

Global Navigator



At a Glance

- Manage single or multiple networked contact centers
- Improve agent performance and productivity through call activity tracking and reports
- Access historical call information through virtually unlimited online data storage
- Provide contact center data to managers and supervisors anywhere in the office with GNAV Pro

Overview

NEC's Global Navigator, part of NEC's CCDesign® suite of customer contact center solutions, is a management information system for tracking call activity and agent performance across single or multiple call center operations. This application can make your contact center more responsive by providing improved individual productivity through

call monitoring, call reports and schedule management. Its expanded capability in data acquisition and reporting delivers enterprise-wide contact center management and control for a single site or for multiple sites.

Solution

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

Global Navigator supports GNAV Pro, intelligent application software that enables multiple contact center managers and supervisors to access agent statistics from any location in the office. Managers can use the GNAV Pro's attractive, intuitive Graphical User Interface (GUI) to monitor agent activity in real-time and instantly print reports — right from their desktops or from any workstation connected to the LAN/WAN.

Global Navigator also provides real-time information for managing the current state and status of the contact center. Alerts can be set to visually call attention to values that exceed user-defined limits.

Global Navigator's virtually unlimited online data storage supplies instant access to historical call information for planning purposes. Available in up to twelve sizes — each upgradeable to the next — Global Navigator supports open access database tables and statistics (ODBC) for easy database integration. It can even be configured to display multiple languages.

Global Navigator was developed utilizing common source code, so it includes the features and functionality of NEC Navigator and Centralized Navigator products such as NEC's Network ACD.

Features

- Tracks call activity
- Can add Multi-node (50) support to any seat size via multi-node license
- Tracks agent performance
- Provides 90 standard reports
- Offers a Custom Report Wizard ODBC (MySQL) DB
- Expands easily through software-based licensing
- Up to 160 GNAV Pro Users (6 users included)
- Converts DB from other Navigator platforms
- Provides upgradability for each configuration
- Supplies 1 virtual wallboard and 1 Infocast client with each system
- Supports Agent and Call Drag-and- Drop
- Supports the following seating capacities: 25, 50, 100, 200, 300, 400, 500, 600, 700, 800, 900, 1000

GNAV Capacities (All Systems)

| Entity | Capacity |
|----------------------------------|----------|
| Logon IDs: | 7,000 |
| Splits: | 900 |
| Multi-Split Agent: | 32 |
| Trunk Group: | 255 |
| Trunks: | 9,000 |
| Admin Groups: | 450 |
| Maximum Possibilities per Group: | 500 |
| Tally Codes | |
| Per Split: | 100 |
| System / Pilots: | 5,000 |
| Teams: | 450 |
| Maximum Splits per Team | 900 |

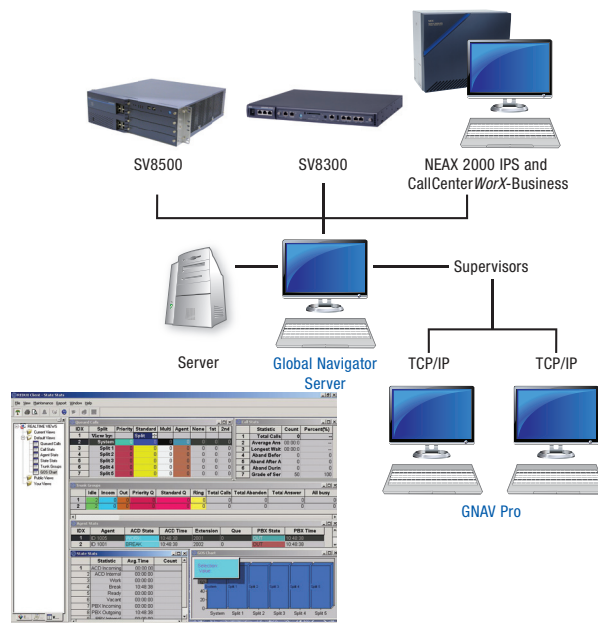
System Requirements

| System | Requirements |
|------------|---|
| Enterprise | <ul style="list-style-type: none"> • UNIVERGE® SV8500*, NEAX® 2400 IPX* • TCP/IP • CallCenterWorX-Ent. IACD*, UC for Enterprise Automatic Call Distribution (CallCenterWorX-ACD)* (Server) |
| Business | <ul style="list-style-type: none"> • UNIVERGE SV8300*, NEAX 2000 IPS* • TCP/IP • UC for Enterprise Automatic Call Distribution (CallCenterWorX-ACD)* |

Minimum Server Requirements

- Pentium 3.0GHz Server w/73GB+ HD and monitor (Must be able to support Red Hat® Linux® ES 5.3)
- 2GB RAM
- Keyboard (104) & 2-button Mouse
- 4 x DVD/CD-ROM Drive
- 2 10/100Mbps NIC's
- Modem & Cable or Web Ex access to server for tech support
- 1 USB Port for GNAV Sec/Lic Key

* Rev. must be within one revision-level of current release.



Empowered by Innovation



Corporate Headquarters (Japan)
NEC Corporation
www.nec.com

Oceania (Australia)
NEC Australia Pty Ltd
www.nec.com.au

North America (USA & Canada)
NEC Corporation of America
www.necam.com

Asia
NEC Corporation
www.nec.com

Europe (EMEA)
NEC Unified Solutions
www.nec-unified.com

About NEC Corporation of America Headquartered in Irving, Texas, NEC Corporation of America is a leading provider of innovative IT, network and communications products and solutions for service carriers, Fortune 1000 and SMB businesses across multiple vertical industries, including Healthcare, Government, Education and Hospitality. NEC Corporation of America delivers one of the industry's broadest portfolios of technology solutions and professional services, including unified communications, wireless, voice and data, managed services, server and storage infrastructure, optical network systems, microwave radio communications and biometric security. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with operations in 30 countries and more than \$38.5 billion in revenues. For more information, please visit www.necam.com.

188202 | v.11.17.10

© 2010 NEC Corporation. All rights reserved. NEC, NEC logo, and UNIVERGE are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All trademarks identified with ® or ™ are registered trademarks or trademarks respectively. Models may vary for each country. Please refer to your local NEC representatives for further details.