

NEC

UX Desktop Suite

In today's technology driven market, your communication server and your personal computer are invaluable tools that are central to your business. Therefore, it is important to invest in the latest communications and technology solutions that will dramatically improve functionality and performance of these two essential tools and deliver increased productivity and versatility throughout your organization.



NEC UX5000 Communication Server provides the latest Voice over Internet Protocol (VoIP) technology and comprehensive desktop solutions that deliver efficiency, flexibility, and reliability when and where you need it! By integrating diverse hardware components and software applications, NEC brings control of telephony features and related call information right to the user's PC, and provides advanced Computer Telephony Integration (CTI).

UX Desktop Suite offers a variety of Desktop Call Management solutions for the most critical business needs.

NEC's UX Desktop Suite provides several telephony utilities within one flexible application and is an integral part of the overall UX5000 workstation. By uniting the power of your UX5000 terminal with the flexibility, direct access to information and multi-tasking capability of a personal computer, Desktop Suite opens up a wide range of communication possibilities for your organization. Users become more mobile, productive and better informed while providing the perfect solution for professional call coverage. Included in this package are:

PC Attendant - Significantly improves work efficiency and management by enabling an operator or receptionist to easily perform high volume call handling responsibilities from their computer. Display visuals and additional features such as company directory, recording capability, presence status, and quick messaging provide additional value to the attendant position.

PC Assistant - Provides complete call management and operation of a desktop terminal from a PC - Users easily perform call handling tasks without switching their attention between the terminal and computer.

UX Softphone - Takes advantage of the convergence of voice and data by bringing all features and capabilities of a terminal into the PC and can also provide convenient, cost-effective mobility. The UX Softphone is so versatile that it can serve as a soft desktop terminal, a supplemental terminal, or as a telecommuting device.

No matter how critical your business needs ... With UX5000 Communication Server and Desktop Suite, your company can provide customers the attention they deserve, enhance employee collaboration, and increase productivity that are needed in today's technology-driven and mobile world.

- Professional office environments with high call volume and multi-tasking requirements.
- Corporate Office or Complex that require a shared receptionist or multi-attendant configuration, and/or ability to share Company Directories, Contact Lists, or applications.
- Call Center or Company that use Customer Relationship Management (CRM) integration modules like ACT!, Goldmine, Outlook, etc.
- Busy business owner or office who's employees use the phone frequently, have key personnel who are often away from their desks, and/or travel regularly.



Unite the power of your UX5000 terminal with the flexibility and multi-tasking capability of your personal computer.



PC Assistant

A Simple Interface with a Flexible Directory – PC Assistant displays as a vivid, thin profile toolbar at the top of the PC monitor. The toolbar contains, click-on, icon based call control buttons as shortcuts to common functions including Answer, Hold, Dial, Transfer, Conference, Park, Page, Call Pickup and more.

The PC Assistant also simplifies call management by keeping track of employees and their current call status. For example, if there is not an active call in process, the Answer, Transfer, and Conference icons are dimmed and cannot be selected. Display visuals represent employee's availability for accepting a call. This simple interface is clear and easy for users to understand.

PC Assistant also makes it easy to look up a telephone number and place a call. Directories are flexible and easily accessible from the toolbar. The search function allows for quick contact lookup. As a name is typed into the search box, the database automatically fills in on the correct name, and with the click of a mouse the user can dial any of the party's listed telephone numbers. Individual Speed Dial and a Pull Down Redial List are also easily accessible from the toolbar.

Highlight Dial – A real time saver for all busy users. See an on-screen phone number if Microsoft Office or Internet Explorer (or similar application), highlight that phone number, and then right-click to access auto-dial options. Let Highlight Dial control your UX5000 terminal and dial numbers automatically.

Call Log and Recording – Desktop Suite maintains a Call Log, which provides a detailed history report of each user's call activity. Each inbound and outbound call generates a record in the call log. Each call record includes the user ID, call type (in/out), call date and time, call duration, and caller ID number (if available). To help users provide more accurate services, call logs can be searched, sorted, printed, archived, and exported. A user can attach notes to call log entries and also have the ability to redial a number that is associated with a call record. Additionally, UX5000 terminals properly equipped provide call recording capability. Recordings can be performed on a per call basis or setup to automatically record all calls. Recorded calls (stored as .wav files) are associated with the specific call log entry, can be replayed through the PC, archived or forwarded. Additionally, the workstation can provide the ability to record and automatically play a personal call answer greeting.

PC Attendant

High Volume Call Handling and Multi-tasking Made Easy – PC Attendant is the perfect solution for Operators, Executive Assistants, Department Secretaries or any key people responsible for motoring extension activity and providing professional call coverage for their organization. By delivering powerful call processing to the desktop, PC Attendant significantly improves call management and productivity by enabling an attendant to streamline their multi-tasking responsibilities and work more efficiently. Operators manage calls on-screen through a completely intuitive graphical user Interface (GUI). This allows the operator to remain focused and continue to work on other PC related projects without ever missing a call or interrupting their work.

The PC Attendant displays as a full-window, pop-up screen and is designed and targeted for Attendant use. The window presents valuable information about current call activity, and easy access to communication server resources. Additionally enhanced by brightly colored display visuals, informative status changing cells, and drop down menus for improved user functionality. The main screen consists of the Title Bar and Main Menu, Function Toolbar, Active Call List and Busy Lamp Field (BLF)/Direct Station Select (DSS) Area. The BLF Button Design includes an LED image which changes color to indicate the current state of an extension. Performing a right mouse click on a BLF button provides quick access to basic and advanced call functions (i.e., Dial, Voice Mail, Transfer, Conference, Call Direct, Voice Over, etc.). Using either the mouse or keyboard, the operator can quickly move between the different areas of the screen to dispatch callers, search the company director and monitor extensions.

PC Attendant, like PC Assistant, provides many of the same basic PC-based functionalities, such as easy access to requested line's status and on-screen point and click call functions like transferring, parking, or taking a message. Attendant's Call Log, Record and CRM integration includes the same feature sets and functionality as well.

In addition to the shared functionality, PC Attendant includes additional advanced features specifically geared for attendant use.

Presence – Tracking location status capabilities are designed to improve the quality of your internal and external interactions, increase employee productivity and enhance the customer experience.

Presence can be set to provide real-time information on the whereabouts and availability of your organization's key personnel. (See Attendant's diagram on right).

Presence attributes are associated with individual entries in the company directory and information is available for all other users across the network to view.

Attendant-level users have the ability to update the Presence settings for all other users. PC Assistant and Softphone Users can easily set or change their individual status by accessing the menu. Details include: Availability Status, Location, Expected Return Date/Time, Forward Settings for Phone and Special Instructions.

Integrated Intelligence – The PC Attendant enables operators to monitor as many as 512 extensions (combination of digital, IP and wireless). For even quicker access to information and better manageability, extensions can be grouped under customer defined tabs (i.e., workgroups, departments, etc.) and monitored separately.

Enhanced Efficiency – The operator can determine the status of a specific monitored extension with a glance. If an Attendant transfers a call to a busy line, an option menu displays that provides the ability to transfer the call to voice mail, set auto call-back or forward.

Advanced Message Management – Using the PC Attendant's Quick Message or Phone Message functions, the operator can easily send short alert messages to their co-workers, even if they are on a call. (Refer to diagram at right). These messages can provide such information as being late for a meeting, having a visitor or a call is waiting. A sent Quick Message will pop on the recipients PC screen, they can then respond to the Attendant via the PC by creating a custom response or selecting from an Attendant's preset quick responses such as Send to Voice Mail, Take a Message, Park, etc.

An Attendant can also send a Phone Message, it appears on the terminal display of a co-worker and offers the recipient a choice of four responses via pressing soft keys on their terminal.

The screenshot displays the PC Attendant interface. On the left, a woman is shown wearing a headset. The main window is titled 'LUX Desktop Suite' and shows an 'Active Call' list with details for Line 004 and Line 003. A 'Quick Message' window is open, showing a message to Barry Johnston. On the right, a 'Set Presence for Frank Pierce' dialog box is visible, showing options for Presence State (Business Travel), Location (In the Office), Return Date, and Return Time. Below this, a 'Directory/Contact List' window shows a table of contacts with columns for Name, Number, E-Mail, and Location.

Name	Number	E-Mail	Location
Brian Flore	322	bflore@necunified.com	Shelton
Karen Chevrette	302	kchevrette@necunified.com	Irving
Joseph Moleski	320	jmoleski@necunified.com	Shelton
Donna Macavey	328	dmacavey@necunified.com	Shelton
Steve Pritchard	317	sritchard@necunified.com	Shelton
Tim Baker	330	tbaker@necunified.com	Shelton
Doreen Donaldson	311	ddonaldson@necunified.com	Shelton
Kerry Johnson	331	kjohnson@necunified.com	Shelton

Presence

The diagram illustrates the 'Quick Message' workflow. It shows a sequence of four steps: 1. Customer Call, 2. Attendant's Quick Message to Colleague, 3. Colleague's Response Message to Attendant, and 4. Attendant Receives Response Message. The central focus is the 'PC Attendant's Active Call Screen', which displays an active call for Line 004 and a quick message to Barry Johnston. A 'Quick Message' dialog box is shown with the message 'Gadgets Inc. VP is on the phone.' and a 'Send' button. A 'Message From 320' window shows the received message and response options: 'Send to me', 'VoiceMail', 'Take Msg', and 'Park'. A 'Quick Response' window shows a custom response: 'Have him hold. I'm finishing up my call now.' with a 'Send' button.

Quick Message

UX Desktop Suite

UX Softphone

The UX Softphone application provides convenient, cost-effective mobility. A desktop or laptop PC becomes an IP terminal and all features of the office terminal are available with the click of a mouse. With the UX Softphone, users can make and receive calls via their PCs. When an incoming call is received, the Softphone automatically launches, and audio output is heard through the PC speakers. UX Softphone allows the user to select a screen layout that will work best for their environment. Emulation Phone views include: full view with optional addition of DLS and DSS console, or a compact flip-phone view. Whether in the office or on the road, UX Softphone can also deliver high quality voice communications and provide full extension capability through a USB-connected handset or headset. Adding a web cam can deliver video between another employee's camera equipped Softphone.

Enhanced Functionality through the Desktop Terminal –

The UX5000 can be set up to send calls from the PC's Softphone to the user's desktop terminal. Through this feature, all of the functionality of PC Attendant and PC Assistant are available to the user even through the desktop terminal.

A Mobile Solution – Access to the UX5000 features reside within the computer; which means you can travel and still have access to it's features and functions from anywhere you can connect to your corporate network and no additional equipment is needed. It's like taking your office desktop terminal with you. Even while on the road, a high-speed connection can be used to check voice mail and place calls while online.

Additional Features

In addition to the enhanced functionality, mobility and improved integration provided by the inclusion of PC Attendant, PC Assistant, and the UX Softphone, the UX5000 Desktop Suite offers additional high-end enhancements and features which enable users to make changes to their terminal, perform daily tasks and collaborate more easily with other Desktop Suite users.

- Video - Conduct a video call with other co-workers (up to 4 party video conference)
- White Board - Collaborate and share drawing tools with others via a PC display
- Application Sharing - Share Windows applications and collaborate with other users
- Chat - Instant Message other Desktop Suite clients
- FTP - Easily send files to other application users



UX Softphone Full View
with optional addition of DLS and DSS Console



UX Softphone Compact Views

UX5000

NEC's UX5000 IP Communication Server meets the demands of a connected world head-on! NEC leverages its strengths and provides innovative solutions that will ensure Seamless Communications, Customer Satisfaction and Manageability throughout your organization.

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Some features may be optional, available at a future date, or require additional equipment, license, or services. Recording of telephone calls is subject to varying state and federal privacy laws. Consult a legal advisor before recording a telephone conversation. The information herein is subject to change without notice at the sole discretion of NEC.

To find out more about UX5000 and how NEC's powerful and versatile technology platforms can work for you, contact your local authorized NEC dealer, visit our website at www.necux5000.com or call 800-365-1928.



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