

Contact Center

Orchestrating a brighter world

NEC

UC for Enterprise Suite

Global Navigator



Improve agent performance through Global Navigator's contact center analytics, with call activity tracking, reporting and real-time data views.



At a Glance

- A management information system (MIS) with a reporting engine and real-time interactive contact center supervisor solution
- Provides real-time contact center data to managers and supervisors through the visual desktop interface that can be accessed from anywhere
- Enables real-time views to be customized to each user's preference
- Provides access to historical reporting with virtually unlimited data storage
- Improves agent performance and productivity through call activity tracking and reports
- Manages a single contact center or a network of contact centers with Multi-node or Network ACD licensing
- Integrates seamlessly with UC ACD; UC IVR and UC MM (Web Chat & Email)

Overview

NEC's Global Navigator (GNAV), part of NEC's UC for Enterprise Contact Center suite of applications, is a Management Information System (MIS), reporting engine and real-time interactive supervisor solution for tracking call activity and agent performance.

Global Navigator for Small/Medium Business (GNAV-SMB) is designed to specifically meet these needs for a single center operation.

Global Navigator for Enterprise (GNAV-ENT) will track calls over a single or multiple call center operation, across an enterprise.

The Global Navigator application can make your contact center more responsive by providing improved productivity through call monitoring and reporting.

Global Navigator MIS - is a high-performance platform that provides both call activity and agent performance tracking. It measures and reports the performance of individual agents, agent groups, teams, pilots, trunks and trunk groups. The information that is gathered is useful in optimizing resources to maximize agent productivity and minimize caller wait times.

It provides real-time information for managing the current state and status of the contact center. To ensure that callers are responded to quickly, alerts can be set to call attention to values that exceed user-defined limits. Virtually unlimited online data storage supplies instant access to historical call information for planning purposes. Sized according to your number of supervisors, Global Navigator supports open access database tables and statistics (ODBC) for easy database integration.

GNAV Pro - is the visual desktop interface to the information that the GNAV MIS provides. It allows supervisors to see only the data most important to them, displayed in columns, using one or more of the view options. Multiple instances of these views can be opened to allow the supervisor to select which information is to be provided. The views are highly customizable; columns can be moved and information can be sorted (ascending or descending).



Solution

User-friendly, customizable real-time views

- Supervisors can create custom views to be public or private
- Caller ID (ANI) displays calls in queue, active ACD and PBX calls and the Longest Waiting Call (LWC)
- Drag and Drop calls in queue, from one split to another
- Split Call Forward is available to set-up predefined conditions to change routing of splits for ad hoc occurrences, like staff meetings and fire drills

Real-time Call Tracking and Dynamic Call Management of:

- Quantity of calls queued to all splits, an individual split or an individual team
- Announcements to which queued calls have been connected to
- Average Speed of Answer (ASA)
- Longest Waiting Call (LWC)
- Number of agents currently in each state for the system, teams, splits, and administrative groups
- List of individual queued calls, with pertinent information about each call

The screenshot displays a complex dashboard with several data tables. The top section is a 'Split Summary' table with columns for Name, Priority, Standard, Name, Sat, and various performance metrics like ASA and ACD. Below it is an 'Agent Status' table listing agents with columns for Name, Extension, Login ID, ACD State, and Time. The bottom section is a 'Calls in Queue' table with columns for Mode, Contact ID, Pilot, Name, Split ID, Split Name, and Time. The interface includes a sidebar with navigation options like 'System', 'Admin Groups', 'Teams', 'Public Views', and 'Private Views'.

Offers Numerous Call Center Management Options

- Tracks individual agent performance to dynamically manage all agents
- Provides 90+ standard reports for supervisors

- Agent configuration – add agents to the ACD along with configuration attributes
- Agent monitoring – allows monitoring of an ACD agent via the agent status window similar to monitoring by phone. The barge (conference) feature is also available while an agent is actively being monitored
- Call monitoring of a queued call in the Calls in Queue view; when the call connects to an agent the supervisor will also be connected
- Break alerts - allow alert thresholds to be configured for each break type
- Email notification for alert conditions will cover a variety of occurrences to ensure calls are covered during peak call volume times
- Includes a Custom Report Designer to allow supervisors to create customized reports from fields in the database

Virtual Wallboard

With the purchase of Global Navigator, one concurrent Virtual Wallboard license is included.

- Virtual Wallboard emulates the traditional electronic wallboard
- Provides agents and others with critical call center information on their desktops
- Improves agent responsiveness and productivity
- Enhances overall customer service
- Supports up to 1,700 concurrent licenses
- Draws attention to alert conditions with colors, such as yellow and red
- Turns on sound and window pop-ups to indicate an activated alert if the Virtual Wallboard is minimized
- Enables supervisors to send messages via the Virtual Wallboard on an ad-hoc basis

The screenshot shows a window titled 'NEC Virtual Wallboard' with a menu bar (File, Wallboards, Options, Help). The main display area shows several lines of real-time data in large, colorful text:

- 01 Ready 3 Work 14 Break 6
- 03 Longest Waiting Call 40:49
- 28 All Center Conditions Good
- 29 TOTAL CALLS 215 ABANDONS 37

Network ACD - Add-on License (Requires GNAV Enterprise)

Today’s progressive contact centers are more focused than ever on enhancing customer experiences. With Network ACD, businesses can establish a comprehensive, cohesive and standardized contact center strategy across geographic locations — a campus site, specific territory, and even nationwide. Network ACD will handle routing and interflow of calls between multiple sites.

- Gets the caller to an available agent faster, easier and more efficiently
- Maximizes the use of resources across multiple locations
- Provides consistency of operation and management with feature transparency across all platforms
- Includes Multi-Node*, which supports up to 50 nodes/ sites with real-time tracking and historical reporting
(*MultiNode is also available as a separate license, if interflow routing is not required.)

Regardless of distance or location between sites, routing is always transparent to the caller and enables the contact center to expand coverage seamlessly. And, since calls can be routed to the next available agent — no matter where that agent happens to reside — wait times are dramatically reduced across the network, and work shifts in different time zones can be maximized to their fullest operational benefit. Plus, with Look Ahead Capability, Network ACD is smart enough to anticipate and implement the most effective call routing patterns for swift, advantageous distribution.

Integrates Seamlessly with UC Multimedia and UC IVR

As part of the UC for Enterprise Contact Center suite of applications, Global Navigator seamlessly integrates with UC Multimedia (UC MM) and UC Interactive Voice Response (UC IVR). UC MM offers customers a choice of initiating inquiries from multiple communication channels including web-based chat, email and voice. UC IVR provides advanced call routing, multi-level/multi-lingual auto-attendant and pre-call whisper announcement capabilities. With this integration, split, team, agent and admin group views have fields to display UC Multimedia and UC IVR related information, which enables supervisors to view every aspect of their contact center.

Additional Modules Available:

- **UC Agent Desktop**
- **UC ACD** (Call Distribution)
- **UC Multimedia** (Chat and Email)
- **UC IVR** (Contact Center Automation)
- **After Call Survey**
- **Encore® Workforce Optimization** (dvsAnalytics)
Call Recording & Quality Monitoring
Speech Analytics
Workforce Management

	GNAV SMB	GNAV Enterprise
SV9300/8300	Yes	Yes
SV9500/8500	No	Yes
MultiNode	No	Yes
Network ACD	No	Yes
Max Supervisors	16	160
Max Agents	200	2,000

GNAV SMB available for SV9300/8300 for a single site contact center that does exceed 200 concurrent agents and 16 concurrent supervisors.

MultiNode and Network ACD requires GNAV Enterprise.

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