



UNIVERGE BLUE™ ENGAGE

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) ³	✗	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.
3. Desired channels add-ons (Email & SMS) - sold separately

NEC and the NEC logo are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All trademarks identified with © or TM are registered trademarks or trademarks of their respective owners. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice. Please refer to your local NEC representative(s) for further details.

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

For further information please contact NEC Corporation of America or: