

## UNIVERGE BLUE™ ENGAGE CONTACT CENTER AS A SERVICE

Move your Contact Center to the cloud and experience a highly reliable, secure, and full featured solution that can be up and running in days, not months. With UNIVERGE BLUE™ ENGAGE, more responsive, informed, and positive customer experiences are in your future.

Customizable call flows and exceptional QA features help ensure more efficient interactions

Voice, chat, and email queues combine into a single omni-channel experience

Real-time customer insights speed agent-customer interactions

Dynamic notifications extend reach while respecting audience preferences

Deep historical reporting helps drive improved future interactions

UNIVERGE BLUE™ ENGAGE improves customer interactions for businesses of all sizes and helps you differentiate from the competition where it matters most – the customer experience. ENGAGE Contact Center enables you to:

- Support multi-site contact centers and remote agents
- Centralize management from one portal, accessible anywhere, anytime
- Keep an eye on service levels, and analyze team performance by queue, team, or agent with real-time dashboards and historical reports
- Easily manage customizable agent skillsets and statuses
- Centralize the handling of calls, web chat, email, and SMS in a single application with our omnichannel capabilities
- Enhance audience engagement with outbound dialing and advanced outreach campaign capabilities
- Send out post-call surveys to measure satisfaction
- Quickly and easily integrate with CRM and WFM systems
- And much more...

# UNIVERGE BLUE™ ENGAGE CONTACT CENTER CUSTOMER BENEFITS



## INSPIRING INTERACTIONS

Total customizability in call flow ensures callers reach the right agents at the right time, while exceptional QA features deliver greater results.

### Skillsets

Skills-based routing means the agent most suitable to take the inquiry is reached.

### Callbacks

After a period of time, queued callers can request a callback and the next available agent will get their request. The system will wait to ensure the agent is ready before dialing – meaning better-prepared agents and interactions.

### Preferred Agent Routing

You can assign a certain agent to act as ‘point’ on complex cases; with Preferred Agent Routing, calls and chats will be routed to an agent of your choosing.

### Dashboards and Live Monitoring

Our Dashboards help you monitor the platform in real-time, including wait times, service levels, and much more. Live Monitoring lets you tune into specific interactions – and even take control as needed.

## CUSTOMER-CENTRIC CHANNELS

UNIVERGE BLUE™ ENGAGE rolls up voice, chat, and e-mail queues into a single, streamlined omni-channel experience.

### Queues & Contact Center Agent

With UNIVERGE BLUE™ ENGAGE, you can forget the idea of a ‘queue’ being only for voice calls. Powered by UNIVERGE BLUE™ ENGAGE Agent Desktop software, voice, chat, and e-mail interactions are all seamlessly integrated.

## INCREASED INTERACTIVITY

Build auto-attendants that perform any number of tasks, from common to complex. Extend the capabilities even further with custom API integration!

### Auto-Attendant Studio

You can easily create custom auto-attendants and deploy advanced functions like variables, conditional logic, and much more. UNIVERGE BLUE™ ENGAGE puts amazing power at your fingertips via an intuitive drag-and-drop visual interface. Plus, custom API integration delivers even greater functionality.

## IN-DEPTH INSIGHTS

Real-time insights get agents into context quickly, helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.

### Customer Journey

The Customer Journey feature shows agents, right in their Agent Desktop view, the recent touchpoints for a given caller so they’re up to date on where the story stands, and how they can more immediately and effectively address the situation.

### Custom Reports

You can choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and so much more. Our Product specialists can also develop custom reports to best meet your unique needs.

## OUTSTANDING OUTREACH

UNIVERGE BLUE™ ENGAGE can be a profound force for customer outreach – empowering agents with tools such as dynamic notifications.

### Dynamic Notifications

Turn your contact center into an outreach powerhouse. From simple appointment reminders to multi-channel marketing campaigns, Dynamic Notifications dramatically extends a company’s reach while still respecting customer preferences.



# THREE WAYS TO GET UNIVERGE BLUE™ ENGAGE



UNIVERGE BLUE™ ENGAGE makes it easy to address your contact center needs, no matter the size of your business or your requirements. We offer 3 plans to choose from, with the ability to add other UNIVERGE BLUE™ ENGAGE cloud business applications to create a holistic suite of powerful tools to support your business.

FACTORS	ENGAGE CORE	ENGAGE ADVANCED	ENGAGE COMPLETE
<b>CC License Type</b>	Named Agents	Concurrent Seats*	Concurrent Seats*
<b>UC Bundling Sold with CONNECT</b>	Sold with CONNECT only	Sold with CONNECT or standalone	Sold with CONNECT or standalone
Admin Portal	✓	✓	✓
Supervisor App	✓	✓	✓
Real-Time Agent Status	✓	✓	✓
Inbound Voice Channel Queues	✓	✓	✓
Automatic Call Distribution (ACD)	✓	✓	✓
Position in Queue & Estimated Wait Time Messages	✓	✓	✓
Supervisor functions (Monitor, Whisper, Barge-in)	✓	✓	✓
Real-Time, Historical & Graphical Reports	✓	✓	✓
Real-Time Dashboards	✓	✓	✓
Call Recording	✓	✓	✓
Pre-Built Integrations (Dynamics, Salesforce, Zendesk, Slack) <sup>1</sup>	✓	✓	✓
Agent Desktop & Web Application	✗	✓	✓
Scheduled & Custom Reports	✗	✓	✓
Customizable IVR	✗	✓	✓
Skill-Based Routing	✗	✓	✓
Geo-Routing	✗	✓	✓
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	✗	✓	✓
Custom Agent Status	✗	✓	✓
Real-Time Customizable Threshold Alerts	✗	✓	✓
Queued Callback & Queued Voicemail	✗	✓	✓
Emergency Queue Bulletins	✗	✓	✓
Post-Call Surveys	✗	✓	✓
Text-to-Speech	✗	✓	✓
Call Scripting	✗	✓	✓

FACTORS	ENGAGE CORE	ENGAGE ADVANCED	ENGAGE COMPLETE
Outbound Voice & Blended Channel Queues	✗	✓	✓
Outbound Dialer (Scheduled Power Dialing)	✗	✓	✓
Elastic Demand Support <sup>2</sup>	✗	✓	✓
Chat Channel Queues	✗	Add-on (+\$)	✓
Email Channel Queues	✗	Add-on (+\$)	✓
SMS Channel Queues	✗	Add-on (+\$)	✓
Dynamic Notification (Voice, E-mail & SMS) <sup>3</sup>	✗	Add-on (+\$)	✓
Schedule Manager	✗	Add-on (+\$)	✓
Evaluator (QA Templates & Scoring)	✗	Add-on (+\$)	✓
Screen Recording	✗	Add-on (+\$)	✓
Custom CRM Integration	✗	Prof. Services (+\$)	Prof. Services (+\$)
Custom WFM Integration	✗	✗	Prof. Services (+\$)
Custom IVR Integrations & Self Service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)	✗	✗	Prof. Services (+\$)
Speech Recognition Integration	✗	✗	✓
<b>CONTACT CENTER CONCURRENT SEAT USAGE</b>			
Inbound Domestic (Contact Center Usage)	N/A (As per CONNECT bucket)	Unlimited	Unlimited
Outbound Domestic (Contact Center Usage/Dialer)	N/A (As per CONNECT bucket)	6,000 mins/month per concurrent seat	6,000 mins/month per concurrent seat
Toll-free Inbound/Outbound	As per toll-free bucket/per minute	As per toll-free bucket/per minute	As per toll-free bucket/per minute

\*Number of users signed-in

1. For CORE, includes ALL available CONNECT Integrations. For ADVANCED & COMPLETE, includes SFDC Classic, Lightning (no click to call), Dynamics, Zendesk & Slack integrations
2. CC Bursting limited to 50% of subscribed seat capacity. Billing will be for peak concurrent sign-ons during period- no min. usage duration and be reflected on next bill cycle. 'Burst & release' model - billing in advance for next period reflects subscribed seat count (not previous period's peak). Does not apply to CONNECT named user services.
3. Desired channels add-ons (Email & SMS) - sold separately

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