

**NEC**

\Orchestrating a brighter world



# IIC Console

Perfecting customer satisfaction

[nec.com.au](http://nec.com.au)

The ultimate professional console for receptionists, attendants and switchboard operators.

### Why are operators so important?

Switchboard operators, receptionists or attendants are the window into an organisation.

They often handle large volumes of incoming calls from prospects, customers, partners and suppliers seeking an entry point into the organisation for sales, support and general enquiries.

In order to gain a competitive advantage, organisations are seeking better ways to simplify and improve the process of handling external and internal communications, increase utilisation of dedicated resources and provide more value to each customer contact interaction.

### 5 Reasons to use the IIC Console



Improved customer satisfaction



Improved staff productivity



Improved decision making



Simple to use



Integrates with your IT

## What is NEC's IIC Console?

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NEC's IIC Console is a simple to use software application that can easily be integrated into a customer's corporate networks. IIC is a modern, feature-rich console designed to enhance your company's professional image and the level of service provided. It offers business process improvements, providing all the information necessary for staff to process calls using a simple to use modern interface.

NEC's IIC Agent and IIC Lite Agent are cut down versions designed for customers requiring the same great software, but with reduced features at a reduced price. When bundled with IIC Reporting, Call Recording and enhanced directory searching, the IIC Agent becomes the perfect fit for any organisation requiring a small contact solution to assist customers more efficiently.

The IIC works effortlessly with NEC's UNIVERGE SV9300 and UNIVERGE SV9500 communication platforms, providing flexibility of deployment by supporting integration to traditional wired or IP converged architectures.

IIC's comprehensive reporting tools enable managers to monitor operator performance, fine tune switchboard rosters and helps to reduce costs.

### IIC Console at a glance

Easy to use with minimal training

Improved customer service & staff productivity

Scalable and flexible

Reporting for simplified decision making

One great product – three tailored versions

Specs and features



# The benefits of the IIC Console



## Easy to use with minimal training

The IIC is optimised to improve operator efficiency and to make handling high volumes of calls easy. The simple, intuitive operation and powerful directory makes training new and relief operators easier. Large clearly labelled buttons, customisable layout and a colour-coded keyboard make using the console a breeze.



## Improved customer service & staff productivity

The key to delivering fast and efficient communication is by having the right contact information at your fingertips.

The IIC offers a highly flexible integration capability allowing you to connect to many common directory sources including Active Directory and a variety of call accounting directories. This provides accurate, up-to-date staff contact details to the operators and allows a single point of entry for directory updates.

Enhanced dynamic directory searching allows operators to handle enquiries in the timeliest manner possible. Leading to greater staff productivity and an improved customer experience.



## Scalable and flexible

The IIC is easily scalable and suitable for the smallest business right up to the largest enterprise including hospitals, hotels, universities and government customers with high call volumes.

The flexible licencing scheme allows other staff to have IIC installed on their desktops and to act as relief operators when required.

The IIC is offered as a software only solution, supporting appliance and virtual implementations adhering to customers' standard operating environments.



## Reporting for simplified decision making

The IIC can provide detailed reports, allowing businesses to better utilise staff by ensuring daily activities are appropriately resourced.

The reports will help managers monitor peaks and troughs in call load. It can provide trending information to better plan the number of operators required.



# The features you need

## The right person every time

IIC can route incoming calls to the right person based on the operators skills, who is calling and the type of call. This ensuring your customers get the answers they need.

Operators handle calls using the intuitive IIC interface with calls routed to their desk phone or headset for the best quality phone experience.

## Handling callers is easy

Calls can be answered or transferred using 'drag and drop' or the customised keyboard. Transferring to an extensions, mobile or external numbers is a simple click.

Operators can handle up to 6 calls at once and will know when people inside the organisation are already on a call.

Screen layouts are customisable and can be synchronised across all consoles.

## Know who you're talking to

When engaged in a call the operator is shown all of the relevant caller and account information details – without having to do a thing.

Details such as the name, number, notes about the caller and where the call came from are immediately visible.

## Find who you're looking for

The directory is filtered as the operator types to get them the details they need as quickly as possible.

They can search on virtually anything stored against the contact and dialling, transferring or conferencing is just a click away.



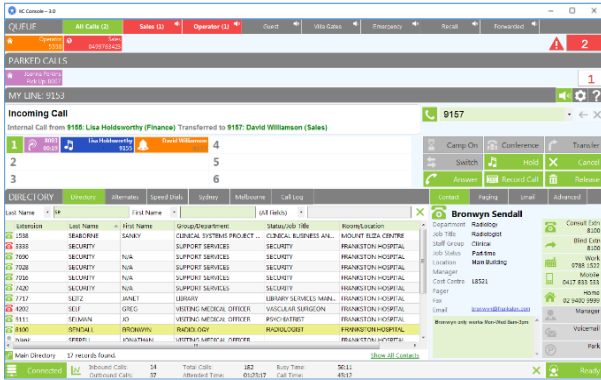
# One great product three tailored versions

Every business is different. There is no one size fits all approach when it comes to how you service your customers.

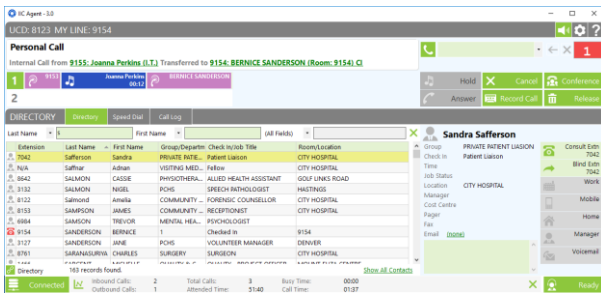
We offer a choice of three versions to suit all types of needs:

Feature	IIC	IIC Agent	IIC Lite Agent
Loop Keys	6	2	2
Screen pop for incoming call and on answer	Yes	Yes	Yes
Call Control	Yes	Yes	Yes
Call Recording	Yes	Yes	Yes
Reporting	Detailed	Basic	Basic
Local Directory	Yes	Yes	Yes
Centralised Directory	Yes	Yes	-
Speed Dial	Unlimited	128	-
Directory Search	Yes	Yes	-
Call Log	Yes	Yes	-
Call Park, Camp-On or Switch Buttons	Yes	-	-
Email integration	Yes	-	-
Paging integration	Yes	-	-
Advance Tab	Yes	-	-
Hotel Tab	Yes	-	-

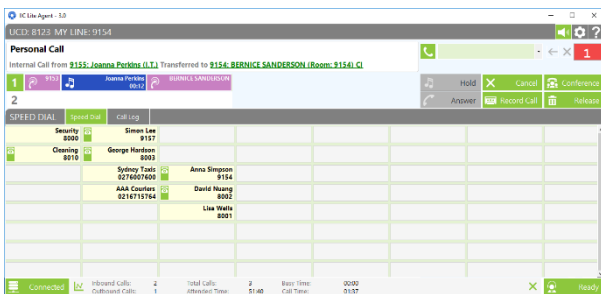
# Technical Specifications



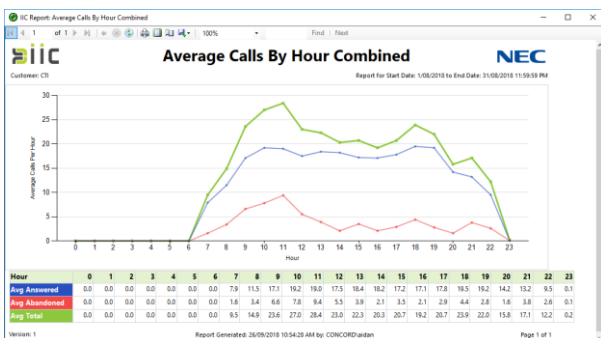
## IIC Console



## IIC Agent



## IIC Lite Agent



## Sample Report

## Technical Specifications

### IIC Client

- Core i5, 2.0Ghz
- 4GB RAM (32-bit OS), 8GB RAM (64-bit OS)
- 100 GB hard disk drive
- Microsoft Windows 7 SP1, 8/8.1, 10 Pro/Enterprise (32 or 64-bit)
- .NET 4.6.2
- LAN port, LCD screen, Sound card
- At least 1366 x 768 for IIC Console. 1024 x 768 for IIC Agent.

### IIC Server

- Core i7, 3.0Ghz
- Min. 16GB RAM
- 250 GB hard disk
- Windows 7/8/10 for sites with up to 4 consoles
- Windows Server 2008 SP2 R2 (32 or 64-bit)
- Windows Server 2012 / 2016
- SQL Server 2008 / 2012 / 2014 / 2016 / 2017 Standard or Express Editions
- 1 x LAN port, 2 x LAN port on busier sites
- USB port for Rockey security dongle or USB Anywhere for virtual instances

### Phone System

- UNIVERGE SV9500 / UNIVERGE SV8500
- UNIVERGE SV9300 / UNIVERGE SV8300
- Each operator requires a Digital or IP multi-line terminal

**Small sites up to 3 consoles** - A master console PC running Windows 7/10 can be used as the IIC server but note that this PC cannot be shut down without impacting the other consoles.

**Large sites with 4 or more consoles** - A dedicated server is required.

## For more information:



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