

Empowered by Innovation



NOW INCLUDES  
**MyCalls  
Operator  
Console**



# MyCalls

THE COMPLETE CALL MANAGEMENT SUITE



Empowering the Smart Workforce

[www.nec-enterprise.com](http://www.nec-enterprise.com)



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## MyCalls - The complete **Call Management Solution**

The complete call management solution for SV9100 and other NEC telephone systems. Now with the new MyCalls Operator Console and brand new features, the MyCalls Suite is probably the most cost effective manager you will ever employ!

The MyCalls suite of applications includes call management, call centre management, call recording and CTI. Designed to integrate seamlessly with NEC systems, MyCalls provides real time information about every aspect of telephone use and performance.



Empowering the  
**Smart Enterprise**

# A 'real-time' dashboard for all your company's communications



## How much are missed calls costing your business?

Most businesses don't even know, because you can't manage what you can't measure! MyCalls highlights every missed call – as it happens. The opportunity to call back fast means less risk of losing business and customers to your competitors.

## Would your organisation benefit from MyCalls?

Regardless of size, any organisation that uses the telephone to keep in touch with its customers will benefit. MyCalls is not just for call centres.

It's ideal for busy sales departments and helpdesks or for healthcare and other professionals – the list is endless. Even better, you can tailor-make your own solution by combining different MyCalls applications.

## Good reasons to choose MyCalls

- > Increases productivity
- > Reduces costs
- > Rapid return on investment
- > Wins more business
- > Improves customer perception & service
- > Improves staff efficiency
- > Aids staff training

- > Helps manage & measure sales & marketing activity
- > Call recording helps solve disputes
- > Real-time information enables supervisors to react quickly to changes in call traffic
- > Reduces cost of sales and increases competitiveness
- > Reduces abandoned calls
- > Competitively priced

# What's new with MyCalls

Keep working, stay connected

The latest enhancements to the MyCalls application suite have been designed to make it more visual, more intuitive and more flexible than before.

## New application MyCalls Operator Console

A powerful yet easy to use application that puts the operator in control. Enables greater management of calls and employees for enhanced customer service.

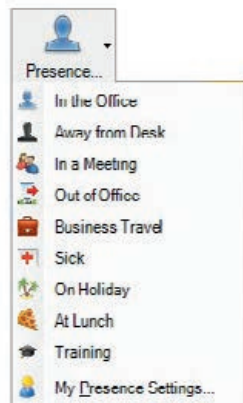
Highlights include:

- > Time-saving call control
- > A dashboard of company communications
- > User-friendly interface

## New feature Presence

Available on: MyCalls Manager, Desktop & Operator Console

A brand new built-in feature included with MyCalls Manager, Operator Console and Desktop applications. It provides a bird's eye view of your colleague's availability and status activity's enabling visibility and management of your whole workforce on a



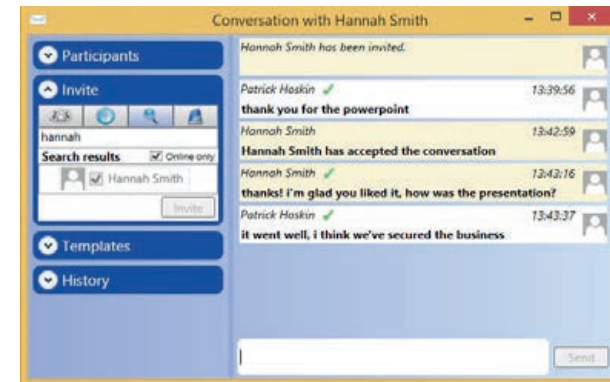
single screen. The real-time status means you can find the expert instantly for that crucial customer enquiry and respond more effectively than before. A user's presence can be updated manually or even automated by simply using the keyboard or mouse!

- > Microsoft Outlook integration - picks up calendar appointments automatically
- > Presence status can be set remotely from a number of devices PC, tablet & smartphone, etc.
- > Customisable for each user
- > Detects keyboard / mouse activity and prompts users to change state if they are 'out of the office'
- > Reporting capabilities on Presence states

## New feature IM (Instant Messaging)

Available on: MyCalls Manager, Desktop & Operator Console

Another built-in application helping users communicate far more quickly than by emails, enabling a more responsive workforce. Ideal for individuals or user groups, IM is especially useful for urgent requests, even when users are on a call.



- > Internal messaging ideal for quick responses
- > Private or group chats
- > IM history can be logged

## New feature Predictive Abandonment

Available on: MyCalls Call Centre

Intelligently analyzes call trends and predicts call abandonment rates. Enables managers to deal with call traffic spikes more effectively.

## New feature Stop/Start Recording

Available on: MyCalls Call Recorder

Stop/Start recording for security compliancy with credit card payments over the phone.

# MyCalls Basic

Making call management easier

The entry-level version of MyCalls is included with the SV9100 for the first 12 months. It provides a wealth of valuable information, in particular, a real-time view of call activity in easy to view screen displays.

MyCalls logs every call made to and from your system, including missed or abandoned calls, which can mean dissatisfied customers and lost sales. A wealth of important information is stored about call activity, for example source and destination telephone numbers; duration of calls; time of calls; extension activity and caller waiting times.

## Display

The on-screen display can highlight a range of call activity statistics - virtually as they happen. For example, cumulative daily totals of incoming, outgoing or abandoned calls and average time taken to answer calls. The display is easily customised to draw attention to business-critical call information.

## Logging

The detailed call log enables MyCalls to provide a limited number of simple reports that help monitor and manage performance. For example, information about peak-time call volumes enables staff levels and trunks to be matched to customer demand.



Call Volume

Call Handling Statistics

High visual impact for key data

## Key benefits

- > **Enhance Productivity** – Statistical data enables staffing levels to be matched to peak call volumes.
- > **Control Costs** – Comprehensive information about call activity helps prioritise remedial action.
- > **Target Productivity Gains** – Real-time views of daily call activity and some basic reports highlight profitable areas for investigation.

# MyCalls Call Manager

Improving business performance across the board

MyCalls Call Manager adds an extra dimension to call management and performance with an unparalleled range of user-friendly features. These help a business save money, win profitable new business and dramatically increase customer service levels.

Managers enjoy a real-time overview of the telephone activity of their team - who's on a call, who's holding, who's off-hook and how many callers hang up before their calls are answered.

This bird's eye view means individual and group productivity is easily monitored and managed and problems are dealt with straight away, e.g. calling back customers who abandoned calls, which retains customers and sales. The ability to display call performance data in real-time on a wall board increases motivation for teams and individuals.

## Alarms

MyCalls can be programmed to alert a manager when a particular set rule has been broken. For example, if a call has gone unanswered for over 30 seconds, or when abandoned calls exceed a set level.

This leaves busy managers free to concentrate on their everyday tasks until an alert requires their attention



**A complete overview of call activity is presented at a glance on screen or wallboard**

and action. Similarly, call costs are reduced because alarms can be set to flag unauthorised calls, particularly to high cost premium rate numbers, international calls and to mobiles.



**MyCalls Director's Report - key call performance summary can be automatically emailed as a PDF to an MD**

“Probably the most cost effective manager you will ever employ!”

# MyCalls Enterprise

Effective call management across multiple sites

## Reporting

MyCalls Call Manager has one of the most comprehensive report suites available. Reports can be scheduled or run as required to provide a wide range of detailed management information including call costs, response times, staff telephone performance, levels of customer service, and so on.

The business value is enormous, for example sales and marketing can measure the response to telephone campaigns precisely, or technical managers plan appropriate staff levels to handle changing call volumes for product support.

## Key benefits

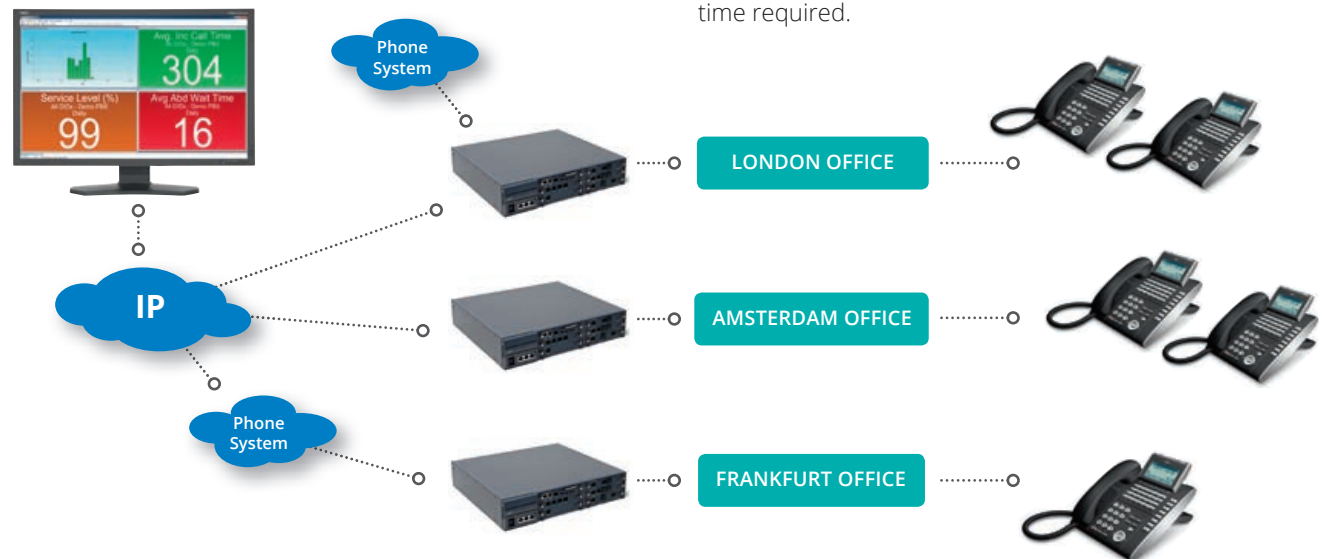
- > **Protect Sales Revenues** – Abandoned calls are flagged and logged enabling rapid customer call-back.
- > **Manage by Exception** – User-defined system alarms alert managers to situations that require their attention, as do reports on all aspects of call performance.
- > **Reduce Call Costs** – Unauthorised calls, e.g. mobiles/premium rate numbers are highlighted.
- > **Accelerate ROI** – Productivity gains and cost savings lead to more profitable operation.

MyCalls Enterprise is ideal for a business or organisation which has multiple branches located remotely. It makes it possible to gather and consolidate the information from a separate NEC Phone system at each branch.

MyCalls Enterprise can be configured to enable call activity data from different departments with similar functions, e.g. sales, to be compared at branch or organisation level, which provides opportunities for more efficient call handling and increased productivity.

## Key benefits

- > **Increase productivity** – Detailed call management and reporting information is provided across multiple sites simultaneously.
- > **Cost savings** – Larger organisations can be managed more easily from a single desktop, reducing the amount and cost of managerial time required.



# MyCalls Operator Console

Slick and efficient call control at the hub of your company communications

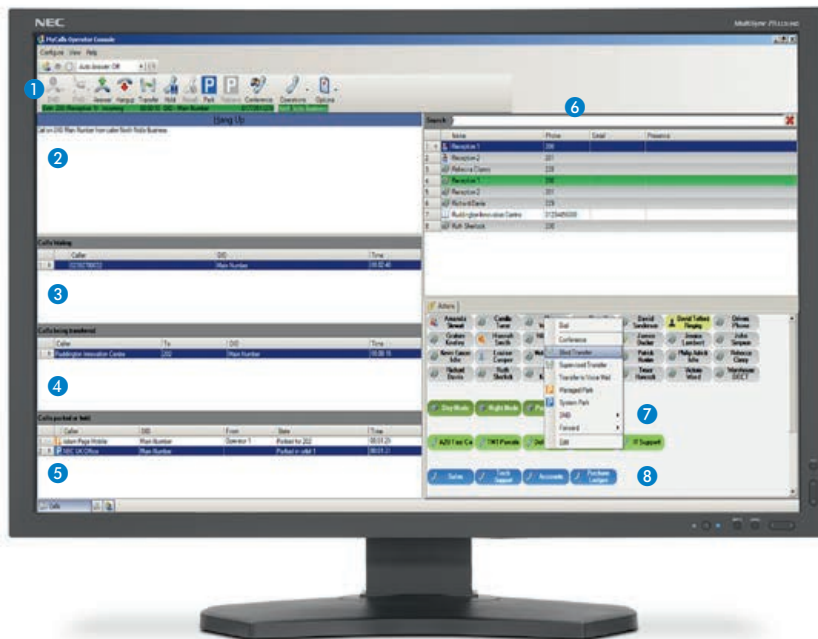
For many companies the receptionist or operator plays a pivotal role in the day to day running of the business. Your receptionist often provides the first contact your customers experience, needs to be organised, professional and friendly whilst dealing with heavy call traffic.

MyCalls Operator Console makes efficient, professional call handling achievable with a highly visual interface for ease of use. Like a company

dashboard, all calls are presented clearly along with Caller ID, phonebook information and any previous handling.

Calls can be answered in any order, from queues, using drag and drop simplicity, while VIP callers are easily prioritised. Other time savers include speed dials, click to email and Instant Messaging for a sharper response.

Presence status provide a real-time snapshots of user's availability, and calls can be directed according to their status. Everything is geared around user efficiency to create a seamless customer experience. For larger organisations multiple operators can work simultaneously and across multiple sites.



- 1 Call Control
- 2 Active calls
- 3 Calls Waiting
- 4 Transferred Calls
- 5 Parked Calls
- 6 Company Directory
- 7 Presence Status for all users
- 8 Speed Dials

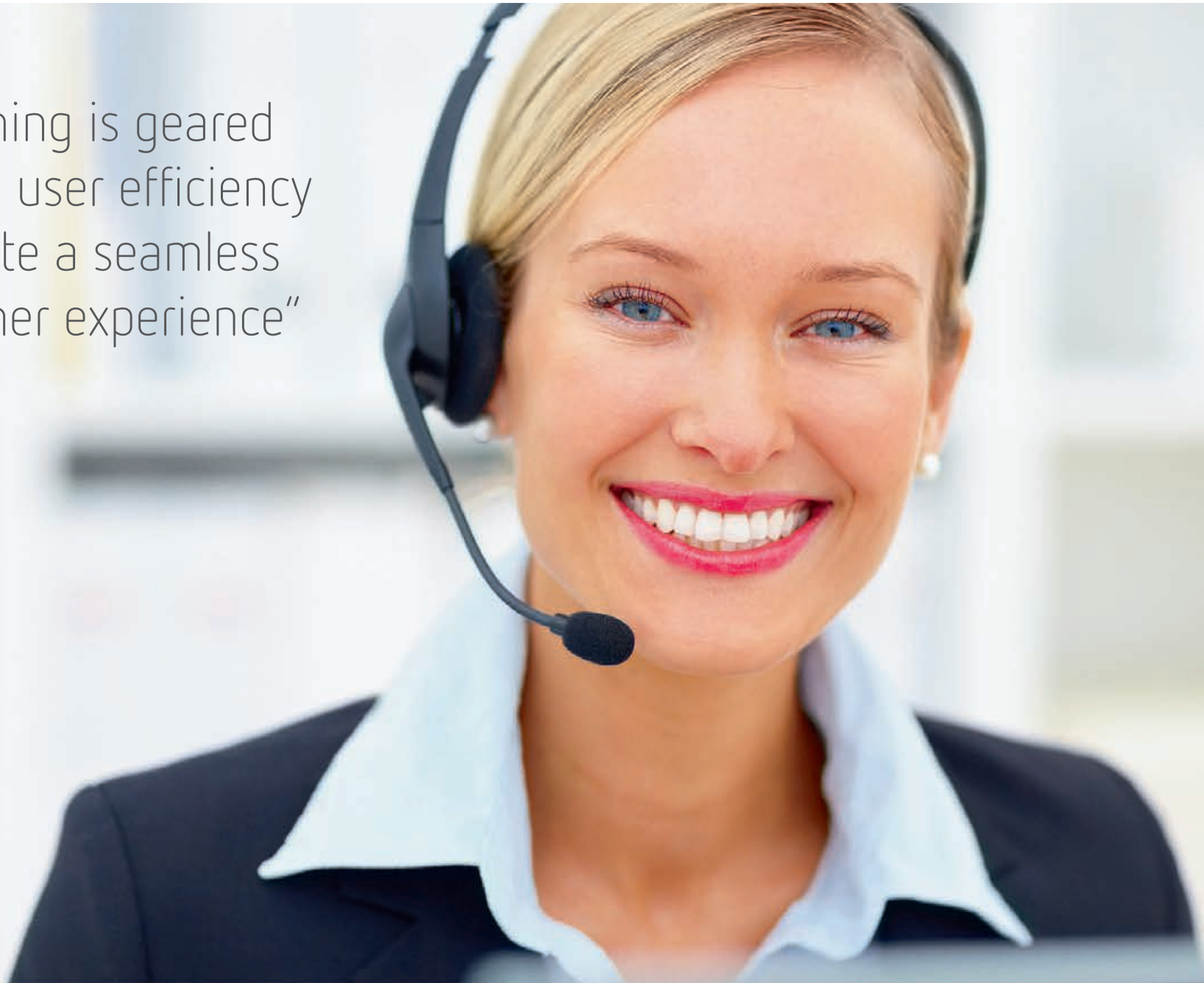
## Key benefits

- > Professional call handling for single or multiple operators
- > Intuitive user interface for ease of use
- > Drag and drop calls from any number of queues
- > Presence – incl. ability to change other users profiles
- > Direct calls to users based on their Presence settings
- > Wrap-up mode
- > VIP caller priority
- > Automated reporting
- > Click to email / IM

“A user-friendly interface for your operator”



“Everything is geared around user efficiency to create a seamless customer experience”



# MyCalls Desktop

Cost savings with slicker call control

Effective call handling takes time. If less time is spent collecting the basic information to handle the call, such as accessing a customer record on a financial database or even locating and dialling the number, more time can be spent with the customer or more calls can be handled each day.



## Screen-pops

MyCalls Desktop works together with your CRM when a call is taken. Information about the caller is automatically screen-popped, significantly reducing call handling times, productivity and the customer experience. Compatible with MS Outlook and almost all other CRMs due to its flexible integration capabilities.

## Productivity

Productivity features like Free Dialling enable users to dial a number in any application, e.g. a website, simply by clicking on it, which reduces the incidence of misdials.

## Time management

The time savings and productivity gains soon add up. Just 15 to 20 seconds per call in a busy organisation could amount to more than 40 hours a month. How much could that be worth to your business?

## Key features & benefits

- > **Full call control** – Real-time views of other extension activity (Busy Lamp Field) from the desktop simplifies all telephone functions & saves time on basics like dialling & call transfer.
- > **NEW! Presence** – Provides bird's eye view of your colleagues status and availability.
- > **Speeds Workflow** – Callers are identified immediately, with screen-popped access to database records for faster, warmer, more efficient service.

- > **NEW! IM (Instant Messaging)** – Ideal for urgent communications and quick responses.
- > **Action buttons** – Create your own customizable shortcuts to websites, frequently used documents, service codes and speed dials - everything you need for a call is within clicking distance!

## NEW! MyCalls Desktop Lite

FREE with every SV9100 - a slimmed down version of MyCalls Desktop – this offers similar functionality bar, presence and 10 as opposed to 1000 DSS (Speed Dial & Busy Lamp Field) keys.



**UNIVERGE® SV9100**  
**Free MyCalls Desktop Lite**

# MyCalls Call Recorder

Simple, secure call recording with advanced call analytics

Call recording is essential for any organisation. It provides undisputable facts about every call that can be used to resolve disputes quickly and effectively, to improve customer service, to review and refine call handling performance or simply because it is a legal requirement.

## Secure

Recording rules and secure encryption satisfy current rules on safe storage of customer information, including PCI DSS standards. Access authority levels can be set to suit organisational needs, backed by a comprehensive audit trail that logs all access to recordings. Normally, all calls are recorded, although recording rules enable specific extensions to be excluded, for example, a director's telephone.

## Quick Search & Export

Recorded calls are quick and easy to locate, using different criteria, for example telephone number, extension, date, etc. Notes can also be added to the call details and searches made using specific key words. All calls that match the search criteria are presented in

a dedicated playback list. Recordings can be exported singly or in bulk as WMA or WAV files.

Sound clips can also be extracted and exported from long or confidential calls. Encrypted calls are saved to the database automatically and are easily archived to disc or other storage devices.

## Advanced Playback

Call playback controls follow a familiar format with play, pause and fast forward/rewind. However, for detailed analysis the player has some special features including playback speed control; looping; stereo waveforms; call markers and mark-up notes.

## Key benefits

- > **Secure Access** – Recording, playback & storage are totally secure with rapid call identification.
- > **Take credit card payments** – Stop/Start recording for security compliancy with credit card payments over the phone.
- > **Intuitive Search** – Makes calls quick and easy to locate.
- > **Detailed Call Analysis** – Advanced controls help pinpoint key details quickly and accurately.
- > **Easy Export** – Flexible export options make recordings quick and easy to incorporate into different media.



“Resolve business disputes quickly and effectively”



“Stop / Start recording for security compliancy with credit card payments over the phone”

# MyCalls Call Centre

Enhanced performance for call centre managers and supervisors

**Intelligent call routing is fundamental to call centre operations, irrespective of scale. The NEC MyCalls Call Centre system has a powerful, robust Automatic Call Distribution (ACD) system.**

MyCalls Call Centre is tightly integrated into this, providing supervisors with the controls, real-time visual cues and management information, required to sustain high levels of call-handling efficiency. ACD manages multiple queues on the telephone system, distributing calls evenly, following a set of logical rules in an attempt to ensure that no individual is overloaded while others are idle, and that calls are routed to agents with the most relevant skill-set.

## Activity display

The MyCalls screen displays gives a detailed real-time view not just of agent activity, but also about key service parameters like numbers of callers in queue and call waiting times. To ensure service levels are maintained, supervisors can log additional agents into ACD queues from their own teams or from other departments, which offer similar skill-sets. This is all arranged simply and quickly from the supervisor's MyCalls desktop.

Additional alarms are provided to help manage ACD activity efficiently, for example queue overflow warnings or maximum times that agents may remain in a given

state, e.g. after call activities (often referred to as 'wrap up'). Supervisors are also able to select and configure performance statistics that can appear on the screens of their agents or on plasma wallboards to drive the achievement of agreed service standards. Performance management and skills training are

**An overall view of agent activity is ideal for supervisors and can be displayed on a large screen**

enhanced by the detailed activity reports, generated by MyCalls, in conjunction with call recordings made with MyCalls Call Recorder.

## Key benefits

- > **Increase Capability** – Full call centre functionality built around NEC ACD technology enhances customer experience.
- > **Raise Service Standards** – Improved management control reduces caller delays in queues & delivers calls to those best able to help.
- > **Maximise Agent Productivity** – Managers have real-time information and activity reports essential to agent performance and training.
- > **Predictive Abandonment** - Intelligent call analysis to help prevent losing callers and business.



# MyCalls Agent Control

Call centre management made easy for your agents

**Agent Control provided by MyCalls Call Centre is a two-way process. Not only does it provide the essential information for supervisors to maintain call-handling service levels, it also empowers agents with greater flexibility to deal with call traffic.**

An Agent Control toolbar on every agent's desktop enables them to log in and out of ACD queues and display their current status. Because call queues are visible on screen or plasma display, agents can often enter other queues on their own initiative to lend support to hard pressed colleagues.

## Agent status

Conditions such as Available, Wrap Up (handling after call activity) or natural break and other business-specific reasons can be selected from the toolbar. Supervisors can add these reasons, for example, some agents may be required to spend time picking parts to fulfil orders they have taken earlier.

This flexibility helps a team work with greater efficiency, especially where staff resources are limited. Because the different work states are always specified in real time, it enables supervisors to maintain more effective control over service levels and to run extremely accurate reports on agent activity.

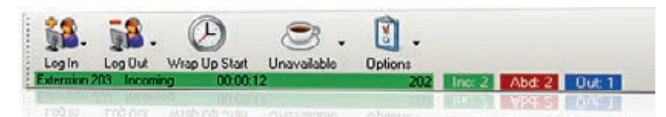
## Key benefits

- > **Flexible working** – Empowering agents to log in and out of service enables any organisation to make better use of limited staff resources.
- > **Better Management Control** – Busy managers save time because user-defined controls & alerts are only triggered when exceptions occur to defined service standards.



**A real-time snapshot of all personal call activity including agent status, call history plus a mini wallboard of group activity**

“Agent Control allows even a small team to deal with fluctuating call traffic”



**The toolbar saves time with complete call control at the click of a mouse**



"MyCalls helps save a business money,  
win profitable new business and dramatically  
increases customer service levels"



**NEC Enterprise Solutions** provides IT & Communication solutions to small, medium and large enterprises in both the private and public sectors. Designed for open connectivity, high availability and flexible growth, our innovative solutions incorporate the latest voice, data and video technologies and enable real-time, collaborative working, increased productivity and customer satisfaction. Our servers, storage solutions, software and virtualised workstations enable businesses to maximise operational efficiency, performance and profitability. NEC Enterprise Solutions serves its customers across EMEA (Europe, Middle East & Africa) through a network of direct sales organizations, business partners and value-added resellers. For more information, please visit: <http://www.nec-enterprise.com>.

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