

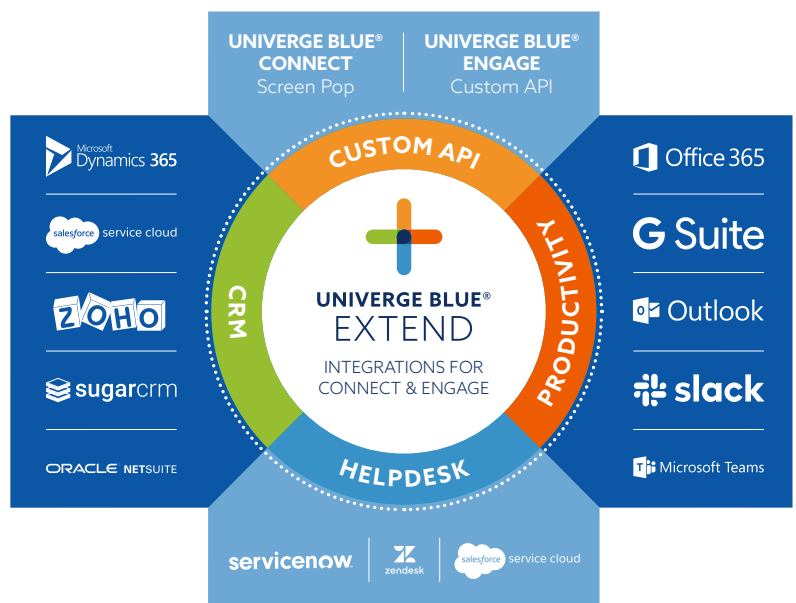
# UNIFIED APPS INTEGRATIONS FOR EVERYONE

Connecting powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications.

NEC's UNIVERGE BLUE EXTEND, the integrations platform for UNIVERGE BLUE CONNECT and UNIVERGE BLUE ENGAGE contact center, connects powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce®, and more – driving higher productivity and increasing customer retention with very little to no costs.

## GET EXTENDED

With additional communication functionality built into your everyday business applications, you can further enhance employee productivity and customer engagement. The integration application interfaces (APIs) are available for free when you subscribe to UNIVERGE BLUE CONNECT and/or UNIVERGE BLUE ENGAGE (ADVANCED and COMPLETE plans). Get extended click-to-dial capabilities, more intelligent screen pops, greater context in customer record lookups, contextual call flow and routing, and more.



# UNIVERGE BLUE® EXTEND – UNIFIED APPS INTEGRATIONS FOR EVERYONE



## WHY USE UNIVERGE BLUE® EXTEND INTEGRATIONS FOR CONNECT?

Today, the workforce is becoming more dispersed and customers are expecting higher levels of service. To provide a great customer experience, your employees need the right information and communication tools at their fingertips.

With EXTEND integrations bridging together CONNECT with popular productivity, customer relationship management (CRM), and helpdesk applications you will be able to:

- **Increase productivity:** Embed UNIVERGE BLUE CONNECT into your productivity applications to automate business workflows and maximize employee efficiency.
- **Drive customer retention and increase revenue:** Combine powerful communication capabilities with relevant customer data to ensure sales and support teams have the right information at the right time.
- **Streamline workflows:** Save time that is spent switching between applications and hunting for information.
- **Easily deploy and use:** Simple to deploy, with no extensive training or implementation costs.



## PRODUCTIVITY INTEGRATIONS

- Leverage CONNECT's 100+ enterprise-grade calling features
- Click-to-call from contacts or web pages
- Quickly add virtual meeting details to any new or existing calendar events
- Click to start virtual meetings directly from the web browser or calendar event
- Take notes and log call details for new customers directly within an application
- Enhance security with Spam caller protection for every voice call and end-point device
- View presence of contacts along with screen pops of existing customer info for incoming calls

## CRM INTEGRATIONS

- Click-to-call on any contact
- Pull up existing customer records through screen pops on incoming calls
- Create new contacts and leads with just one click
- Quickly and easily take notes and log call details directly in the CRM application

## HELPDESK INTEGRATIONS

- Click-to-call on any contact
- Use screen pops to pull up existing customer records on incoming calls
- Quickly and easily take notes and log call details directly within the application
- Quickly create support tickets for customers

# UNIVERGE BLUE® EXTEND – UNIFIED APPS INTEGRATIONS FOR EVERYONE



## WHY USE UNIVERGE BLUE EXTEND INTEGRATIONS FOR ENGAGE?

Contact centers in today's work environment are also becoming more dispersed due to agents working from home, remote locations, different branch offices, or even different countries. Agents, now more than ever, need to engage with customers in an efficient and personalized manner. With UNIVERGE BLUE EXTEND integrations for ENGAGE contact center, you can leverage popular applications – or build your own – to deliver smarter and more efficient contact center customer experiences.

- **Alert and adapt in real-time:** Keep your finger on the ENGAGE contact center pulse by delivering alerts and updates from applications to agents.
- **Increase productivity:** Embed ENGAGE contact center functionalities into everyday business applications to streamline workflows and maximize agent efficiency.
- **Easy to use:** Our integrations are easy to use and easy to deploy, with no extensive training or implementation costs required.
- **Improve customer journey:** Access relevant customer data at the right time to deliver a more personalized experience to each customer.

UNIVERGE BLUE EXTEND integrations for ENGAGE are embedded into your call flows and/or Interactive Voice Response (IVR) and are customizable to your unique business needs. With these advanced integrations that focus more on the customer experience, your agents are empowered with the ability to provide exceptional customer service.

- Screen pops for incoming calls provide existing customer account records for a better customer experience.
- Delivery of time-sensitive alerts and updates to selected channels allow agents to take rapid action before situations become problems.
- Easily annotate and capture key details from a call and save the call outcome/classification to the customer's account.
- Capture audio and screen recordings of interactions with customers and automatically store them in their account record.
- View case status for clients or build a call flow that lets them self-serve.
- Sort incoming inquiries into queues based on the status of an open case.

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