



UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY

UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY FREQUENTLY ASKED QUESTIONS FOR CHANNEL PARTNERS

POSITIONING AND MESSAGING

WHAT IS UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY?

To help businesses increase their ability to quickly deliver high-quality customer service, NEC is pleased to offer UNIVERGE BLUE ENGAGE AI Interaction Summary, a Generative AI-based solution using Large Language Models that automatically provides a concise, unbiased summary of each contact center call to:

1. Eliminate time-consuming, manual wrap-up activity.
2. Give supervisors accurate, concise call synopses for coaching and training.
3. Free agents to increase customer satisfaction with more capacity to answer calls.

WHY SHOULD MY CUSTOMERS CARE ABOUT UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY?

As businesses look to provide a better customer experience for their callers, they're constantly trying to find ways to help more callers faster and ensure high quality service. Two areas for improvement are call wrap-up time and call reviews.

Taking notes at the end of an interaction can be time-consuming, accidentally, or intentionally inaccurate, or not done at all. If businesses can offload notetaking from agents, they can serve more customers and increase note accuracy. That means supervisors consistently have an objective record of customer interactions for better coaching and training.

UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY

FREQUENTLY ASKED QUESTIONS



WHO IS THE IDEAL CUSTOMER THAT WOULD UTILIZE ENGAGE AI INTERACTION SUMMARY?

Any customer looking to save time and improve their customer experience is an ideal candidate.

HOW DO I APPROACH CUSTOMERS ABOUT THE ENGAGE AI INTERACTION SUMMARY FEATURE?

Customers who would be interested in using ENGAGE AI Interaction Summary have some of the following characteristics:

- High call volume
- Limited time or resources to document calls
- A desire to improve call quality

Questions you can use to identify an ENGAGE AI Interaction Summary opportunity include:

How would you describe your current customer call volume? Is it high or low?

- High call volumes make it difficult to spend time documenting calls leading to inaccurate, incomplete, or non-existent notes.
- High call volume also makes it hard to review every call for quality since it takes time to listen or read lengthy transcripts.

What do your customer-facing employees do to document customer calls? How much time does that take them?

- Every minute an employee spends making notes is less time to answer calls.

How do you monitor calls to ensure a positive customer experience? How do you choose which calls need to be reviewed?

- It takes time to review calls, having an objective call summary makes it easy for supervisors to know what happened in the call and whether they should look further.

GETTING STARTED

WHO HAS ACCESS TO THE UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY?

Any account who is currently using ENGAGE Contact Center and has call transcription services enabled. UNIVERGE BLUE ENGAGE COMPLETE accounts have 5-hours of transcription services per concurrent license per month included with their subscription. ENGAGE ADVANCED accounts can enable transcription services as an add-on.

HOW DO ADMINS ENABLE ENGAGE AI INTERACTION SUMMARY?

Admins can access the Admin Portal and navigate to the Queues page. From there, they can select a queue, scroll to the bottom of the queue page, and select "Enable Transcription Summary".

CAN MY CUSTOMERS ENABLE AND DISABLE ENGAGE AI INTERACTION SUMMARY?

Yes. Admins can choose which queues receive an ENGAGE AI Interaction Summary.

SUPERVISOR EXPERIENCE

HOW DO SUPERVISORS ACCESS ENGAGE AI INTERACTION SUMMARIES?

Supervisors can review ENGAGE AI Interaction Summaries by navigating to the Analysis tab in the Admin Portal, selecting "Recordings" and then "Voice Recordings". From there, admins can enter their search criteria (e.g., date, agent, sentiment, etc.) and search. Calls with an interaction summary will display "Interaction Summary" with the call recording. Admins can click on "Interaction Summary" to see the summary.

UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY

FREQUENTLY ASKED QUESTIONS



PRICING

HOW MUCH DOES UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY COST?

ENGAGE AI Interaction Summary is included along with the following capabilities when AI Call Transcription 5-hour blocks are purchased and enabled:

- ENGAGE AI Call Transcription
- ENGAGE AI Voicemail Transcription
- ENGAGE AI Sentiment Analysis

UNIVERGE BLUE ENGAGE AI Call and Voicemail Transcription services are sold in 5-hour blocks, and customers use what they need. Account admins can track how many ENGAGE AI Transcription minutes they have left by logging into UNIVERGE BLUE CONTROL PANEL, clicking the Contact Center tab, selecting "Subscriptions". Scrolling down to the Other Features tab will show the total transcription minutes used for the entire account, not per agent and concurrent per month. There is a prompt to alert the admin when they're nearing their limit. [Click here to learn more.](#)

UNDERSTANDING THE TECHNOLOGY

HOW DOES ENGAGE AI INTERACTION SUMMARY WORK?

ENGAGE AI Interaction Summary works seamlessly in the background transcribing inbound and outbound calls, then sending them to a Generative AI engine specifically trained to summarize contact center calls. Depending on how the service is configured, the summary is then delivered back to the supervisor (within the supervisor's analysis tab). Administrators can determine who receives the call summary.

WHAT IS GENERATIVE AI AND HOW DOES ENGAGE AI INTERACTION SUMMARY USE IT?

Generative AI is a type of artificial intelligence that can create new and original content, such as images, music, or text, on its own. It analyzes patterns in existing data and then uses those patterns to generate new content.

ENGAGE AI Interaction Summary uses Generative AI to analyze transcribed customer calls and then, using prompts created by NEC's UNIVERGE BLUE product team, pulls out the most important aspects of a call to create call summaries.

HOW LONG DOES IT TAKE TO SUMMARIZE A CONVERSATION?

Summaries are created after a call ends. It takes approximately 5 minutes for a summary to appear, but analysis time varies based on the length of the conversation.

IS THERE A CONVERSATION TIME LIMIT TO TRANSCRIBE CALLS?

No.

WHAT LANGUAGES DOES IT SUPPORT?

Transcriptions are transcribed in English (U.S.), and it can pick up different accents. Summaries are also provided in English (U.S.)

ARE THERE ANY PRIVACY OR SECURITY CONCERNS WITH TRANSCRIPTIONS THAT HOLD SENSITIVE INFORMATION?

UNIVERGE BLUE ENGAGE AI Interaction Summary features are designed to protect businesses and the customers they serve. No voice or meeting data is stored with third parties for transcription and analysis. Furthermore, our new AI Transcription Redaction feature removes sensitive information from the transcript.

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: