



## INSURANCE AGENCY USE CASES

Three ways cloud communications  
can benefit insurance agencies

Deliver superior customer service, maximize employee productivity, and secure your communications – all with one communications platform. Customer and employee expectations have shifted significantly within the past two years. Traditional phone systems are not built to seamlessly support mobile capabilities, which severely inhibits collaboration between distributed staff and their ability to address urgent customer issues while on the go. And with this new digital transformation comes a critical need to secure all communications.

The cloud-based UNIVERGE BLUE CONNECT communications platform goes a long way towards improving customer service – regardless of whether they are showing up in person at your office or logging in online from their kitchen tables. And it helps you empower employees to collaborate effectively

and work more efficiently – from any location – all while maintaining the highest levels of security and privacy.

**Let's look at three key use cases for insurance agencies.**



UNIVERGE BLUE®  
CONNECT

**DELIVER SUPERIOR  
CUSTOMER SERVICE**

**MAXIMIZE EMPLOYEE  
PRODUCTIVITY**

**SECURE YOUR  
COMMUNICATIONS**



## DELIVER SUPERIOR CUSTOMER SERVICE MEET YOUR CUSTOMERS WHERE THEY ARE

Whether in person or through digital channels, insurance customers today expect speed and convenience in all their interactions. This has implications not just for your agency's web presence and mobile app capabilities, but also for communications in general. Customers want proactive text or email messages about policy details, claims, and monthly payments. And they want great service and convenient access, which means quick issue resolution, multiple communication

channels, and a personalized experience – every time. NEC's UNIVERGE BLUE CONNECT CALL CENTER improves customer interactions for small to mid-size insurance agencies. Our solution combines voice, chat, video, and email into a single omni-channel experience. This allows you to maintain better contact with your high touch customers, optimize productivity based on individual needs and lastly, help secure any personal information being discussed.

BENEFITS		
SEAMLESS COMMUNICATIONS	FAST RESPONSE TIMES	COMPLETE TRANSPARENCY
Contact customers through their preferred channels, using voice, SMS, and email notifications.	Automatically connect callers to the next available agent when all agents are busy with calls.	Let customers know how long they'll have to wait for an agent and where they are in line.

## MAXIMIZE EMPLOYEE PRODUCTIVITY SUPPORT HYBRID WORK MODELS FROM ANY LOCATION

Your employees need to be able to work flexibly no matter where they are. And your customers should experience seamless, consistent communications, which means maintaining the thread of conversations over time, as employees continue across channels from home to the office.

UNIVERGE BLUE CONNECT seamlessly integrates all your communications tools – desktop phones, mobile devices, and computers – into one manageable platform that flexibly accommodates employee needs and locations while ensuring a consistent and high-quality customer experience.

BENEFITS		
CONSISTENCY AND PRIVACY	FLEXIBILITY IN MEETINGS	FAST, INFORMED INTERACTIONS
Customers will see your business phone number only, whether employees are connecting from their laptops, mobile phones, office phones, or contact center	Video conferencing participants can join meetings from their desktops or mobile devices, wherever they are.	Users can get up and running quickly and controls are integrated right into the CONNECT Desktop App.



# UNIVERGE BLUE CLOUD SERVICES INSURANCE AGENCY USE CASES



## SECURE YOUR COMMUNICATIONS ADHERE TO THE HIGHEST LEVELS OF SECURITY AND PRIVACY

UNIVERGE BLUE CONNECT comes complete with the necessary security and privacy controls to address a wide range of insurance industry regulations. It combines a phone system with desktop and mobile apps for video conferencing, team chat, and business SMS, as well as file collaboration and

backup capabilities. Everything you need for your team to keep your data, communications, and meetings secure and compliant is included, whether they're in the office or on the road – with full support for mobile devices.

BENEFITS		
SECURE DATA	SECURE MEETINGS	SHARE DOCUMENTS SECURELY
Your files and voicemails are encrypted at rest and in transit. Multiple backup copies ensure you never need to worry about lost files.	Only authorized participants can join your virtual conferences.	Account-level encryption keys secure stored documents, and SSL/TLS secures documents as you share them.

**CONTACT US TODAY TO FIND OUT HOW THE FULLY-INTEGRATED CLOUD-BASED UNIVERGE BLUE CONNECT COMMUNICATIONS PLATFORM CAN HELP YOUR INSURANCE AGENCY ACCELERATE ITS DIGITAL TRANSFORMATION AND EXCEED CUSTOMER EXPECTATIONS.**

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