\Orchestrating a brighter world

NEC

Full Call Control

MyCalls Desktop

Screen-pop functionality for slicker call control and customer service.

MyCalls Desktop is a standalone application that offers users significant time savings and productivity gains. Users are able to initiate a wide range of telephone functions direct from the desktop and configure customised action screens to speed up frequently used functions.

Call handling becomes more efficient thanks to the advance caller information provided by screen-pops – enhancing the customer's perception of the service provided by an organisation.

User-friendly controls

All standard telephone functions such as dial, answer or transfer, plus more complex options like call parking, forwarding and do not disturb, are available by simply clicking the appropriate button on the desktop menu. This not only saves lots of time handling calls but also makes the more
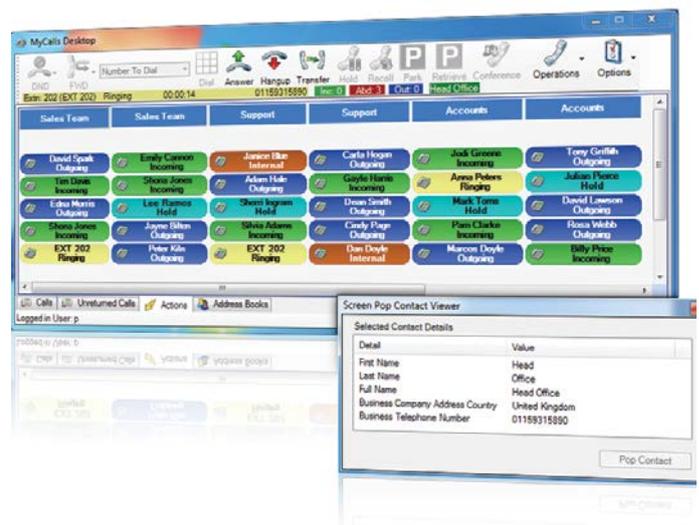
sophisticated functions immediately available to all staff without additional training.

MyCalls Desktop makes it easy for users to compile their own personal phone books and contact information together with access to a system phone book maintained by the organisation. With dialling simply a matter of clicking on the relevant number it makes customer contact faster and far more convenient.

> **Presence** - Provides a bird's eye view of your colleague's availability and status activity. Microsoft Outlook integration picks up calendar appointments automatically.
> **IM (Instant Messaging)** - Built-in application helping users communicate far more quickly than by emails, IM is especially useful for urgent requests, even when users are on a call. IM's can be private or group chats plus IM history can be logged.

Increased flexibility

MyCalls Desktop supports **hot-desking** which means users can log into the application from other extensions or locations and still enjoy full access to personal address books and action views with screen-pops coming from their chosen databases.

In addition, because MyCalls Desktop can run within **MyCalls Call Manager** (and other MyCalls applications) it means features like real-time status views of extension activity give it the potential to operate as a switchboard too, helping to reduce operating costs.

organisations that want to access records in bespoke databases. This means everyone in the organisation has access to the latest accurate customer data.

Significant time savings

Free Dialling provides the ability to simply highlight and click a number in any application, such as a web browser or the missed calls list generated by MyCalls, saving time and reducing the incidence and cost of mis-dials.

The opportunity to compile up to 10 personalised user screens each with up to 100 individually programmable buttons means that functions like speed dials and call transfers or access to data in frequently used applications can be completed in a fraction of the time.

Improved customer service

Screen-pops show who is on the phone before the call is answered, providing valuable extra seconds in which to prepare for the call and plan an appropriate greeting. What's more, the screen-pop provides a link to the full customer record in a specific database enabling the customer transaction to be handled quickly and efficiently. Screen-pops can also be transferred with the call, offering the same functionality to the next handler.

MyCalls Desktop is designed to support a range of popular **CRM & accounts databases**. These include Outlook; Salesforce; ACT!; Goldmine; Maximizer; Sage Line 50 & Microsoft CRM 4. Custom scripts are also available for

Enhance individual productivity

The **call control panel** on the desktop can display all kinds of information from basic statistics about the numbers of inbound and outbound calls handled to the number of missed calls that have not been returned. Because unreturned calls are logged and listed, users can respond quickly and simply to minimise the risk of lost business or a dissatisfied customer.

The same is true of the **Personal Phone Book** in which users can list and gain access to their own contacts on-screen. If required, MyCalls Desktop can also search personal phone books to pop a caller record.

The **Extension Status** feature works like a Busy Lamp Field, allowing you to see all extension activity including incoming calls, outgoing calls and ringing extensions. With a single click you can dial an extension, pickup a call, transfer a call, set a call-back and bring a caller into a conference bridge.

For further information please contact NEC EMEA or: