

Orchestrating a brighter world

NEC

# UC for Enterprise





NEC's powerful UC for Enterprise suite (UCE) empowers users through enhanced, intelligent communication tools that enable anywhere, anytime access – resulting in greater efficiencies and higher productivity.



## At a Glance

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- A comprehensive unified communications (UC) solution for the entire enterprise
- Offers a complete suite of role-based applications for contact center agents, attendants, security personnel, IT administrators, and empowered knowledge workers
- Enables anywhere, anytime access for increased efficiency and productivity
- Provides a consistent user experience across multiple views and devices
- Supports call control and UC features for mobile and remote workers
- Offers comprehensive, centralized management for easy administration
- Integrates communications into business processes to achieve advanced, customized business solutions
- Offers flexibility and scalability through its modular design
- Allows cost effective conferencing to promote effective collaboration and decision making
- Improves customer communications which results in higher satisfaction levels
- Delivers business continuity and reduced operational costs through remote worker tools
- Supports open APIs and industry-standard protocols for customization to meet specific business requirements

## Overview

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### A Unified Approach to Communications

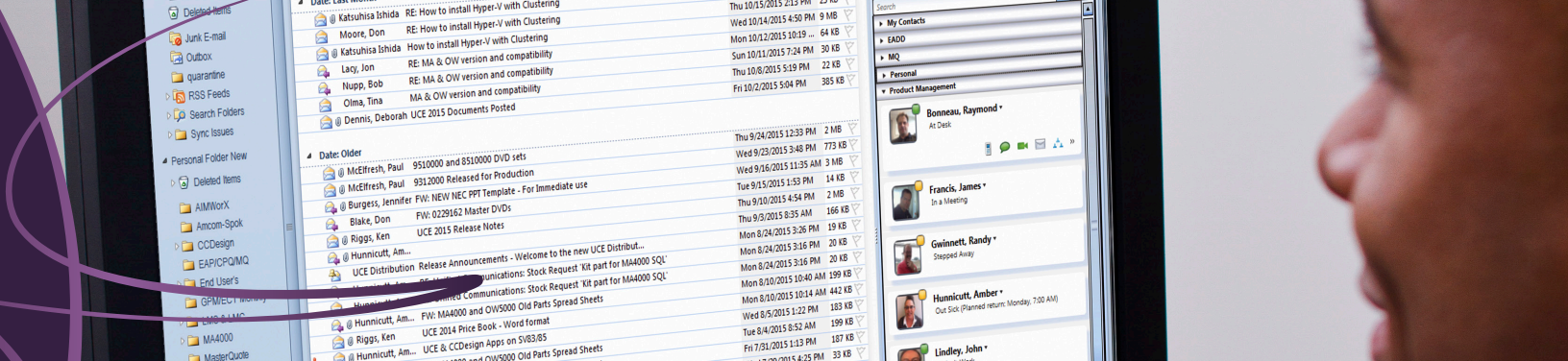
The measure of an organization's ability to effectively respond to customers and business partners entails much more than developing the skills of contact center agents or console operators. Satisfying customer needs relies on effective communications across the entire enterprise. A breakdown in communications between individuals, departments or locations can be critical to a business's survival.

NEC's UC for Enterprise (UCE) helps your organization eliminate the barriers to successful interactions. With it, you can take a unified approach to redefine the way your organization and individual employees communicate; whether externally or internally, by personal computer, phone, mobile, email, IM/chat, or via your website.

### The Unified Communications Advantage

One of the major obstacles to successful interactions is the communications overload most employees deal with on a daily basis. The wide-range of communications tools available - desktop phones, cellular phones, voicemail and email, can hinder or enhance an employee's efficiency and productivity.

With NEC's UCE suite of applications, all of these communication tools and devices are combined into one powerful, easy to manage solution; information is centralized, messages are in one inbox, and real-time communications are easier to manage. The user dictates when and how to be reached. The result is greater efficiency and higher productivity.



## Solution

### A Powerful, Comprehensive UC Solution for Your Enterprise

NEC's UC for Enterprise integrated suite of applications enables greater efficiencies and higher productivity rates through the convergence of communication components and business processes. This suite strategically combines technologies and services offered exclusively by NEC, and includes tools such as presence, call control, instant messaging, group chat, mobility, collaboration and voice/video conferencing, all integrated into one comprehensive customizable solution for your business.

### Offers Flexibility and Scalability

UCE's modular design provides flexibility to fit your business's specific needs. UCE applications can function either as a stand-alone or integrated solution, allowing your organization to align your UC solution to your unique business environment. You can be assured that as your business grows, UCE will provide you with a scalable, secure approach to communications that is both consistent and manageable.

### Enhances User Mobility

One of the key elements in UC for Enterprise is its ability to provide the communication tools for your mobile employees to stay connected and productive. From native iPhone® and Android™ applications to web view, UCE speeds up communication and reduces the time spent on unproductive tasks by using advanced capabilities such as single number reach, enterprise dialing, and mobile presence.

### Increases Efficiency resulting in Higher Productivity and Cost Reductions

UC for Enterprise helps your business streamline communications and information delivery. Through its integration of multiple media types and devices it enables better efficiency, which results in higher productivity. Users need not go from one application to another or from one device to another. They can access easy-to-use communication management tools to get quick access to the information they need.

Your employees save time communicating, allowing them to focus more on customer service and other important business initiatives. Travel costs are reduced and information exchanges expedited through the use of voice/video conferencing. Through its remote worker tools, NEC's UCE also delivers business continuity and reduced operational costs through its remote worker tools. And when your customers receive the information they need in a timely manner, satisfaction levels improve.

### Open Standards and Customization Capabilities

NEC's UC for Enterprise solution supports open APIs and industry-standard protocols like SIP, XMPP, and SOAP, which provides your business with the flexibility to easily customize it to your unique business requirements.

## UC for Enterprise Suite of Applications

This combination of applications enables your business to provide your employees with the communication tools they need to effectively and efficiently get the job done; applications that allow your employees to easily communicate from their desktop, stay connected while out of the office or working remotely and perform simple administrative tasks through an easy-to-use interface. With UCE, your workforce is truly empowered.

UCE includes these must-have productivity enhancing applications:

## UC Desktop Client (UNIVERGE® UC700)

UC Desktop Client combines mobility, rich-presence, communications history, instant messaging/group chat, call control from your desk or integrated softphone, voice conferencing, and optional unified messaging integration, as well as video conferencing and collaboration, all orchestrated together into one powerful, easy-to-manage solution.

With UC Desktop Client, your employees are given the tools to collaborate with their colleagues more efficiently using the UC Collaboration application, to enhance your customer service, and increase overall productivity. UC Desktop Client enables them to manage their communications through a consolidated intuitive user interface. It makes changing their presence status, adding a personal contact, initiating a voice or video conference, viewing another's status and calling contacts from the corporate directory quick and easy. It also provides employees the option of using it as a standalone application or integrated with their Microsoft® Office Outlook® client.

## UC Mobility (UNIVERGE MC550)

UC Mobility enables your employees to be reached anytime, anywhere with a single phone number and voice mailbox. It rings the phones you choose simultaneously according to individual preset contact rules that not only consider your status, but also who is trying to reach you. Now you and your employees determine how and when you want to be reached, to maximize productivity.

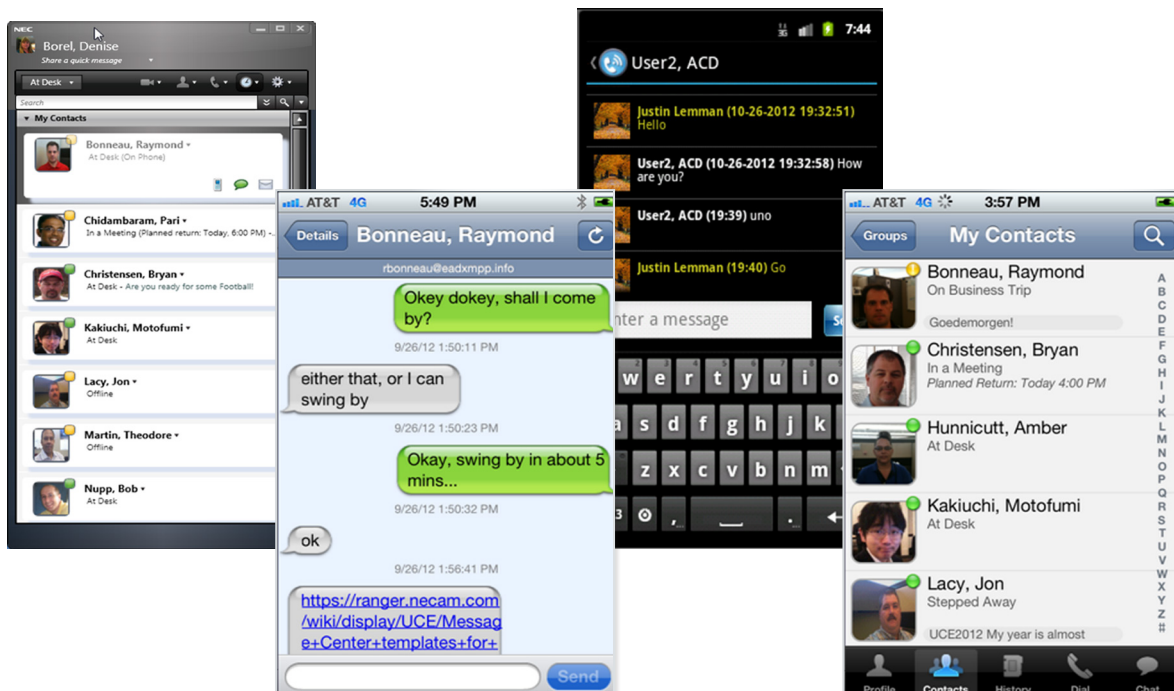
UC Mobility transparently presents enterprise calls to any internal or external phone numbers whether the devices are wired phones, wireless phones or

cellular phones - regardless of their phone type, location or service provider. A simple press of a button seamlessly moves calls to your mobile, and back again. This provides you with the flexibility to always be in touch anywhere, anytime.

Perform station-to-station and external dialing as well as utilize the trunking services of the enterprise voice platform. This allows mobile users to place calls by either entering a 4 or 5 digit extension or a fully-dialed number. By placing the call through the enterprise platform, the caller ID that is presented is the user's enterprise number instead of the cellular number which reinforces single number reach.

If you are unable to answer any of the multi-ring numbers, the call is directed to your business voicemail account. Additionally, an icon will appear in the web-based UCE Mobility toolbar or on your iPhone or Android phone for quick access to messages through a simple click. This means no more missing that important phone call from a customer, playing phone tag or checking multiple voice mailboxes.

UC Mobility also enables users to determine the real-time status and availability of other UCE users instantly via a web-browser interface on their PC or smartphone or through the native clients for their iPhone or Android phone. By eliminating phone tag and call-backs, presence improves employee collaboration, which, in turn, increases productivity and efficiency. Additionally, federation enables users to view the real-time presence of others from other external applications/systems. UC Mobility allows users to answer, ignore or release calls from their smart device's lock screen plus it can streamline business communications and information delivery by handling calls more promptly, from any location, and without having callers directed to voicemail. Important calls will never be missed again.





# Optional Productivity-Enhancing Applications to further enable the User

## UC Collaboration

This UC Collaboration solution enables geographically dispersed employees and mobile workers to easily interact and operate as an integrated team. UC Collaboration reduces travel expenses and encourages collaboration by providing your employees with a more convenient, immediate and secure way to work together with others. It provides tools that enable your business to work with partners, suppliers and customers to shorten decision cycles, improve information sharing and increase the speed of decision-making.

UC Collaboration is now fully integrated providing seamless access from the UC Desktop Client (UC700) or standalone using most major browsers. UC Collaboration offers web audio, speaker and microphone on the connecting device, or dial in access through SIP trunks connected to an SV9500 or SV9300.

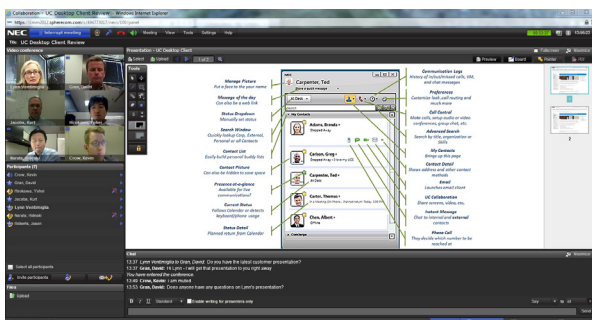
Additionally, the support costs are minimal since UC Collaboration requires no additional software installation on the desktop and is compatible with most major browsers and platforms (Windows, Mac, and Linux®).

Seamless integration with the UC Desktop Client enables users to take advantage of presence information to instantly determine if and when others are available to meet. Users can then quickly and easily launch multimedia presentations or video conferences from the UC Desktop Client and join from their UC Mobile iOS or Android client, from Desktop Client, or even as external users from emailed URL links--all without loading specialized software.

With UC Collaboration, you can:

- Improve teamwork while lowering travel costs
- Enable staff to better satisfy customer demands
- Provide tools to quickly and securely share information
- Use as a standalone product or integrated with the UC for Enterprise User
- Enjoy high definition video, screen sharing, and more

UC Collaboration can be purchased as a standalone audio/video conferencing solution, and can be hosted or installed on premises, eliminating recurring monthly conferencing fees to a provider.



Every business is faced with the challenge of improving productivity while reducing costs. NEC's UC Collaboration solution is an ideal way to empower employees as well as positively impact the bottom line.

## UC Agent (UNIVERGE UC700)

UC Agent (UNIVERGE UC700) is an innovative unified communications desktop application for agents that enhance the capabilities of NEC's UC Automatic Call Distribution (internal or server-based enterprise ACD). It combines all of the functionality of the UC Desktop Client with expanded features designed specifically for agents into one easy to use client.

UC Agent's intuitive interface brings information directly to the desktop. With a simple glance, agents can view which splits that they are currently working in, the agents logged into each split, the calls and callbacks in queue and the longest waiting call duration as well as statistics such as counts for agents in ready, work and break modes, empowering agents to decide when to go on break. Agents can search skills and see the presence of subject matter experts outside the contact center for improved call handling. They can IM to supervisors for assistance, and transfer/conference for escalation. Upon answer, agents can view additional customer information through CRM integration using caller ID or account code. After release, agents can enter wrap up codes for qualifying calls in Global Navigator statistical reports.

Dynamic login capabilities allow agents to seamlessly transition from a business role to an agent role and back again. This enables them to be more responsive to customer calls when call volumes are high, as well as be more productive working on other projects when call volumes are low.

UC Agent also easily integrates with UC Interactive Voice Response and Global Navigator for enhanced capabilities.

By providing agents and supervisors with ACD specific information through the desktop, a business's entire contact center can be more efficient, responsive, collaborative and productive. It also ensures that all callers are handled efficiently and professionally.



## UCE Contact Center (CCDesign®)

UCE Contact Center is a suite of applications and services that provides quality responsiveness and fulfillment within a contact center setting. These solutions were designed to provide contact centers with a framework to help them achieve and exceed their business goals. This is achieved by providing contact centers with communication technologies that offer broader functionality and a wider range of flexible choices.

Contact centers utilizing these applications and services can realize:

- Improved response time
- Reduced abandon rates
- Improved productivity and efficiency
- Lower operating costs
- Increased revenue
- Increased customer satisfaction

With UCE Contact Center's modular functionality and scalability, businesses can easily add capacity and/or functionality to meet their specific needs. The suite includes:

- **Contact routing solutions – UC ACD** (internal or server-based ACD) and **UC Multimedia** are geared toward establishing flexible, accurate contact direction based on a business's rules and other input.
- **Management information system solutions - Global Navigator** will help you gather and then analyze real-time and historical statistical data.
- **Geographic distribution and networking solutions - Network ACD** and **Agent Anywhere** are designed to create a network of contact center systems or to define a single contact center system across a network of communications servers. It also includes products that enable single agents and small groups of agents to work remotely from the contact center.

## UC Interactive Voice Response

Integrating into NEC's enterprise server-based or internal contact center, the UC Interactive Voice Response (IVR) provides required functionality to improve customer experience through the following options:

- Skills-based routing based on caller's area code, caller ID, account code and auto attendant selection
- Set caller expectations with estimated time to answer and spoken queue depth information
- Allow callers to request callbacks when wait time is long - the user has the option to be called back as soon as an agent becomes available or request a scheduled call-back

- Play custom announcements to callers in queue with useful information and offers
- Enable callers to reach the appropriate agent based on menus and selections
- Gather call response information from customers through a fully automated post call survey.

## UC IVR After-Call Survey

The After Call Survey allows contact center managers to understand customer's perceptions of their interaction with call center agents. Prior to their connection with an agent, the After Call Survey gives your customer the option of participating in an automated survey at the conclusion of their call; if accepted, the system prompts them with a series of recorded questions that are answered using the telephone key pad. The results are stored for reporting, to help determine customer satisfaction. Managers can then take action to reduce issues and frustrations, increase efficiency, and improve the operational bottom line.

The UC IVR After Call Survey allows you to:

- Gather valuable customer feedback at the time of delivered service
- Get an accurate picture of customer satisfaction
- Improve first call resolution rates
- Motivate Agents to deliver exceptional service with every call
- Customize Agent training based upon survey results
- Identify concerns before they become major issues

## UC Attendant (UNIVERGE UA5200)

First impressions count, so it is crucial that attendants have access to the most advanced communications tools. UC Attendant (UNIVERGE UA5200) can provide organizations with the latest technology in call-processing capabilities and productivity enhancing applications.

It promotes optimal call management for businesses of all types by delivering the tools necessary to manage heavy call volume. Repetitive activities such as answering and transferring phone calls are instantly streamlined. Additionally, this solution provides sophisticated functionality via its advanced solution tabs, and offers improved operator performance utilizing the optional custom keyboard and Dterm® Play/Record module.

UC Attendant ensures that agents have instant access to vital information with specialized, industry-tailored Attendant features. Your teams will have the communication tools they need to perform optimally.

The UC Attendant provides:

- Call History
- Directory Display Color Preference
- Call Forward Name Display in Loop Mode
- Manual Recording
- Editable File Path
- Toll Denial redirect to Operator on SV9500
- Overflow on the SV9300 based on Call Duration and Queue Size
- Universal Search

**UC Attendant for Healthcare** was designed to optimize healthcare performance and boost a healthcare facility's physician satisfaction and standard of patient care. All standard features are included plus specialized features for healthcare:

- Specialized keyboard for healthcare – enhances productivity
- Patient Link - provides access to patient directory data through HL7 patient record updates
- Room Direct - Direct Inward Dialing (DID) number assigned to patient travels with the patient whenever they move rooms
- Message Center-Physician Answering Service – enables answering service functionality for specific physicians or groups
- On-Call - displays selected groups and indicates which nurses, attendants and physicians are either on call or in the office

**UC Attendant for Hospitality** was designed specifically to optimize attendant performance and enhance guest services. Along with all of the standard features, this suite adds additional hospitality-focused productivity-enhancing features such as:

- Specialized keyboard for hospitality – enhances productivity
- Optional ACD queuing - allows centralization of tasks such as Reservations
- On-Call schedules - eliminates the hand written white board schedules and improves organization
- Guest directory data – ensures the guest directory is always up-to-date by gathering information from either the PBX or Property Management System
- Wake-up manager (including VIP Wakeup) – provides an intuitive interface to easily schedule and manage wakeup calls
- Guest messaging – allows quick and easy input and retrieval of guests' messages
- Redirect for both office and guest room extensions.

Because this solution offers user-configurable displays, it can be customized for each user – so when attendants use the UC Attendant, their productivity improves and excellent customer service results.

## UC Emergency On-Site Notification (UC E-OSN)

Providing a safe, secure environment is one of a business's most important responsibilities. One of the first steps in the process to keep people safe and secure during an emergency is providing a 911 system that accurately pinpoints the caller's location and directs appropriate emergency response resources to the scene.

With UC Emergency On-Site Notification (UC E-OSN) for the UNIVERGE SV9300 and SV9500 Communications Servers, businesses have the tools necessary to protect their most valuable asset – their people. UC E-OSN identifies a 911 caller's location and passes that information along to the Public Safety Answering Point (PSAP). This reliable, automatic transfer of information helps businesses provide vital, lifesaving information to the 911 public safety network while notifying the appropriate on-site personnel that an emergency call is in progress; resulting in an immediate and accurate response.

UC E-OSN enables superior management of 911 calls by:

- Notifying on-site staff in real-time when an emergency number is called
- Providing location of 911 callers, even from an IP phone
- Sending messages to a select group via the Group Notification application; the notification is initiated from the E-OSN client or from the UC Attendant (UA5200)
- Speeding on-site response through real-time display of 911 calls
- Allowing on-site security to listen/conference in and divert emergency response vehicles in case of false alarm
- Alerting key personnel of events via short text message or email
- Working with UC Manager to administer the ALI database
- Meeting E911 compliance legislation

With UC E-OSN, businesses can be sure that first responders and their on-site personnel are well informed as to the location of the emergency and what type it is so that they can determine the appropriate actions to take to ensure the safety of everyone.

## UC for Enterprise Platform

UCE Platform combines the core UC Application Platform (UNIVERGE OW5000) with the centralized administration of UC Manager (UNIVERGE MA4000) for a world-class unified communications (UC) foundation. When used within the Hospitality industry, UCE Platform allows guest information purge and room change/swap if connected to an SV9300. The UC Platform enables and supports all of the advanced UC productivity-enhancing applications that businesses need to stay competitive in today's marketplace, plus the tools needed to empower IT administrators to easily manage a business's communications system.

## UC Manager (UNIVERGE MA4000)

UC Manager offers secure, centralized administration for reliable management of a business's converged enterprise environment and empowers businesses by making their communications system a more productive asset. It integrates seamlessly with existing management infrastructure such as the SV9300 and SV9500 voice platforms, unified messaging mailboxes, and optional LDAP directories, and accomplishes this by providing a single point of administration for a business's entire NEC communications solution.

Every element of UC Manager's web-based interface is designed to empower IT technicians and managers. Its easy-to-use graphical user interface (GUI) eliminates the need for weeks of expensive training and costly certification for administrators. Drop-down lists simplify terminal provisioning and management, and basic moves, adds and changes are handled with an intuitive wizard-like interface. Plus, administrators will love the fact that they can push the UC Desktop Client application to their users' machines with group policies - up to 15,000 users are now supported!

UC Manager provides helps such as hints for Autocomplete, flexible custom fields, hotel compatibility, and much more. UC Manager also provides powerful, intuitive tools for simplified management such as Range Programming, Real-Time Monitoring and Optional Traffic Manager tools. These tools also automatically provide capacity planning and immediate, threshold-based alerts when problems occur.

UC Manager's proactive fault management stops network problems before they start. Faults are collected from all IP-communications servers and network applications in real time. Organizations can categorize these faults by type, severity, source or description and generate notices for each kind of fault.

Additionally, UC Manager provides businesses with the most secure voice network communications available through its extensive controls, including proactive fault management, powerful end-to-end encryption, rapid disaster recovery, intrusion detection and toll-fraud prevention, a single point of authentication into the NEC management interface (optional), an extensive audit history, and granular access rights for added security.

## UC Application Platform (UNIVERGE OW5000)

UC Application Platform is the foundation for NEC's robust set of UC for Enterprise applications. Its service-oriented architecture (SOA) enables customization and integration of applications as well as the development of computer-enabled business processes.

This powerful platform fuses communications tools like presence, status, unified messaging, instant messaging, mobility, collaboration and voice/video conferencing into one comprehensive customizable unified communications (UC) solution for any business.

The UC Application Platform provides:

- Productivity enhancing Presence and instant messaging
- A corporate directory complete with photos, skills, location and organization information for quick, easy access to colleagues
- Communication logs to ensure call information availability
- An industry-standard platform simplifies development and interoperability
- Hospitality applications include Customer Information Purge, room change, and room swap (connected to SV9300).

With NEC's UC Application Platform, those who use NEC's IP communications solutions have access to more interoperability choices than ever before. Because this Application Platform includes an open application programming interface (API) and SOAP web services, integration by third party developers is easier than ever.

## NEC Brings Smart Solutions Together

NEC's UC for Enterprise suite brings together all the necessary elements for organizations to achieve greater efficiencies and improved overall productivity to successfully reach their business goals. The result is a cost effective, high ROI, cutting edge unified communications system offering mobile agility, global connectivity and integrated solutions across the enterprise. We really do bring smart enterprise solutions together to orchestrate a brighter world.

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