

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
CC License Type	Named Agents	Concurrent Seats*	Concurrent Seats*
UC Bundling Sold with CONNECT	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) ¹	✓	✓	✓
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 ²	✗	✓	✓
Chat Channel Queues	✗	Add-on (+\$)	✓
Email Channel Queues	✗	Add-on (+\$)	✓
SMS Channel Queues	✗	Add-on (+\$)	✓
Dynamic Notification (Voice, E-mail & SMS)	✗	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	✗	✗	✓
CONTACT CENTER CONCURRENT SEAT USAGE			
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.

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