



FACTORS	ENGAGE ADVANCED	ENGAGE COMPLETE
CC License Type	Concurrent Seats*	Concurrent Seats*
UC Bundling with CONNECT	Sold with CONNECT or standalone	Sold with CONNECT or standalone
Access to Integrated Employee Collaboration and Advanced Call Handling within CONNECT	✓	✓
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	✓	✓
Outbound Voice & Blended Channel Queues	✓	✓
Outbound Dialer (Scheduled Power Dialing)	✓	✓
Elastic Demand Support ²	✓	✓
Chat Channel Queues	Add-on (+\$)	✓

FACTORS	ENGAGE ADVANCED	ENGAGE COMPLETE
Email Channel Queues	Add-on (+\$)	✓
SMS Channel Queues	Add-on (+\$)	✓
Dynamic Notification (Voice, Email & SMS)	Add-on (+\$)	✓
Schedule Manager	Add-on (+\$)	✓
AI - Powered Interaction Analytics	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)	Unlimited	Unlimited
Outbound Domestic (Contact Center Usage/Dialer)	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

*Number of users signed-in

1. 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 will 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.

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Americas (U.S., Canada, Latin America)

NEC Corporation of America

www.necam.com

For further information please contact NEC Corporation of America or:



Empire Communications Inc. (ECI)

460 Thompson Drive, Cambridge, Ontario, N1T 2K8

Phone: 519.624.9134, www.empire-team.com