UC for Business - Presence

At a Glance

- Creates real-time communications
- Improves responsiveness by making first-call resolution a reality
- Reduces frustrations of delayed communications and wasted time
- Eliminates voice mail jail
- Improves efficiency and productivity

Overview

NEC's UC for Business (UCB) Presence provides you with a bird's eye view of the whereabouts of your colleagues – providing real-time information on staff availability, regardless of their location. This makes first-call resolution a reality for both internal and external communications. UCB Presence enables your organization to become more efficient and productive by improving communications with customers, suppliers and business partners.

It can be frustrating for customers when they try to contact someone and are told to leave a message or are informed someone will be in touch shortly. It's also frustrating and costly for organizations when neither internal nor external calls are being handled immediately.

An organization's ability to quickly link a customer to the right person to close a sales call or resolve an inquiry can make all the difference between a satisfied customer and a disgruntled one. With UCB Presence, customer calls can be re-directed to the right people, whether they are at their desk or outside the office using a mobile device.

Presence is an integral part of UCB functionality. For example, console operators or receptionists can easily and quickly transfer calls to available colleagues. Their intuitive UCB application provides visibility of everybody's whereabouts.

By utilizing UCB Presence in your organization, you will eliminate voice mail jail, reduce frustrations, and save time across the entire enterprise.

Solution

Provides Access to Real-Time to Information about Colleagues' Status

UCB Presence ensures that you can make contact the first time you call a colleague. Need to find someone urgently? Presence can tell you where they are, what meeting they are in and when they are due back. You are able to see the subject of a colleague's calendar appointments, such as "weekly sales meeting", as well as what type of call they are on – inbound, outbound or conference call. If somebody walks away from their desk, their icon will show they are

no longer there. You can also request a screen pop notification when the person you are trying to reach either returns to their desk or when they get off a call.
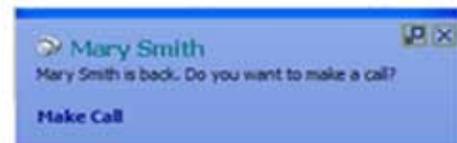
Get notified when somebody returns to their desk, and make your call with a single click

Provides Availability of Colleagues and Ensures First-Call Resolution

If you wish to organize an ad hoc conference call with colleagues in other offices, you can quickly determine who is available and who's not with UCB Presence. With only a simple click on a co-workers icon, a conference call can be easily established. When traveling, you can use Presence on your mobile phone to see who is at their desk before calling their office. You can also see if callers are online and available for an instant message.
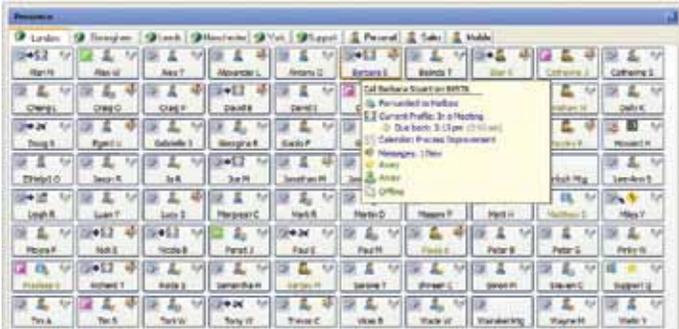
Presence buttons display detailed information including Instant Messaging, calendar appointments and return time

Provides Single Number Reach

With UCB, you will only need one phone number. UCB enables you to transfer calls from your desk phone automatically to your mobile phone when you are away from your desk ensuring that you will never miss important calls.

UC for Business Presence allows you to:

- Customize Presence settings so that when you are in the office, your availability is recognized and displayed as 'at my desk' or 'away from my desk' for all other users across the network.

- Be seen as available if you use your mouse, keyboard or telephone. After 1 minute (or a configurable period) of inactivity, you are considered 'to be away'.

- Request 'return notification' for any Presence user. This activates a screen-pop to notify you when the person you wish to speak to becomes available.

- Set-up customized greetings, messaging and call routing options so that when your status changes, it automatically changes to the appropriate setting.

- Choose to display the subject of your active email calendar application appointment for other users to view. This is particularly useful for keeping operators and receptionists informed of staff whereabouts and availability.

- Access the company directory, or create your own personal directory for contacts.

- View the status of colleagues locally and across the network including full telephone and presence statuses.

- Have Presence visibility of external contacts via Microsoft® Messenger and Skype™.

UC for Business Presence offers you:

- Find the Expert – Need to find someone urgently? Presence information tells you where they are, what meeting they are in and when they are due back. This makes phone tag a thing of the past.

- Instant Access – Information at a glance about a co-worker's status and availability allows you to redirect or refer inquiries to ensure first call resolution.

- Increased Customer Loyalty – Better visibility increases individual and collective productivity across the enterprise – improving customer service.

- Measurable ROI – The tangible benefits of improved communications can be measured. Presence saves lots of little bits of time – all the time. These shavings of time represent direct cost savings. Other intangible benefits, such as the value of improved customer loyalty, will then be seen over time.

Required Modules

Each UCB Presence user requires one of the following applications:

- Executive Insight
- Executive Desktop
- Agent Desktop
- Operator Console

Licensing

No license is required for UCB Presence.