UC Suite
For UNIVERGE SV9100

Smart Communications for Small and Medium Business

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Change the way you work with **UC Suite**

Work together even though you're apart

Communications are critical in building and maintaining business relationships. How effectively you communicate with customers, resellers, suppliers and business partners can be the difference between business won and business lost.

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 that enhances your organisation's ability to collaborate. Developed for small to medium size businesses, it is a scalable, feature-rich solution that simplifies communications management and enables complete mobility.

With UC Suite, your employees become more mobile and productive.

Advanced UC applications such as presence, desktop client, softphone, quick messaging, instant messaging (IM), white boarding, and application sharing 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 Centre and UNIVERGE InMail / UM8000 Voicemail to provide you with all of the features and functionality your business requires.

UC Suite

The benefits of **smart communications**

> Employees become more mobile and productive

> Advanced UC applications such as softphone, white boarding, and application sharing

> Collaborate with web based conferencing directly from the web based client

> Imbedded on the SV9100, on an external server or in a Virtual Machine environment – the choice is yours

> Simplified call management through an easy-to-use graphical user interface

> 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

> 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 the UNIVERGE SV9100 Contact Centre application

> Advanced real-time supervisor views allow better control over your contact centre

> Quick access and easy management of messages through the integration with UNIVERGE InMail and UM8000

> Innovative application that increase efficiency and productivity

> Access your contacts from Office 365

High quality audio

Directory access

Presence

Calendar integration

8 party conference

Document sharing

Instant message

Interactive whiteboard

Integrated Instant Messaging

Softphone with 8 party collaboration

Directory Presence Call History

Control your desk phone

UC Suite Client

Streamline access to **communications**

NEC's UC Suite unifies your business's communications by managing them through your PC or mobile device. The UC Suite 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.

Advanced features include:

> Call management, speed dialling and contact lookup.

> Access to integrated contact and CRM applications.

> 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 and outgoing calls, call date and time, call duration and caller ID.

> Ability to search, sort, print, archive, email and export call logs plus add notes to call log entries.

> Call recording capabilities - either on a per call basis or setup to automatically record all calls.

UC Suite also allows you to customize the look and feel of the UC Suite Client. It enables you to change the colour scheme of the main and instant messaging windows, and upload a picture to be associated with your profile entry. You choose which view you would rather see.
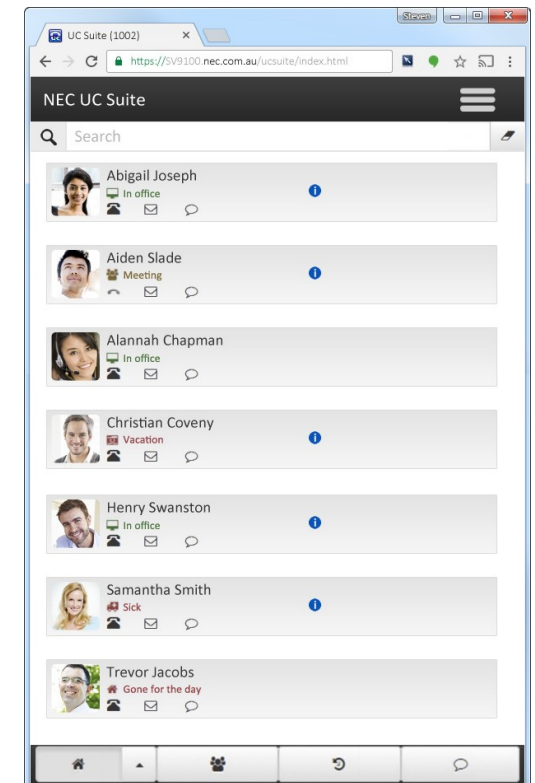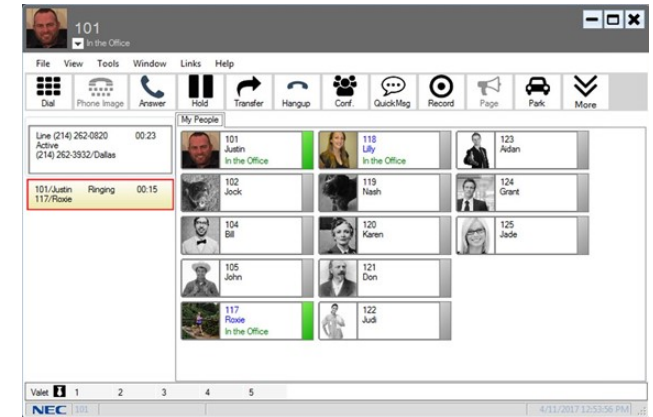
Stay productive from any location

Freedom to communicate **from anywhere**

Today's mobile workforce depends on communication tools that accommodate flexible workspaces and allows free roaming in the office, or on the road. UC Suite provides mobile workers the ability to stay connected and be productive.

UC Web Client

With UC Web Client, you can launch a UC Suite Client from within an Internet browser window (Internet Explorer, Firefox, 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® and Android users, to experience the benefits of the UC Suite.

If you also use NEC's ST500 series mobile client, you can click on contacts and call history in the web client to make a call.

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 information and ideas

When linked with other softphones, employees can collaborate and interact with each other in exciting ways:

> Hold conferences with up to 8 other participants.

> See the video of all parties without the need for expensive video bridging equipment.

> Share files and documents in real time allowing participants to workshop ideas.

> An interactive whiteboard allows employees to review, create and update graphic designs.

> Instant message (send text messages) to other employees in real -time.

> Transfer files easily while in a call by simply dragging and dropping from Windows Explorer.

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 can quickly and easily manage calls.
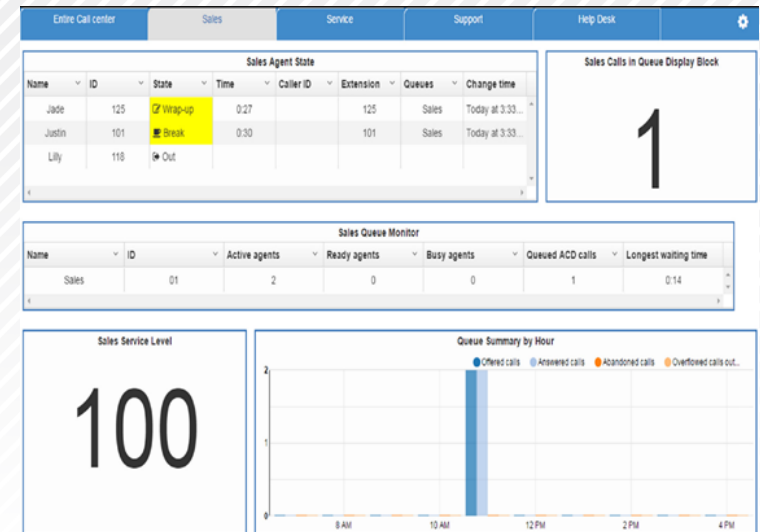
Never miss a call with **Smarter operator consoles**

Simplified Call Management

When calls arrive, operators received a pop-up window complete with detailed caller information.

They have instant access to line status and the ability to transfer the call, park it or take a message with a simple mouse click or drag and drop.

Quick 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 an 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.

Enhanced Message Management

Using the UC Suite's Client quick message function, an operator can send a personalised message to a user's PC or directly to a phone, 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 phone. Messages can even be sent to multiple individuals.

Run a **Smarter Contact Centre**

UC Suite's Client enhances your UNIVERGE SV9100 Contact Centre solution. Your employees can login as an agent and view real-time queue statistics plus monitor the states of other agents.

When call volumes are high, employees can easily login as an agent to handle calls waiting in queue. The SV9100 Contact Centre distributes call volume evenly among the agents, helping to reduce caller hold-time and resulting in improved customer satisfaction.

Agents are always kept up to date with details about each call - including date, arrival time, Contact Centre group, Caller ID, wait time and call-back status.

When the call volume drops, users can then logout of the system and redirect their attention to other business matters. This allows your business to handle calls efficiently with a minimum number of resources.

Supervisors get access to a customisable real-time view of the contact centre right in their browser. Allowing them to know exactly what is happening at all times.

Historical reports are just a click away with a large number of reports covering agent performance, call traffic and service levels.

Smarter communications made easy

Seamless Integration with Outlook, CRM Applications and Office 365

UC Suite's 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.

UNIVERGE SV9100 Communications Servers can be configured to perform a search in a users' CRM database when a call comes in. A pop up window will displayed the caller's contact information. This feature dramatically improves customer service and satisfaction by enabling users to reference existing customer information rather than having to collect it again.

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.

From the web client users will get direct access to their Office 365 contacts for simplified dialling.

Simplified Installation

UC Suite is easily installed on any personal computer or laptop from a web-browser. Employees can download and install the UC Suite software directly from their browser. Your IT personnel no longer have to go from one computer to the next with a USB drive to complete installation. UC Suite direct download saves IT time and increases efficiency.
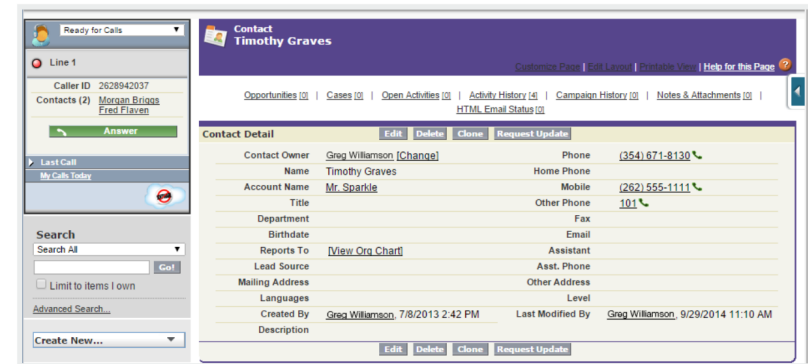
Example of UC suite integrated with Salesforce.com

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