

UC for Enterprise Suite

UC Attendant (UNIVERGE® UA5200)



At a Glance

- A cost-effective way to increase attendant productivity
- On screen call control with flexible routing
- Seamless integration of presence-enabled directory with click to call, e-mail, SMS and IM
- Optional threat recording, 911 alerts, on-call schedules, message taking and procedure management

Overview

NEC's UC Attendant (UNIVERGE UA5200), part of the UC for Enterprise suite of applications, was designed specifically to optimize business performance and boost a business's standard of service.

This solution provides cutting edge technology with the latest in advanced call-processing capabilities and productivity enhancements. Based upon each user's role, UC Attendant gives you tools to elevate staff productivity, without increasing costs.

Solution

A Cost-Effective Way to Increase Productivity and Security

UC Attendant delivers the necessary tools for optimal management of heavy call volumes. Repetitive call answering and transferring is instantly streamlined. Additional functionality utilizes the existing Dterm® Play/Record feature* to improve productivity and security.

Basic features include:

- Calls in-queue display with multi-tenant answering
- On screen, presence-enabled directory and flexibly organized speed dials
- Skills-based directory search
- Intuitive user interface, customizable for frequently used features and preferred color themes
- Shortcuts and optional custom keyboard for quick call processing
- Distributed Park/Page to optimize performance
- Attendant banners for fast distribution of up to the minute, consistent

information to all attendants

- Multiple contact points and click-to-contact buttons
- Instant Message staff members to increase productivity
- SNPP and TAP paging support
- Customizable incoming call alerts and behavior

Additional options include:

- ACD queuing allowing centralization of tasks
- Call and threat recording
- Personalized automated attendant greetings based on called number and time of day
- On-Call schedules to contact the right personnel, even after hours or on weekends
- Procedure Management for quick access to established processes for any given situation
- Message taking to communicate with mobile staff
- Emergency On-site Notification – Listen- and conference-in to 911 calls placed on property

Flexible Call Routing

UC Attendant enables you to choose the type of call routing that best fits your organization's requirements. You can choose to route calls via an Automatic Call Distribution (ACD) mode or a loop mode. This routing flexibility allows you to tailor the system specifically for your business.

Call and Threat Recording

With UC Attendant, your attendant can record calls either automatically or on demand. If programmed to automatically record calls, calls received by the operator are stored on the attendant's PC or on a network hard drive. If the attendant wishes to save a specific call, they can utilize the feature's Save Recordings option to save the current call - this is exceedingly useful in the event of an emergency or threatening call.

Automated Attendant Greetings

This feature provides a greeting to the caller in the attendant's own voice. It can also automatically play back pre-recorded voice greetings over the operator's handset or headset. These greetings are linked to each operator's login, so that the correct greeting is played even if the console is shared. The greeting can also be changed based on the time of day or the telephone number the caller is phoning from. This feature is especially useful for operators in multi-business environments.

Seamless Integration of Directory Data

The UC Application Platform automatically imports all user information from UC Manager and maps existing contact methods and data such as organization. After this initial synchronization, the UC Application Platform automatically receives modifications to the UC Manager user information and changes the appropriate fields accordingly. Integration to LDAP provides an additional layer of automation for a single point of entry and an always up to date directory.

Additional UCE Attendant Features

UC Attendant integrates with the UCE suite of applications, providing a complete user experience throughout your organization:

- Rich Presence information which integrates with other presence-enabled applications can gather Microsoft® Exchange calendar information. The directory and speed dials show the attendant the status of each user as well as the user's return date and time. The attendant can also change user presence information.
- Skills-Based Directory Search enables attendants to quickly find the person most suitable to assist the caller.
- Color-Coded Directory Entries that give the attendant the ability to see different entry types, user statuses, organizations or locations at a glance. The color codes offer flexible configuration, and the system administrator has the option to force the attendants into a single color scheme or to enable them to program their own color codes.
- User Message Taking which lets the attendant take user messages and sends them to those users via email or phone. When a user has an unread message and calls from his or her listed phone number, a pop-up display alerts the attendant. The attendant can then provide the user with the message. Additionally, the user's Message Waiting Light lights up on his or her telephone when he or she has a message.
- Instant Message capabilities allow the attendant to communicate with other employees while handling a call. It offers them a quick and efficient way to interact with others in the organization while remaining on the call.
- Emergency On-Site Notification (E-OSN) notifies attendants through a screen-pop and a configurable audible alert when a 911 call is placed. In addition, it enables attendants to listen and conference in to monitor an active emergency call to ensure an immediate and accurate response. The E-OSN tab can also be turned red as a visual indicator when there is an un-acknowledged emergency call.
- SNPP Support provides the attendants the capability to send a Short Text Message (SMS) to physicians and employees using SNPP.

UC Attendant provides many features, like Toll Denial by Operator, manual recording, call history, directory color display preference by operator login, universal search, and many others. The cost-effective UC Attendant advanced features and assurance of continued support can enhance the productivity of your staff and help keep your customers happy. Now is the best time to take advantage of this productivity-enhancing application.

* This feature requires the purchase of additional hardware.

Corporate Headquarters (Japan)
NEC Corporation
nec.com

North America (USA & Canada)
NEC Corporation of America
necam.com

NEC Enterprise Solutions
NEC Europe Ltd
nec-enterprise.com

APAC
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NEC Latin America
lasc.necam.com

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