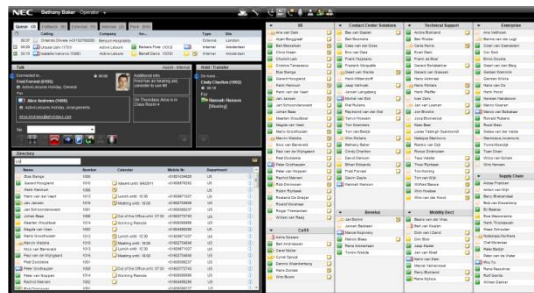


# New in Business ConneCT 5.2

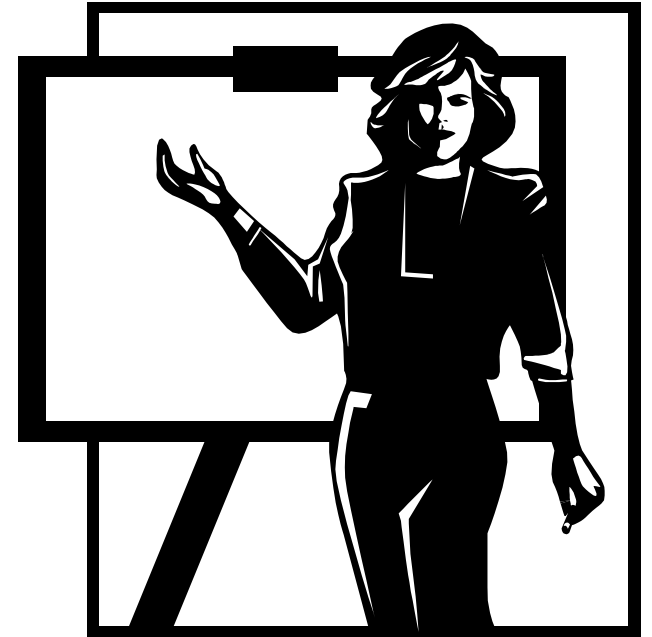


# Objectives

## Highlights BCT 5.2

- BCT XML Client
- Contact Center reports
- Mobility Access on SV8300
- Hyper-V virtualization support
- 90-day Free trial mode

## Various small improvements



# BCT XML Client

The BCT XML Client can now be used in 2 modes:

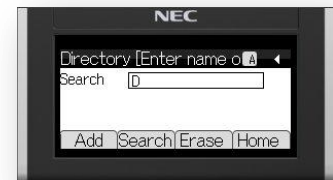
## 1. Complete functionality:

- Directory, Call log, Voicemail log, Presence management
- Every user must have the Employee role.
- Works on SV8000 range on DT710, DT730 and DT750



## 2. Directory functionality only:

- Search for and dial contacts in the Company- and External directory
- No login is required, so can be used on all supported XML terminals
- Does not require a BCT license.
- Comparable with the BCT directory on DECT handsets (CDA)
- Works on SV8000 range on DT710, DT730 and DT750
- Works on SIP@Net on DT710 and DT730



Selection of mode 1 or mode 2 is system wide (cannot be mixed)

# Contact Center - Answered & Abandoned Calls List

Two new reports:

## Answered Calls List

**For Router(s):** Holiday Arrangements, After Sales

**Generated:** 1-6-2012 16:04:31

**Report period:** 20-5-2012-20-5-2012

**Site Name:** Active Leisure Holidays - London

**Username:** Administrator

Start Date/time	Router Date/time	CLI	Starter	Response Time	Agent	Call Duration
20-5-2012 14:12:53	20-5-2012 14:12:59	+31321432856	Arrangements	0:00:04	Alice	1:12
20-5-2012 14:14:43	20-5-2012 14:14:53	+31632838475	Complaints	0:01:04	Cindy	0:34
20-5-2012 14:16:11	20-5-2012 14:16:21	+31203244233	Cancelations	0:02:12	Bethany	2:43

## Abandoned Calls List

**For Router(s):** Holiday Arrangements, After Sales

**Generated:** 1-6-2012 16:04:31

**Report period:** 20-5-2012-20-5-2012

**Site Name:** Active Leisure Holidays - London

**Username:** Administrator

Start Date/time	Router Date/time	CLI	Starter	After	Type
20-5-2012 14:12:53	20-5-2012 14:12:59	+31321432856	Arrangements	0:00:04	Call Back
20-5-2012 14:14:43	20-5-2012 14:14:53	+31632838475	Complaints	0:01:04	Abandoned
20-5-2012 14:14:43	20-5-2012 14:14:53	+31632838475	Complaints	0:01:04	Not Answered
20-5-2012 14:16:11	20-5-2012 14:16:21	+31203244233	Cancelations	0:02:12	Aborted
20-5-2012 15:23:11	20-5-2012 15:24:29	+31421536556	Complaints	0:01:18	No Agent
20-5-2012 15:25:47	20-5-2012 15:28:53	+31642822412	Arrangements	0:03:06	Queue Time Out
20-5-2012 16:27:13	20-5-2012 16:28:15	+31201244752	Cancelations	0:01:02	Queue Full
20-5-2012 16:27:13	20-5-2012 16:28:15	+31201244752	Cancelations	0:01:02	Error

# Contact Center – Enhanced Abandoned Calls report

New columns: “Error”, “Not Answered” and “No Agent”.

Error is only for rare situations e.g. call cannot be queued to a router.

## Abandoned Calls

**For Router(s):** CustomerCare Group, KeyAccounts Group

**Generated:** 20/07/2011 15:27:16

**Site Name:** Concepcion-Carrier Airconditioning Company

**Report period:** 01/04/2011-30/04/2011

**Username:** administrator

After	Abandoned Calls	Aborted Calls	Callback Requests	Error	Not Answered	No Agent
00:00	102	0	0	0	0	0
00:01	53	0	0	0	1	2
00:02	133	0	0	0	0	0
00:03	48	0	0	0	0	0
00:04	29	0	0	0	0	0
00:05	60	2	0	1	0	0
00:06	80	0	0	0	0	0
<b>Total</b>	505	2	0	1	1	2

•Abandoned Calls: Number of times the caller disconnects while being queued.

•Aborted: Number of calls offered to this router that were aborted via an option menu.

•After: The time spent in the router before the call ended.

•Callback Requests: Number of callback requests made for this router via an option menu.

•Error: Number of times the call ended due to an error in the system.

•No Agent: Number of calls rejected or re-routed because of no ready agents.

•Not Answered: Number of unanswered calls because no ready agents available due to 'answer only when free agent' starter option.

•Queue Full: Number of calls rejected or re-routed because of queue full situation.

•Queue Time Out: Number of calls rejected or rerouted because of a queue time out

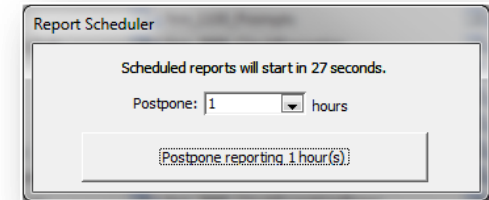
# Contact Center – Enhanced Outbound Report

New columns: Total jobs, Unfinished jobs and %Completed

Outbound Services									
<b>For:</b>	Outbound Services: Queue callback Holiday Arrangements								
<b>Generated:</b>	1-6-2005 16:25:21	<b>Site Name:</b>		Active Leisure Holidays - London					
<b>Report period:</b>	20-5-2005-20-5-2005	<b>Username:</b>		Administrator					
Outbound Service	Service Started	Total Jobs Completed Jobs	% Complete	Calls Started	No Answer	Busy	Error	Success- ful	
Queue callback Holiday	6/9/2011 3:20:23 PM	2	2	100.00%	8	3	0	0	5
<ul style="list-style-type: none"><li>•% Complete: Percentage completed jobs of total jobs.</li><li>•Busy: Number of times the call ended on a busy extension.</li><li>•Calls Started: Number of outbound calls started, listed per service.</li><li>•Completed Jobs: Successful jobs and failed jobs that reached the maximum number of retry attempts.</li><li>•Error: Number of times the call ended on an error situation.</li><li>•No Answer: Number of times the call ended on a no answer.</li><li>•Outbound Service: Name of the outbound services as defined in the Outbound Service module.</li><li>•Service Started: Time the outbound Service was started by supervisor or administrator</li><li>•Successful: Number of successful outbound calls.</li><li>•Total Jobs: Total number of jobs.</li></ul>									

# Contact Center

- Scheduled reports that are due to run in the BCT Supervisor can now be postponed



- All reports that use office hours in their aggregation are enhanced with a line that shows the used office hours filter

A screenshot of a 'Starter Analysis' report. It includes a header section with fields for 'For Starter(s):', 'Generated:', 'Report period:', and 'Office hours'. To the right of these are values for 'Starter Range', a timestamp, 'Site Name', 'Username', and a time range. Below this is a table with columns for 'Time', 'Call Offer', 'Duration' (with sub-columns for Min., Avg., and Max.), and 'Abandoned'. Two rows of data are shown for times 09:00 and 09:15.

Time	Call Offer	Duration			Abandoned
		Min.	Avg.	Max.	
09:00	0	00:00	00:00	00:00	0
09:15	0	00:00	00:00	00:00	0

- Outbound Services (campaigns) can now use Skill Based routing rules

- Warning is given when attempting to delete a call flow module that is still referenced by another module.

# Mobility Access on SV8300 (1)

SV8300 R6 is the first release to support Mobility Access (MA) in combination with OAI to a level that can support applications like BCT

Ways to use SV8300 MA in combination with BCT:

1. MA only (MA-user does not use BCT)
  - Phone status of MA-user is visible to all BCT users
  - Operator support for MA-user
2. MA + BCT Mobile Client on a Smartphone
  - As above
  - See phone status and presence of other users
  - Access directory & call logs with click to call





# Mobility Access on SV8300 (2)

## ■ The MA-user cannot:

- Be an Agent, Phone-based Agent or Operator
- Use the BCT Employee Desktop client
- Use his presence management  
(click-to-dial and voicemail retrieval do not work  
when a presence profile with forwarding or “\*21” forwarding is active)
- Have “Mobility Access Dual Ring” activated

## ■ The Operator cannot :

- Camp-on to a MA-user
- Break-in towards a MA-user

# Mobility Access on SV8300 (3)

■ Note that:

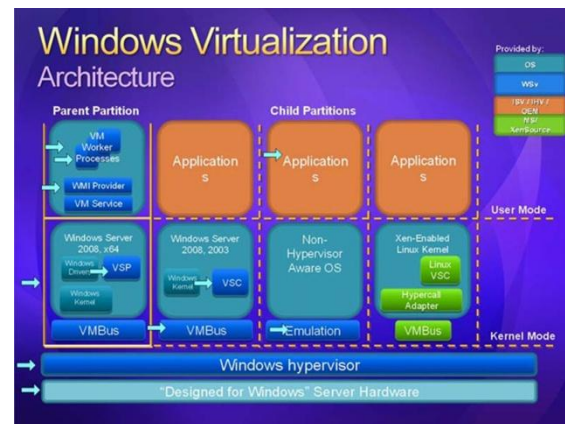
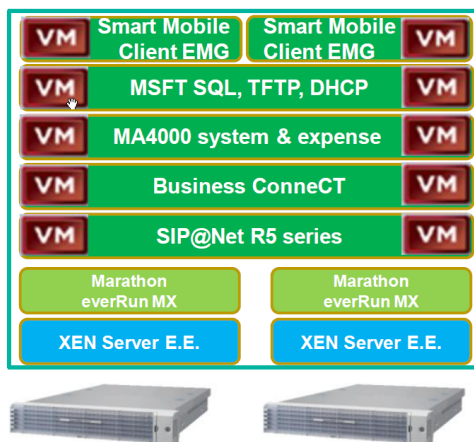
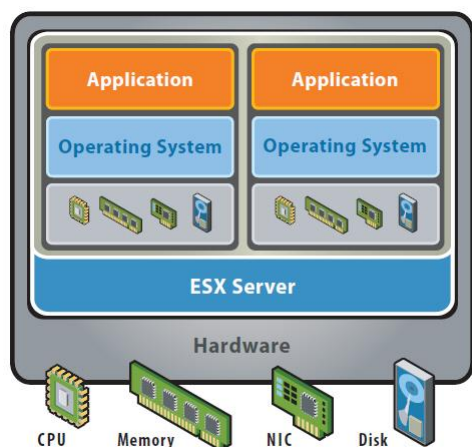
- When a MA-user is busy on the mobile/remote phone, a 2<sup>nd</sup> incoming call to the MA-user will also go to the MA destination. What happens depends on settings in the (e.g.) mobile network:
  - The call can be answered as a 2<sup>nd</sup> call on the mobile phone
  - The call goes to the mobile voicemail
  - Only when the 2<sup>nd</sup> call is not accepted by the mobile network will it go to the SV8300 call-forward-on-busy destination, this is often the company Operator
- Unsuccessful calls from an MA number to an internal extension will be presented as external calls to the Operator
- Call transfer with your MA extension is not possible via DTMF, The second-call function should be used.

# Hyper-V virtualization support

BCT can run on virtualized servers based on:

- VMware vSphere ESXi 4
- Marathon – everRun MX with protection level 1&2 (High Availability)
- Microsoft Hyper-V Server 2008 R2 **NEW**

Including support for media via VMP



# Management of BCT

- When the administrator changes a users name, the administrator is offered the choice to keep or delete the users Voicemails, Greetings and Call recordings
- For new installations the BCT database by default will be set to “Simple Recovery mode”.
  - Advantage: the database transaction log file will not grow so the BCT server it will no run out of disk space. → less maintenance
  - Disadvantage: it is not possible to recreate the database for the time between backups.
  - When to use: when the contents of the database is not critical and restoring the latest backup is sufficient.  
E.g. for systems with only a BCT Operator.

# Product and System changes (1)

## ■ PABX compatibility added for:

- SV8100 R6
- SV8300 R6
- SV8500 S4
- AspireX R8
- SIP@Net R5
- DT7xx terminals

## ■ The BCT boundary document now contains a list of supported trunk types and terminal types per PBX type.

## ■ MS compatibility

- IE 9
- SQL 2008 Express R2 included on BCT DVD
- Windows 7 can now be used as the BCT server operating system for up to 50 users (previously 2 users)

## ■ Norwegian added as a supported language.

# Free Trial mode

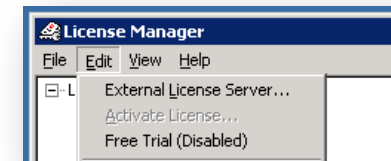
Opens up all BCT functionality for 90 days

Ideal to:

- Demo (new) functionality
- Finish and test an installation even without the (correct) licenses

Further details:

- Does not require any license
- Can be started & stopped at any time
- When stopped / after expiration of the 90 days BCT will use the normal license (if present)
- Free trial mode is visible in Client (top bar)
- 90 days are reset with every release

A screenshot of the main BCT interface. It features two panels: 'Equipment Licenses' on the left and 'Functionality Licenses' on the right. The 'Equipment Licenses' panel contains a table with columns 'Equipment Model', 'Used', and 'Free'. The 'Functionality Licenses' panel lists various features like 'Agent - Outbound', 'Programming Interface', etc. At the bottom, a red status bar indicates 'Free Trial (Enabled, 52 Days left)'.

Equipment Model	Used	Free
Employee	21	729
Agent	0	150
Phone Based Agent	0	175
Supervisor	0	10
Operator	1	29
Voicemail Only User	0	2000
Additional Language	2	15
Essential Employee	0	2000
Soft Wallboard	0	9
VMP Port	0	96
VMP Port, Upgrade from HMP	0	0
Employee-Outlook Cal Intr. (on/off)	on	
Employee-VM to Email Intr. (on/off)	on	
Supervisor Full Reporting (on/off)	on	
Wallboard (on/off)	on	
Auto Attendant / IVR (on/off)	on	
Agent - Skillbased Routing (on/off)	on	
Identification Routing (on/off)	on	
Agent - Email Routing (on/off)	on	

Functionality Licenses:

- Agent - Outbound
- Programming Interface
- Redundant Server
- Web Callback
- Call Recording
- Version 5.x
- Version 5.x Upgrade

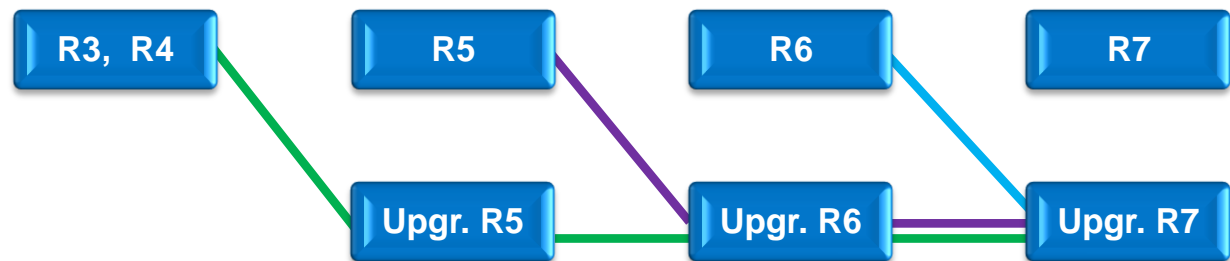
Free Trial (Enabled, 52 Days left)

# BCT 5.x Upgrades – Platform & Upgrade licenses

- Introduced with BCT 5.1
- BCT R5 Platform license for every new BCT R5.x system
- BCT R5 Upgrade license for upgrading systems to BCT R5.x
- Either one is mandatory to run BCT R5.x software

**New system**  
**Platform license**

**Upgraded system**  
**Upgrade license**



# BCT 5.x Upgrades – Parts & pricing

	Part number	Description
Small	960026423000	BCT R5 Platform Upgr Lic.
Medium	EU909069	BCT R5 Platform Upgr-M Lic.
Large	EU909070	BCT R5 Platform Upgr-L Lic.

	Operators	Agents	Employees	Phone Based Agents
Upgrade license Small	<= 2	=< 9	=< 60	=< 19
Upgrade license Medium	3 - 7	10 - 24	61 - 199	20 - 49
Upgrade license Large	>= 8	>= 25	>= 200	>= 50
	Level applies if any of the above is true.			



# Computer Based Training (1)

## Installation training

- With animation and spoken text
- Includes practical exercises
- Support from trainers
- Official examination and certificate

The image displays four overlapping screenshots of the Business Connect training software interface. The top-left screenshot shows the 'Module Menu' with a list of topics: Module 1: Introduction to Business Connect, Module 2: Preparing the PABX, Module 3: Installation of Business Connect, Module 4: Checking and Changing the Configuration, Module 5: Filling the Directory, Module 6: Business Connect Client, Module 7: Troubleshooting, and Module 8: Database Maintenance. The top-right screenshot shows 'Module 1: Introduction to Business Connect' with a 'Menu' button. The bottom-left screenshot shows 'Module 2: Preparing the PABX' with a 'Menu' button and a list of topics: 1.1 Architecture, 1.2 Business Connect, 1.3 Licensing, 1.4 Business Connect, and 1.5 How to prepare the PABX. The bottom-right screenshot shows the 'Business Connect Configuration Wizard' with a 'General Configuration' tab. It includes a 'Media Ports' section with 'Available' and 'Assigned' lists, and a 'Channel #' column. Below the wizard is a diagram showing the connection between a 'Voice mail access number' (222), an 'IVR group Pilot number' (230), and 'IVR lines' (231, 232, 233, 234) connected to an 'Analogue Dialogic Board' or 'VMP Software'.

**Module Menu**

Clicking on any of the bullets below, you will be taken to this page by clicking the **Menu** button from the top right of the page.

**Module Menu:**

- Module 1: Introduction to Business Connect
- Module 2: Preparing the PABX
- Module 3: Installation of Business Connect
- Module 4: Checking and Changing the Configuration
- Module 5: Filling the Directory
- Module 6: Business Connect Client
- Module 7: Troubleshooting
- Module 8: Database Maintenance

**Module 1: Introduction to Business Connect**

Click the topic buttons below to launch the training. When you are done with all of the subjects, click the **Menu** button.

**Module 2: Preparing the PABX**

Click the topic buttons below to launch the training. When you are done with all of the subjects, click the **Menu** button.

**Important: It is not necessary to follow the order of the modules for the type of PABX you want to install.**

**Business Connect Configuration Wizard**

**General Configuration**  
Assign Media Ports for Voice Media Processing - VMP

Media Ports

Available	Assigned	Channel #
231		

Up Down Remove

Media Ports must be defined in a PBX extension group.

< Back Next > Cancel

Diagram illustrating the connection between the Voice mail access number (222), IVR group Pilot number (230), and IVR lines (231, 232, 233, 234) connected to the Analogue Dialogic Board or VMP Software.

# Computer Based Training (2)

- End-user training for Employee
- End-user training for Operator



The image displays a series of overlapping screenshots from the Business Connect training software. The topmost screenshot is the "Module Menu" screen, which lists seven modules: Introduction, Getting Started, Voice Mail, Presence, Directory Maintenance, Customizing, and Messaging. Below this is a screenshot of the "Business ConnectCT Voicemail" interface, showing a "Set" screen with a "John" contact card and a telephone icon. The bottom-most screenshot is a detailed view of the "Business Connect Employee - Module 3 - Voicemail" interface. This screen is divided into several sections: "Talk" with a "No." input field, "Hold / Transfer" with a "No." input field, "List of Voicemails" with a table of messages, "Presence" with a dropdown menu, "Directory" with a table of contacts, and a "Play using" section at the bottom with options for Phone and PC audio.

**Module Menu**

Clicking on any of the bullets on this page by clicking the **Menu** button.

**Module Menu:**

- Module 1: Introduction
- Module 2: Getting Started
- Module 3: Voice Mail
- Module 4: Presence
- Module 5: Directory Maintenance
- Module 6: Customizing
- Module 7: Messaging

**Business ConnectCT Voicemail:**

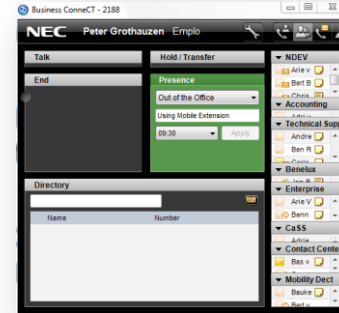
**Set**

**Business Connect Employee - Module 3 - Voicemail**

Name	Number	Calendar	Mobile
John Brown	21603	22:23	
Ethan Edwards	10603	22:56	
Bethany Baker	09603	23:40	
Bethany Baker	09603	23:40	
Ethan Edwards	09603	23:39	

# Various small changes (1)

- Shift-F11 restores GUI to default layout, e.g. when Talkzone is accidentally hidden

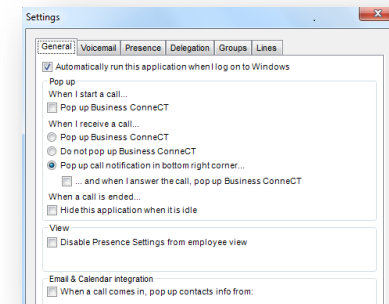


- Talkzone now also displays the Department name for entries from the External Directory

- Photos added to Instant Messaging



- The default settings for BCT Desktop Client are changed to

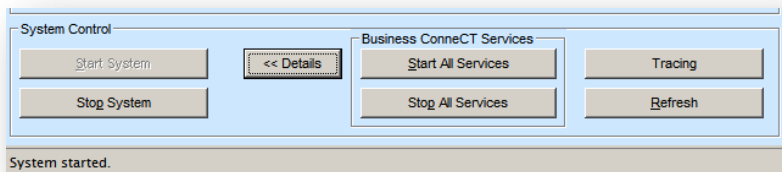


# Various small changes (2)

- BCT Voicemail will recognize a VM box owner based on CLI when calling from the users terminal, mobile phone and home phone
- A new shorter URL is added for BCT Mobile Clients:  
[http://\[domain name\]/m](http://[domain name]/m)  
For upgraded systems the old URL still works.
- For SIP@Net, it is no longer required to give the unitnumber, it will be retrieved automatically.
- Skills can be added in the Outbound campaign list to route calls to properly skilled agents.

# Various small changes (3)

- File transfer within Instant Messaging is limited to 100MB.  
Previously the size was unlimited and could cause server problems
- Scrollbar has been enabled on BCT Mobile client.
  - Required by some mobile phones
  - BCT Mobile Client can be used with a PC web browser  
(Useful e.g. for demo's & remote usage of the BCT Mobile Client)
- BCT XML Client and Polycom Client now show additional fields in the External Directory (e.g. alternative number, job title, web site)
- In the Runtime manager there is now an option to Stop and Start a complete BCT system including all the relevant BCT services.



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