

Orchestrating a brighter world

**NEC**

Smart Communications for Small and Medium Business

# UC Suite for UNIVERGE® SV9100



# The UC Suite Will Change the Way You Work



## At a Glance

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- Innovative applications that increase efficiency and productivity
- Simplified call management through easy-to-use graphical user interfaces
- User Presence for real-time status and availability of colleagues
- Instant messaging for quick, real-time conversations
- Easy capture/upload of profile pictures to be associated with Busy Lamp Field (BLF) and company directory
- Color customization of main window and instant message window
- Internet browser access to features through UC Web Client
- Integration with popular contact and CRM applications, including Microsoft® Office Outlook®, Goldmine® and ACT!®
- Simplified call handling for operators and attendants
- Seamless integration with UNIVERGE SV9100 Contact Center application for call center functionality
- Quick access and easy management of messages through the integration with UNIVERGE InMail and UM8000
- Runs with full functionality on either an SV9100 internal server blade, external server or in a Virtual Machine environment

## Overview

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Communications play an important role in building and maintaining business relationships. Whether a business is small, medium or large, how effectively you communicate with customers, resellers, key suppliers and business partners can be the difference between business won and business lost.

In smaller businesses with limited resources, the right communication tools enable you to do more with less— resulting in increased efficiency, productivity, and improved customer satisfaction.

NEC's UC Suite delivers an integrated unified communications (UC) solution for your UNIVERGE SV9100 Communications Server that enhances your organization's ability to collaborate. Specifically developed for small to medium sized businesses, it is a scalable, feature-rich solution that simplifies communications management and enables complete mobility.

## Solution

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### Manage Communications Easily

With UC Suite, your employees become more mobile and productive. It offers advanced UC applications such as presence, desktop client, softphone, quick messaging, instant messaging (IM), white boarding,

and application sharing that enables your workers to collaborate and provide customers the attention they deserve in today's increasingly mobile world. It also seamlessly integrates with NEC's UNIVERGE SV9100 Contact Center and UNIVERGE InMail/ UM8000 Voicemail to provide you with all of the features and functionality your business requires.



Additionally, you have the option of running UC Suite on an internal server blade on the SV9100, on an external server or in a Virtual Machine environment – the choice is yours. You have full functionality no matter which one you choose.

## Streamline Access to Communications

### Unify Your Communications, Messaging and Collaboration

NEC's UC Suite delivers on the promise of unifying your business's communications by managing them through UC clients on your personal computer (PC) or mobile devices. The UC Suite Desktop and Web Client allows your employees to get more done in less time by providing them easy access to features such as hold, transfer, conference, enhanced park, page and barge-in. It also provides them with:

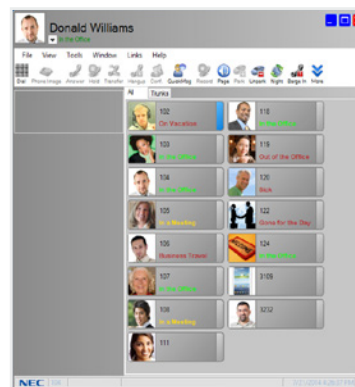
- Call management, speed dialing and contact lookup
- Presence to view colleague's real-time status and availability
- Visual voicemail for quick access to and easy management of inbox and messages
- Instant messaging capabilities for quick, real-time conversations
- Attendant console capabilities directly on an operator's PC, allowing them to transfer and manage calls on-screen
- Detailed call history reports—includes incoming calls, outgoing calls, call date and time, call duration and caller ID information
- Ability to search, sort, print, archive, email and export call logs plus add notes to call log entries



**UC Suite Client Showing Active Call on Tablet**

### Additional capabilities through your desktop client:

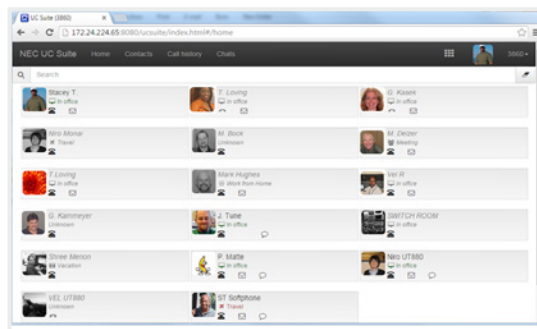
- Access to integrated contact and CRM applications
- Call recording capabilities—either on a per call basis or setup to automatically record all calls



**UC Suite Desktop Client**

### Additional capabilities through the web client:

- Call and Instant Message notification alerts - both audible and visual
- Enhanced user interface means agents can see colleague's availability by the color of their image: In color = yes; black & white = no.
- Ability to set up "Buddy Lists" enables quick access to the people agents contact most often.



**Browser-based UC Suite Client**

UC Suite allows you to customize the look and feel of the desktop UC Client. You may change the color scheme of the main and instant messaging windows on both desktop and web views. You can upload a photo to be associated with your profile entry, and also choose which view you would rather see—the classic default icons, or the display with co-workers' profile pictures.

# The UC Suite for SV9100 Streamlines Communications and Simplifies Your Call Management

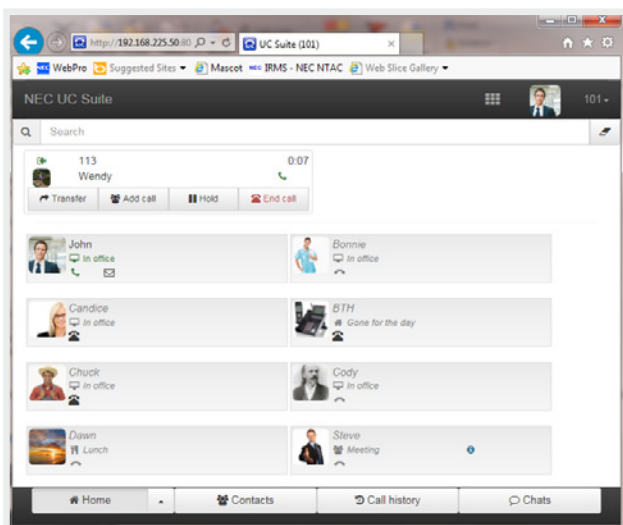
## Stay Productive from Any Location

Freedom to communicate whenever and wherever is imperative for today's mobile workforce.

Today's mobile workforce depends on communication tools that accommodate flexible workspaces and allows free roaming wherever they are: in the office, or outside of it. UC Suite provides mobile workers multiple ways to stay connected and be productive.

### UC Suite Client - Browser-Based

With the browser based UC Client, you can launch it from within an Internet browser window (Internet Explorer, Firefox, Google Chrome and Safari). This browser-based client provides many of the features that are available within the full UC Suite Client. It also allows non-PC users, such as Apple® Mac and iPad® users, to experience the benefits of UC Suite.



UC Web Client

### SP310 Softphone

UC Suite's SP310 Softphone is a versatile, multimedia IP phone that is installed on a laptop or personal computer (PC) and delivers high quality voice via a USB-connected headset/ handset. When connected to your corporate network, it provides the full functionality and features of a regular desktop phone, plus advanced multimedia applications.

## Share Real-Time Information and Ideas – SP310 Softphone

When linked together across an NEC IP network, SP310 users can collaborate and interact with each other in an exciting variety of ways:

- Audio and videoconferencing allows for easy set-up and participation in conference calls
- Presence provides the status of the party users are trying to reach before placing a call
- Application sharing permits users to share files through peer-to-peer and conference call environments, and are synchronized between all participants
- Whiteboard allows users to review, create and update graphic designs in real-time
- Instant Message/Chat enables users to correspond in real-time in either a peer-to-peer or broadcast arrangement while engaged during a call or not
- File Transfer provides an easy method to send one or more files while in a call by simply selecting the file and dropping it into a person's participation file
- Call Log enables the storage of information about outgoing/incoming calls, missed calls as well as recorded call files



SP310 Softphone

## Handle Calls More Efficiently

Businesses need a cost-effective attendant console that makes employees more efficient while improving their ability to service customers. With UC Suite's built-in PC Attendant, your operators/ attendants can quickly and easily manage calls.

### Call Management Simplified

For operators, when a call is received, a pop-up window displays onscreen. The operator is presented with caller information and then handles the call by clicking on that window. He or she can then use the client to access information about a requested line's status, then transfer the call, park it or take a message with a simple mouse click or drag and drop. With the enhanced park capabilities, the operator can easily monitor all parked calls right from the UC Suite Client.

## Access to Information and People

UC Suite's Client enables operators to manage as many as 512 extensions, 256 virtual extensions and 400 outside lines, and can determine the status of a specific monitored extension at-a-glance. If an operator transfers a call to a busy line, an option menu displays that provides the ability to transfer the call to voice mail and set auto call-back.

Caller information is retrieved from an integrated CRM database. Additionally, calls can be easily handled in a multi-tenant environment through UC Suite's Answer Center. This optional module enables operators to manage calls for multiple companies or serviced offices ensuring all calls are answered appropriately.

## Enhanced Message Management

Using the UC Suite's Client quick message function, an operator can send a personalized message to a user's PC or directly to a multi-line display telephone, even if they are on a call. These quick messages alert the user that a call is waiting and offers a choice of four responses via PC or through pressing a soft key on the telephone. Additionally, if the message needs to be sent to more than one person, the operator has the option of sending the message to multiple individuals.



**Attendant can simply right-click on a contact for pop-up that displays a list of options**

## Ensure Phones are Always Covered

While everyone in the organization has access to advanced call features, with UC Suite's Client capabilities, you can enable attendant console functionality on anyone's PC, ensuring your business' phones are covered at all times.

## Run a Smart Contact Center

Today's customers expect to be able to easily contact the person they are trying to reach, on the first try.

UC Suite's Client seamlessly integrates with NEC's UNIVERGE SV9100 Contact Center solution. Your employees can login as an agent and view real-time queue statistics plus monitor the states of other agents.

## First Call Resolution

When call volumes are high, UC Suite Client users can easily and quickly login as an agent to handle calls that are waiting in queue. The SV9100 Contact Center solution distributes call volume evenly among the agents that are logged in to the system, helping to reduce caller hold-time and resulting in improved customer satisfaction.



**Contact center agent**

Agents also receive notification whenever a caller in queue hangs up via a call-alert icon on their UC Suite Client. This alert shows the number of abandoned calls, and provides details about each call— including date, arrival time, Contact Center group, Caller ID, wait time and callback

status. This allows your agents to retroactively respond to a customer, further improving customer service.

When the call volume drops, users can then logout of the system and redirect their attention to other business matters. This capability lets your employees handle calls efficiently with a minimum number of resources. Additionally, the SV9100 Contact Center solution is an embedded application on the SV9100 Communications Server so there are no additional external hardware costs.

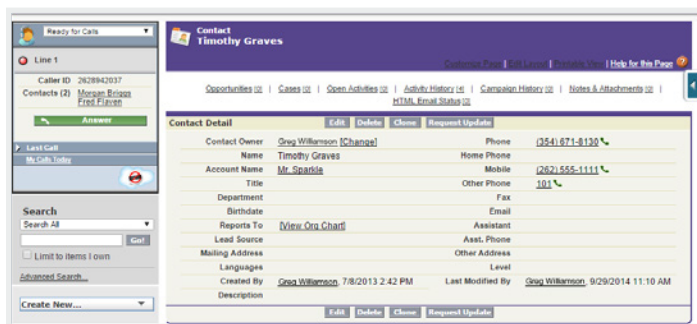
## Smart Communications

Businesses require solutions that are easy to manage and optimize their investment.

### Seamless Integration with Outlook and CRM Applications

UC Suite's Client integration with popular contact and CRM applications, including Outlook, Goldmine® and ACT!®, offer businesses seamless application access to the information that they need, allowing users to leverage and manage their information more efficiently.

SV9100 Communications Servers can be configured to perform a search in users' CRM application databases when a call comes in. Once the contact is found, a display window with the caller's contact information pops up on the user's screen. This feature dramatically improves customer service and satisfaction by enabling users to reference existing customer information rather than having to collect it again.



Example of UC Suite's integration with Salesforce.com

The CRM integration also provides users with access to standard call features from within Salesforce.com® and Time Matters® (a client and information management software). When an incoming call is received, an automatic search of the application's contact database is performed.

### Simplified Installation Directly to the Desktop Computer

UC Suite is easily installed on any personal computer or laptop from a web-browser. An installer or user simply accesses the installation web page through a link that is provided to them, and then downloads the software directly to their desktop computer. Your IT personnel no longer have to go from one computer to the next with a USB drive for installation. UC Suite direct download saves IT time and increases their efficiency.



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