



UNIVERGE BLUE PULSE ARTIFICIAL INTELLIGENCE OVERVIEW

UNIVERGE BLUE PULSE™ ARTIFICIAL INTELLIGENCE FREQUENTLY ASKED QUESTIONS

WHAT IS UNIVERGE BLUE PULSE ARTIFICIAL INTELLIGENCE?

NEC's UNIVERGE BLUE PULSE is transformational artificial intelligence (AI) technology carefully and responsibly applied to the solutions within our intelligent communications platform to help make businesses smarter, more productive, more efficient, and take better care of their customers.

WHY SHOULD I CARE ABOUT UNIVERGE BLUE PULSE ARTIFICIAL INTELLIGENCE?

Most businesses are actively looking at artificial intelligence and how it can benefit their business. [In fact, more than half of businesses report wanting to use it to improve productivity and improve their customer service.](#) UNIVERGE BLUE PULSE allows you to immediately begin implementing artificial intelligence to work smarter, be more productive, and improve your customer experience.

WHAT AI-POWERED FEATURES DOES UNIVERGE BLUE PULSE HAVE?

We have many AI-powered features which you can review in the table on the next page.

HOW DO I KNOW I NEED UNIVERGE BLUE PULSE?

Questions you can ask yourself include:

- **What role does artificial intelligence play in my business strategy? What do I hope AI will do for me?**
 - If greater employee productivity and better customer experience is part of that strategy, you should consider NEC's UNIVERGE BLUE intelligent business communications platform powered by PULSE.
- **How much time does it take your team to document customer interactions?**
 - Every minute an employee spends making notes is less time to answer calls. AI-powered capabilities like transcriptions and AI Interaction Summary can help reduce documentation time.

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UNIVERGE BLUE PULSE ARTIFICIAL INTELLIGENCE COMPONENTS

AI is used across NEC's UNIVERGE BLUE business cloud communications platform

| PRODUCT LINE | AI APPLICATION | DESCRIPTION |
|--|--|--|
| CONNECT (Voicemail), ENGAGE (Call Recordings), MEET | Transcription | Automatic non-real time transcription of spoken words of audio recordings into written text, made upon termination of a call or meeting. |
| ENGAGE | AI Interaction Summary | Automatic call summary based on transcribed call. Can appear for supervisor and agent. |
| | AI Evaluator | Utilizing trigger key words from transcribed conversations, flagged interactions will be automatically assigned to quality assurance analysts for review. |
| | AI Sentiment Analysis | Automatic identification and extraction of subjective information from transcribed voice calls, in order to determine the emotional tone of a piece of text and to categorize it as positive, negative, or neutral. |
| | AI Transcription Redaction | Detects and removes sensitive information from call transcriptions like Personally Identifiable Information (PII), Payment Card Industry (PCI), and Personal Health Information (PHI). |
| MEET | Notes, Action Items, and Virtual Backgrounds | Analysis of the recorded conversation in order to identify key topics, speaker turns, and actionable items such as tasks, decisions, and follow-up actions. Virtual background feature allows industry standard visual privacy in meetings, especially in Work From Home (WFH) environments. |

➤ **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, and having an objective call summary makes it easy for supervisors to know what happened in the call and whether they should look further.

➤ **How does a customer-facing employee know what was talked about if a customer from a prior interaction calls again? How much time does that take?**

- Customer satisfaction goes up when businesses know who they are and know what they talked about the last time they called.

➤ **How often do people go back and listen to meeting/call recordings? How much time does that take?**

- If you or your team spend a lot of time listening to recordings (or don't because of the time commitment), this is a good opportunity to investigate transcriptions.

GETTING STARTED

HOW DO I GET STARTED USING UNIVERGE BLUE PULSE?

UNIVERGE BLUE PULSE describes the AI-powered capabilities across UNIVERGE BLUE CONNECT and ENGAGE. If you're currently a CONNECT customer, you already have access to AI Voicemail Transcription and AI Meeting Transcription.

Any account that is currently using ENGAGE and has call transcription services enabled has access to all the AI-powered features within the solution. 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.



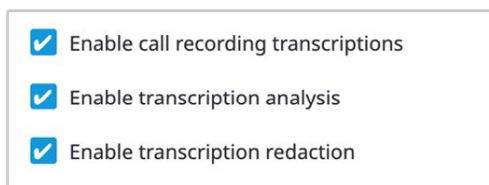
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HOW DO ADMINS TURN ON ENGAGE AI FEATURES LIKE TRANSCRIPTION ANALYSIS?

Once ENGAGE accounts with call transcription services are enabled, admins can access the Admin Portal and navigate to the Queues page. From there, they can select to enable call transcriptions, analyze the transcription for sentiment, and enable transcription redaction (see screenshot below).



Customers with access to the AI Interaction Summary will also have an option to "Enable Transcription Summary" on this page.

AI Transcription Redaction will be turned ON by default for all voice queues with transcription enabled. Voicemail queues will have redaction turned OFF by default.

CAN I ENABLE AND DISABLE UNIVERGE BLUE PULSE FEATURES?

Yes. Admins can enable or disable CONNECT and ENGAGE AI features. This includes meeting transcriptions, transcription by queue, sentiment analysis, and transcription redaction.

SUPERVISOR EXPERIENCE

HOW DO SUPERVISORS ACCESS ENGAGE AI CAPABILITIES?

Supervisors can review transcriptions, call summaries, and sentiment 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. This is also where recordings are tagged by sentiment.

Supervisors can also see sentiment tags and interaction summaries within the Evaluator tool.

PRICING

HOW MUCH DOES UNIVERGE BLUE PULSE COST?

In some situations, it's included. For example, AI Meeting and Voicemail Transcription are already included in CONNECT PRO/PRO PLUS licenses. For ENGAGE, we charge a nominal fee to cover the costs. ENGAGE AI features include:

- AI Call & Voicemail Transcription
- AI Transcription Redaction
- AI Interaction Summary
- AI Sentiment Analysis

ENGAGE AI relies on transcription which is sold in 5-hour blocks per concurrent license per month, and customers use what they need. Account admins can track how many AI transcription minutes they have left by logging into the UNIVERGE BLUE CONTROL PANEL, clicking the ENGAGE contact center tab, and 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.](#)

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.



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UNDERSTANDING THE TECHNOLOGY

HOW DOES UNIVERGE BLUE PULSE WORK?

We use technology (a combination of natural language processing and Generative AI) that can understand spoken words in context. This technology then allows us to analyze interactions and provide highly accurate records.

WHAT IS GENERATIVE AI AND HOW DOES 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.

For example, 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 critical aspects of a call to create call summaries.

WHAT IS NATURAL LANGUAGE PROCESSING (NLP)?

Natural language processing is the technology that analyzes and interprets human language and creates a transcript.

DO YOU OWN THE AI TECHNOLOGY THAT POWERS UNIVERGE BLUE PULSE?

NEC's UNIVERGE BLUE PULSE uses one of the best AI engines in the market. We integrate with their APIs in order to transcribe and analyze recordings.

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 PULSE's 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 AI Transcription Redaction feature removes sensitive information from the transcript.

WHAT INFORMATION DOES AI TRANSCRIPTION REDACTION REMOVE?

AI Transcription Redaction will redact:

- **Personal Identifiable Information (PII):** Names, ages, birthdays, social security numbers, and driver's license numbers.
- **Payment Card Industry (PCI):** Bank accounts, routing numbers, credit card numbers, expiration dates, and credit card verification values (CVVs).
- **Protected Health Information (PHI):** Health conditions, blood groups, injuries, and medical statistics.
- **General information:** Events, file names, times, and URLs.

Please refer to our support article for more details: [Link](#)

CAN I CHOOSE WHAT INFORMATION AI TRANSCRIPTION REDACTION REMOVES?

There currently isn't an option to choose what information is removed once AI Transcription Redaction is enabled.

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