

## UNIVERGE BLUE® CONNECT

Service Adoption Dashboard

INCLUDED  
WITH  
CONNECT

# DISCOVER HOW TO GET THE GREATEST VALUE OUT OF YOUR CLOUD COMMUNICATION SOLUTIONS

## EMPOWER YOUR USERS WITH THE RIGHT COMMUNICATION TOOLS

How do you know if your employees are actively taking advantage of all the great productivity-enhancing features of NEC's UNIVERGE BLUE CONNECT? With CONNECT's informative Service Adoption Dashboard and the high-level insights it provides on how much your workforce is utilizing CONNECT services such as Voice, Chat, Meetings, and Desktop/Mobile Apps, it helps you understand the adoption rate to ensure your business gets the greatest value out of your powerful communications platform.

## AT-A-GLANCE DATA VISIBILITY TO ACT ON COMMUNICATIONS ADOPTION TRENDS

Know exactly which CONNECT features are being used over certain time periods to discover the adoption rate within your organization. This Dashboard will help you see which collaboration channels are the most popular amongst your users and will help guide future conversations on how to drive greater value from CONNECT.

It provides insights to let you know where you may need more education efforts to drive adoption to help improve employee collaboration and productivity.

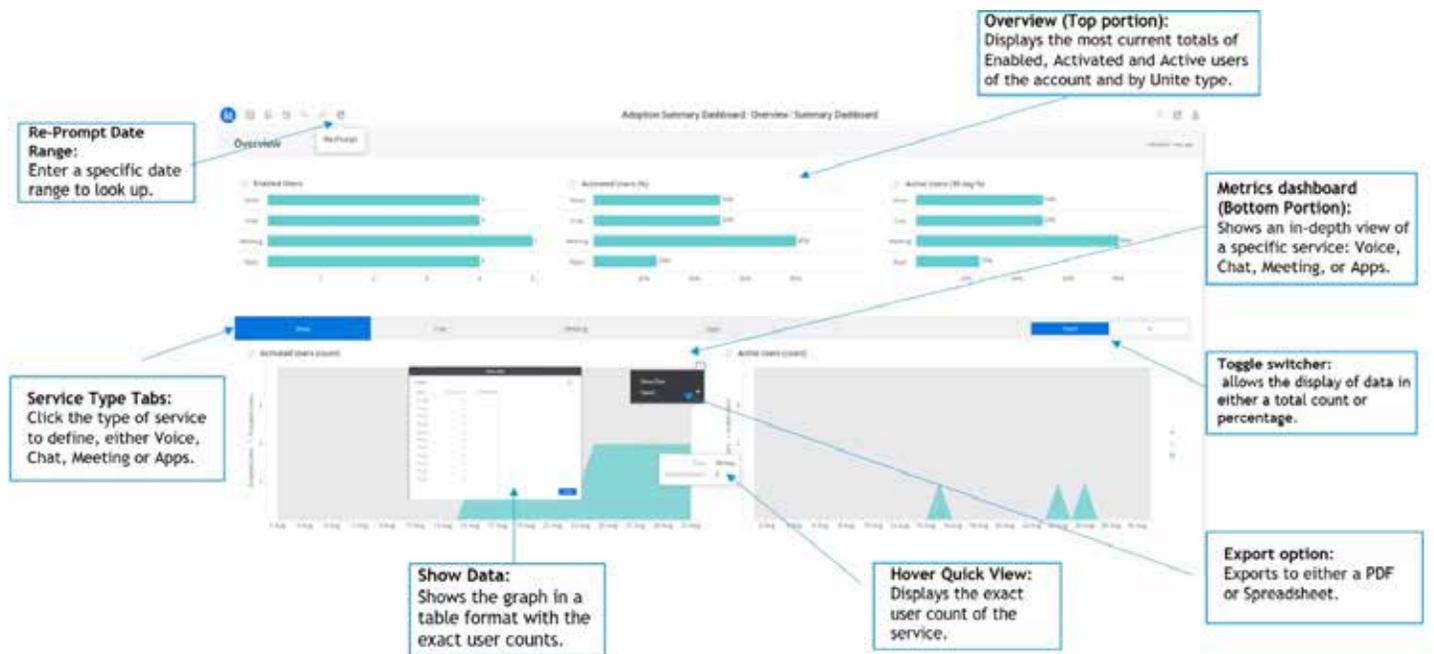
Insights are provided by service types:

- **Enabled users:** A user who has access to the services, but has not used the services yet
- **Activated users:** A user who has used a service or the apps (desktop or mobile) at least once
- **Active Users:** A user who has used the service at least once in the last 30 days

And includes:

- Exploring usage and adoption rate trends
- Activation rate over a certain period
- Adoption rate over a certain period
- Active rate over a certain period

# UNIVERGE BLUE® CONNECT SERVICE ADOPTION DASHBOARD



The upper portion of the Dashboard represents the “overview”, which displays the high-level, most current totals of “Enabled, Activated and Active Users” of the account and by CONNECT services type.

The bottom half of the Dashboard represents the “usage metrics” of either Voice, Chat, Meetings, or Apps. It shows you an in-depth view of a specific service and its exact count or percentage of its usage rate between an “Activated User” or “Active User”.

Adoption data is taken as a daily snapshot and is updated once per day. When you view the Dashboard, you are seeing the state of adoption as per the last 24 hours. All data findings for “Activated and Active Users” can be exported and saved to either a PDF or spreadsheet.

**For more information, please reach out to your NEC authorized representative.**

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