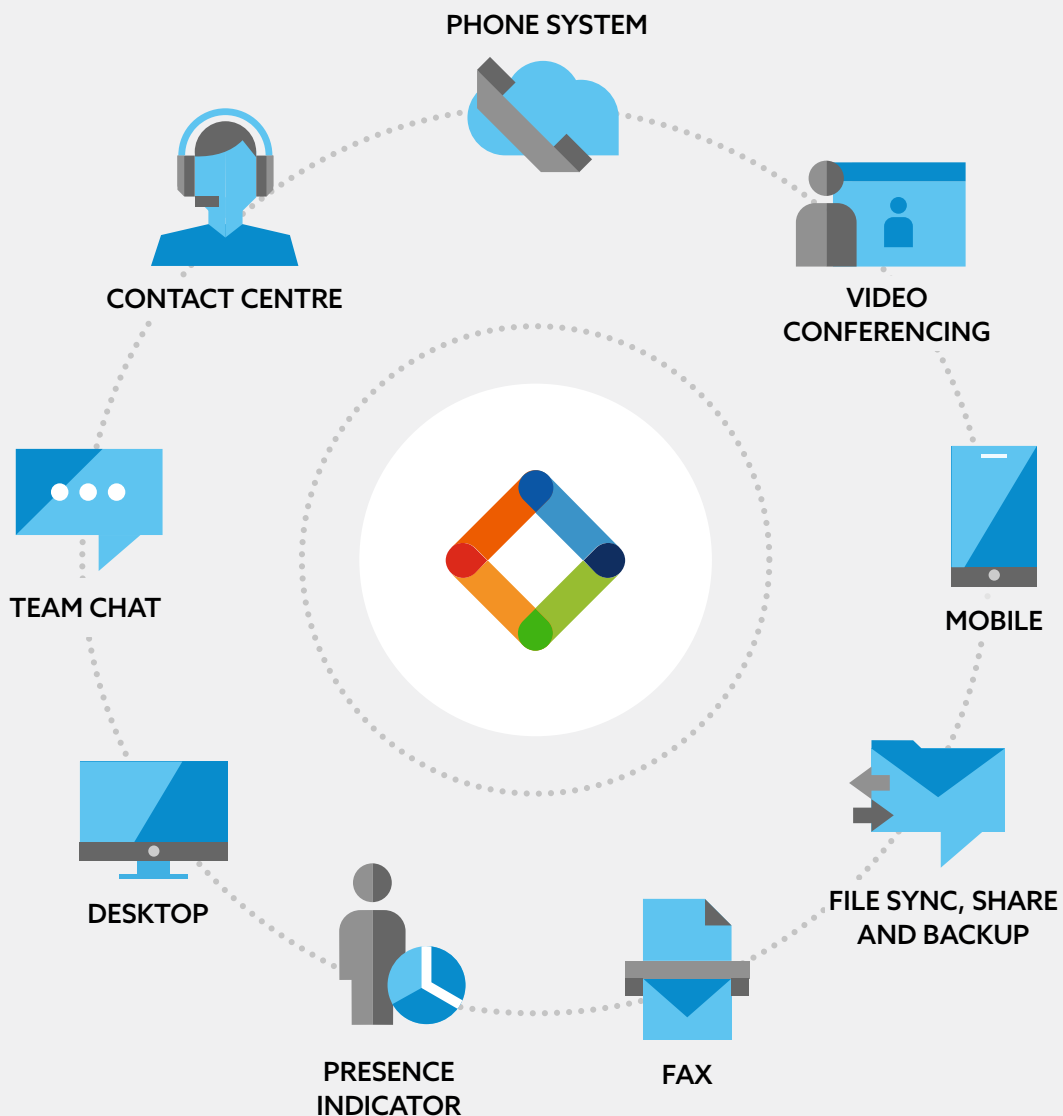# UNIVERGE BLUE®
CONNECT

Take your business to the next level with
fully integrated unified communications

UNIVERGE BLUE®
CONNECT

UNIVERGE BLUE® CONNECT is an easy-to-use cloud-based communications platform that helps employees to be more productive and collaborative. It includes a full-featured phone system combined with chat, web/video conferencing, and file sync, share and backup capabilities.

PHONE SYSTEM

CONTACT CENTRE

VIDEO CONFERENCING

TEAM CHAT

MOBILE

DESKTOP

PRESENCE INDICATOR

FAX

FILE SYNC, SHARE AND BACKUP

UNIVERGE BLUE® CONNECT
PLATFORM OVERVIEW

PHONE SYSTEM

> Cloud-based phone service with 100+ enterprise-grade calling features and excellent network call quality and uptime

> System configuration and call reporting are managed from a single web-based portal
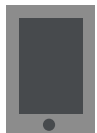
MOBILE

> The UNIVERGE BLUE® CONNECT Mobile App makes any smartphone an essential collaboration tool

> Extend your desktop phone number and extension to your mobile phone

> Place and receive calls, send chats, see who is available and manage voicemail – anytime, anywhere

DESKTOP

> The UNIVERGE BLUE® CONNECT Desktop App empowers employees with the flexibility to communicate the way that works best for them

> See who is available, send chats, place and receive calls, share screens, start video meetings, share files, view and manage voicemails–all from a single application.

> Use desktop application to place and receive calls or as a call controller for your associated desk phone or as a softphone from your PC or Mac®

VIDEO CONFERENCING

> Face-to-face meetings via HD video eliminate unnecessary travel and empower teams with remote members to be more productive

> Establish a personal connection with customers and business partners, and improve internal communication between offices

REMOTE OFFICE

> NEC's UNIVERGE BLUE® CONNECT preconfigured phones can be plugged into any location that has an internet connection

> Remote desk phones work exactly the same way as they do in the office, with access to all the same features and functionality as available to everyone else in the company

ONLINE MEETINGS

> Host web meetings using slides, with up to 200 web / HD video participants (functions and capacity varies by plan)

UNIVERGE BLUE® CONNECT
PLATFORM OVERVIEW

PHONE
> UNIVERGE BLUE® CONNECT phones are plug-and-play, delivered pre-configured to work seamlessly
> No special set-up or technician required

VOICEMAIL
> UNIVERGE BLUE® CONNECT voicemail can be managed and accessed according to user needs
> Listen and manage from the desktop phone, or through the mobile app
> Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
> Voicemail can be received or forwarded as a downloadable email attachment

PRESENCE INDICATOR
> NEC's UNIVERGE BLUE® CONNECT desk phones and applications include presence – the ability to see whether your company contact is available, or on the phone
> Desktop phones include a busy lamp field (BLF) in the LCD display to indicate presence
> UNIVERGE BLUE® CONNECT desktop and mobile apps display presence information next to each contact in the Active Directory

FAX
> UNIVERGE BLUE® WEBFAX is a 'virtual' fax service that allows users to receive and manage faxes via web or email
> Transmits faxes directly from a Windows®-based PC
> Senders simply dial the WEBFAX number from their fax machine, as they normally would

TEAM CHAT
> Send and receive chats in real-time with team members (individuals and groups)
> Pin favourite contacts to the top of your list
> Chat messages automatically synchronize across devices
> Chat messages are securely encrypted in transit and at rest
> Sync contacts from popular third-party platforms (Office 365®, G Suite®, and more)
> Manage company, customer and personal contacts from a single platform

FILE COLLABORATION
> 10GB per user (pooled) of UNIVERGE BLUE® SHARE file storage included for PRO and PRO PLUS users by default
> Access files from desktops, laptops, smartphones, tablets, file servers, and the web
> Full control over files, users, devices, and sharing activities
> No more need for 3rd party cloud storage providers

FILE BACKUP
> UNIVERGE BLUE® SHARE provides real-time backup of all files, mobile photos, and videos
> Point-in-time file restoration for quick recovery from ransomware and other types of data loss
> Share files with other users and co-edit in real time for Office 365® users

UNIVERGE BLUE® CONNECT
BENEFITS TO YOUR BUSINESS

INCREASED PRODUCTIVITY

UNIVERGE BLUE® CONNECT creates a more productive workforce
- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device – creates a more flexible workforce
- Transcribes voicemail messages to text and/or email, allowing for more efficient voicemail management
- Integrated chat, video conferencing, screensharing, file sharing, file backup and integrations extends reach and facilitates collaboration

LOWER COSTS

No need to buy, install, manage, upgrade or replace phone system hardware
- Reduces infrastructure and operating costs without the need to buy additional hardware
- Consolidates voice and data within one network
- Flat, per-user rates with no extra or hidden fees
- 100+ enterprise-grade calling features included in the service

HIGH RELIABILITY

The UNIVERGE BLUE® CONNECT voice network is purpose-built for reliability
- 99.999% financially-backed uptime SLA
- VoIP tests help ensure a reliable connection and high voice quality
- Redundant data centres increase reliability and reduce latency

SIMPLIFIED SCALING & MANAGEMENT

UNIVERGE BLUE® CONNECT scales according to the needs of any business
- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy & can be done online; no technician or special expertise required
- Manage service and features with user-friendly UNIVERGE BLUE® CONTROL PANEL
- Scales to a large number of users per business

BUSINESS CONTINUITY

Never miss an important business call
- UNIVERGE BLUE® CONNECT automatically rings all your endpoints (desk phone, mobile, etc.) with every call; if you don't answer, the call is routed to a pre-designated number (branch office, automated attendant, mobile number, etc.)

ENHANCED CUSTOMER EXPERIENCE

- Option to add UNIVERGE BLUE® ENGAGE Contact Centre at any time
- Contact Centre creates better and more informed response, improving customer experience
- Plans for businesses of all sizes, industries, and levels of sophistication

UNIVERGE BLUE® CONNECT FEATURES
WHAT'S INCLUDED

EACH USER RECEIVES
- Local phone number with unique extension
- Ability to have up to five endpoints
- Inbound/Outbound Caller ID
- WebFax
- Voicemail box with transcription services
- Team Chat and Messaging
- Mobile App & Desktop App

EACH ACCOUNT RECEIVES
- Centralized management of all locations
- 5 Auto Attendants with a direct inbound dialling phone number
- Ability to configure up to 5 hunt groups per account
- Conferencing: 200 toll-free minutes/month
- Active Directory integration for easy user configuration
- Hunt Group reporting
- Enable/Disable call recording

UNIVERGE BLUE®
INTEGRATE

UNIVERGE BLUE® INTEGRATE is an integrations platform that connects powerful voice, chat, video conferencing, and contact centre functionalities into everyday business applications from Google®, Microsoft®, Salesforce® and more – driving higher productivity and increasing customer retention without heavy cost.

salesforce   slack   ORACLE® NETSUITE   sugarcrm

Microsoft Dynamics 365   Office 365   Outlook   Microsoft Teams

zendesk   G Suite   servicenow   ZOHO   UNIVERGE BLUE® CONNECT CRM SCREEN POPS

UNIVERGE BLUE® TELEPHONES
A VARIETY OF MODELS

With over 120 years of experience in telephones and communications systems, NEC has paired some of our best desktop telephones with UNIVERGE BLUE®.

DT930S
Touch panel
colour display

DT920S
Self-labelling with
colour display

DT920S
6-button phone
with greyscale display

IP DESKTOP TELEPHONES

> User-friendly interface makes all of them ideal for public and business usage
> Affordable and cost-effective phones to suit all your business needs
> Software upgradeable, eliminating the need for new hardware
> Built-in Gigabit Ethernet

UNIVERGE BLUE® CONNECT
USER FEATURES

PHONE FEATURES

> Call Forward
> Call Hold
> Call Recording
> Call History
> Call Transfer
> Call Waiting
> 3-way Calling
> Do Not Disturb
> Extension Dialling
> Configurable Ring Options
> Voicemail
> Administrator Password
> Named Ring Groups
> Page all Phones
> Call Park
> Inbound Caller Name
> Call Flip
> Configurable Line Keys
> Speakerphone
> On-Hook Dialling
> Remote Line Key
> Transfer to Voicemail

SYSTEM FEATURES

> Voicemail with Transcription
> Auto Attendant
> Caller ID
> Custom Hold Music & Greetings
> Direct Inbound Dialling (DID)
> Call Flip
> Conference Bridge
> Hunt Groups
> Hunt Group Call Reporting
> Email notifications
> Busy Lamp Field/Call Presence

UNIVERGE BLUE® CONNECT
MOBILE AND DESKTOP APPLICATIONS
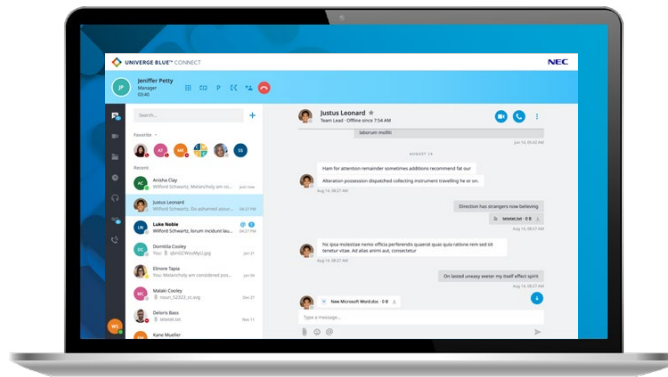
UNIVERGE BLUE® CONNECT
MOBILE APPLICATION

This powerful mobile application transforms your mobile device into an essential collaboration tool, making team-work on-the-go easier than ever. See who is available, send and receive chats, place and receive calls, share screens, start video calls and share files – all from one application. Available for Android™ and iOS.

Never miss important calls

❯ Extend your business phone number and extension to your mobile device, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device – seamlessly, without interruption

Easily collaborate from anywhere

❯ Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are

Connect with all of your contacts

❯ Sync contacts on your mobile device from popular third-party platforms (Office 365®, G Suite®, and more) to your CONNECT Apps

UNIVERGE BLUE® CONNECT
DESKTOP APPLICATION

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send team chats, place and receive calls, share screens, start video calls and share files – all from one ap-plication. Available as a downloadable app for PC or Mac®.

Communicate your way

❯ Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®

One application for collaboration

❯ One place to see the availability of co-workers, place a phone call, send chats and text messages and launch a video conference

Stay connected on-the-go

❯ With the CONNECT desktop and mobile applications, you take your contacts, files and conversations with you – wherever you are

UNIVERGE BLUE®
MEET

VIDEO CONFERENCING & SCREEN SHARING

UNIVERGE BLUE® MEET is an easy-to-use, reliable video collaboration tool.

> HD video conferencing: Face-to-face meetings eliminate unnecessary travel and empower teams with remote members to be more productive

> Screen sharing: The computer desktop can be shared in real time, improving collaboration and speed of decision making

> Screen annotation: Meeting participants can call out important points on a shared screen during a meeting.

> Easy one click recording

> Many more productivity enhancing features

> Up to 200 web / HD video participants (functions and capacity varies by plan)

UNIVERGE BLUE®
SHARE
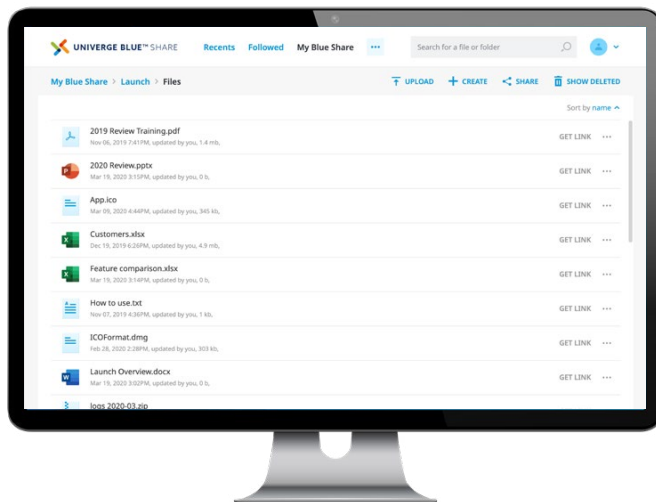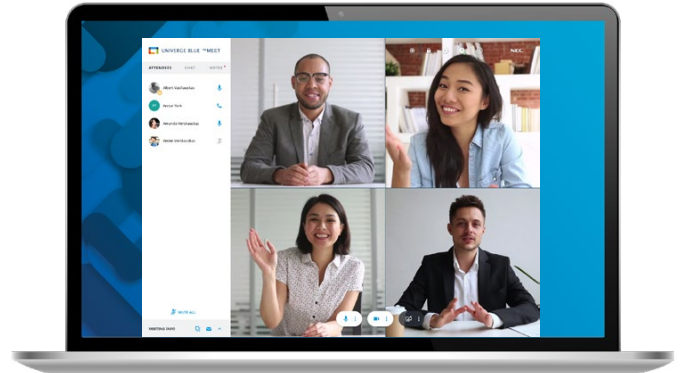
FILE SHARING & SECURITY

File sync and share with backup for desktops, mobile devices, and file servers.

> The latest file versions from any device

> Easy and secure file sharing

> Reduced downtime from ransomware and other types of data loss

> Integration with Windows file server, Active Directory, Outlook®, Office®, and Office 365®

> Full control over files, users, devices, and sharing activities

> PRO & PRO PLUS packages include 10GB/user

UNIVERGE BLUE®
ENGAGE

Improves your client's customer interactions with a highly reliable, secure and full-featured solution that can be up and running in days, not months.
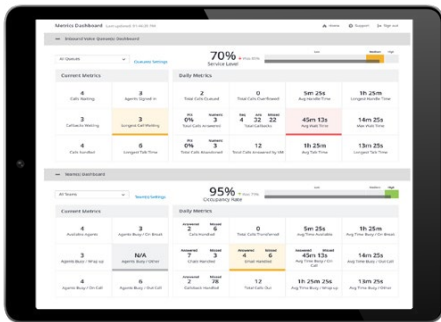
NEC's Contact Centre Agent Desktop App streamlines the management of incoming calls to help reduce response times and improve service quality for more satisfying experiences. The agent desktop and web application is a customizable single pane of glass for voice, chat, email and SMS queues and can support agents in a single and multi-site Contact Centre or remote locations.

CONTACT CENTRE CALLER FEATURES

- Voice, Chat, Email, and SMS Queues
- Speech Recognition Integration
- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Automatically connects callers to the next available agent. Places callers on hold when all agents are busy with calls
- Routes calls, chat, emails and SMS to organized departments such as sales, or support, Agent based on specific skillset or geographical preference.

CONTACT CENTRE AGENT FEATURES

- Desktop & Web Application – single pane of glass for Voice, Chat, Email, and SMS queues
- Structured, consistent feedback via Evaluator
- Screen recording
- Outbound Voice capabilities & outbound dialler (power dialling add-on)
- Queued Callbacks and Voicemails make for structured, efficient follow-ups
- Custom Agent Status

CONTACT CENTRE SUPERVISOR FEATURES

- Evaluator empowers supervisors to review, score, and provide feedback on agent-customer interactions
- Desktop & Web Application
- Enhanced supervisor calling abilities: monitor, whisper, and barge
- Supervisor Reporting: Agent/Group Activity Reporting; Historical Reporting; Call Queue and Active Call Reports; Report Scheduling

CONTACT CENTRE ADMIN FEATURES

- Dynamic Notifications, for outreach campaigns via voice, email, & SMS[1]
- Schedule Manager helps optimize your workforce and balance staff resources against demand
- Custom CRM Integration[2]
- Custom WFM Integration[2]
- Custom IVR Integrations & Self-service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)[2]
- Real-time calling statistics dashboard for desktop or wallboard display
- Customizable Interactive Voice Response (IVR) helps direct your customers to the right agent or information using their voice
- Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc.
- Outbound Dialler with voice & blended channel queues (add-on)
- Real-Time Customizable Threshold Alerts
- Emergency Queue Bulletins
- Post-Call Surveys
- Text-To-Speech
- Call Scripting

1. Desired channels (Email & SMS) add-on sold separately
2. Require professional services

Orchestrating a brighter world

NEC

OVER
$29 BILLION
REVENUE

#1
SMB & ENTERPRISE
COMMS WORLDWIDE

LEADER IN
BIOMETRICS

75 MILLION
GLOBAL USERS

TOP 100
GLOBAL INNOVATORS
(THOMSON REUTERS)

RECOGNIZED
AS A LEADER
BY FROST & SULLIVAN
IN ENTERPRISE
COMMUNICATIONS
TRANSFORMATION

125+
COUNTRIES

GLOBAL 100
MOST SUSTAINABLE
COMPANIES IN THE WORLD
(CORPORATE KNIGHTS)

107,000
TEAM MEMBERS
WORLDWIDE

4,000+
CHANNEL
PARTNERS

For further information please contact NEC Enterprise Solutions or:

About NEC Corporation – NEC Corporation is a leader in the integration of IT and network technologies that benefit businesses and people around the world. By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 120 years of expertise in technological innovation to empower people, businesses and society.

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TELEPHONE
TECHNOLOGY

Telephone Technology Ltd
Mohan Business Centre, Tamworth Road, Long Eaton
NG10 1BE, Nottingham, UK
Phone: 011 5855 4929, Email: info@telephonetechnology.co.uk
www.telephonetechnology.co.uk

EMEA (Europe, Middle East, Africa)
NEC Enterprise Solutions
www.nec-enterprise.com

Americas (US, Canada, Latin America)
NEC Corporation of America
www.necam.com

Australia
NEC Australia Pty Ltd
au.nec.com

Asia Pacific
NEC Asia Pacific
www.nec.com.sg

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com

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