or abandoned calls with detailed information on how they've been treated.

Pricing aspects & Items

There are no new licenced items introduced with BCT release 12.4.

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 12.4 What's new webinar (sales/salessupport)

Date	Time	Registration Link
February 27th	09:30 - 10:00 CET (EMEA)	https://www.meetuniverge.blue/PIID=E951D789824C3D63

Documentation

A new set of documents (manuals, user guides, white papers) will be available from the 24th of March on Bussinessnet.

Availability & Order Information

BCT rel 12.4 can be ordered with the existing quoting tool.

Software will be on the SW database from the February 24th onwards.