

# UC for Enterprise



# NEC's powerful Unified Communications suite empowers users through enhanced, intelligent communication tools that enable anywhere, anytime access – resulting in greater efficiencies and higher productivity.



## At a Glance

- A comprehensive unified communications (UC) solution for the entire enterprise
- Offers a complete suite of user-centric applications
- 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
- 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
- UC for Enterprise Empowered User for role-based, user-centric communications
- UC for Enterprise Empowered Platform for a world-class unified communications foundation

## Overview

### A Unified Approach to Communications

NEC understands the important role communications play in building and maintaining business relationships, and staying competitive in today's challenging economic environment. How effectively a business communicates with customers, resellers, key suppliers and business partners can be the difference between business won and business lost.

The measure of an organization's ability to effectively respond entails much more than how well contact center agents or console operators do their jobs. Satisfying customer needs relies on effective communications across the entire enterprise. A breakdown in communications between individuals, departments or locations can be detrimental to a business's survival.

NEC's UC for Enterprise 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 desktop computer, phone, mobile, e-mail, IM/chat, or via your website.

### The Unified Communications Advantage

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

With NEC's UC for Enterprise (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 how and when he or she wants to be reached. The result is greater efficiency and higher productivity.

UC for Enterprise exemplifies and supports NEC's belief that an employee's role should define the technology used to communicate. By tailoring communications to the role, information is turned into knowledge, which enables your employees to make informed decisions faster and provides them with the necessary agility for today's ever-changing work environment. As a result, your business becomes more efficient, responsive and productive.





## 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 significant suite of business applications is a direct result of strategically combining technologies, devices and services offered exclusively by NEC.

This powerful solution includes valuable tools such as presence, call control, instant messaging, group chat, mobility, collaboration and voice/video conferencing 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 provides a scalable, secure approach to communications that is both consistent and manageable.

### Enhances User Mobility

One of UCE's key elements is its ability to provide the communication tools for your mobile employees to stay connected and productive. From native iPhone client 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 that they need.

With UCE, your employees save time in communicating and it allows them to focus on more important business initiatives or customer service. Travel costs can be reduced and information exchanges expedited through the use of voice/video conferencing. When your

customers can get the information they need – when they need it – their satisfaction levels improve. UCE also delivers business continuity and reduced operational costs through its remote worker tools.

## 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 NEC's UC for Enterprise to your unique business requirements.

## UC for Enterprise Empowered User

In keeping with NEC's belief that an employee's role should define the technology used to communicate, NEC offers the UCE Empowered User. This suite of applications enables your business to provide your employees with the communication tools that they need to effectively and efficiently get the job done.

UCE Empowered User includes productivity-enhancing applications that allow your employees to easily communicate from their desktop, stay connected while out of the office or working remotely and simply perform administrative tasks through an easy-to-use interface. With UCE Empowered User, your workforce is truly empowered. UCE Empowered User includes these must-have productivity enhancing applications:

### UCE Desktop Client (UNIVERGE® UC700)

UCE Desktop Client is an innovative desktop productivity application. It combines mobility, rich-presence, communications history, instant messaging, call control, voice conferencing, and optional video conferencing and collaboration into one powerful, easy-to-manage solution.

With UCE Desktop Client, your employees are given the tools to collaborate with their colleagues more efficiently, enhance customer service and increase productivity. It enables them to manage their communications through a consolidated intuitive user interface. It makes changing their presence status, adding a personal contact, initiating a 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.

Additionally, UC for Enterprise Desktop Client offers:

- Click-to-Dial, smart tags/smart actions, and clipboard dialing
- Presence-based routing
- Federation with other external UC applications/platforms
- Instant messaging and group chat
- Quick messaging for social networking with colleagues
- Presence-enabled communications history with photos
- Address book for contacts
- Presence based enterprise directory, can be populated via LDAP
- Voice conferencing, and optional video and web conferencing
- Optional whiteboarding, desktop sharing, and screen capture

- Screen pops for incoming calls, instant messages and alerts
- Unified messaging integration
- Individualized contact rules
- Calendar integration with Microsoft Exchange and Domino
- Browser-based applications for Mac computer and thin client users

### UCE Mobility (UNIVERGE MC550)

UCE Mobility enables your employees to be reached via a single number by transparently bridging enterprise calls to any internal or external phone numbers. It simultaneously rings all user-specified devices based on who is calling and user status – whether the devices are wired phones, wireless phones or cellular phones - regardless of their phone type, location or service provider. With UCE Mobility, as many defined phones (i.e. desktop, cellular, home phones) inserted into a user's profile can ring simultaneously and immediately deliver the call to wherever they are. It also offers you the option of a delayed multi-ring – allowing you time to answer your desk phone before ringing other extensions. Late for a meeting? Press a button to seamlessly move the call to your mobile, and back again. This provides the user the flexibility to always be in touch anywhere, anytime.

Contact rules can be set by each individual user through UCE Mobility's easy to use interface. Creating a contact rule is as easy as selecting a status type(s) (such as Away from Desk) and choosing the phone numbers that you want to ring when a caller is trying to reach you.

If the user is unable to answer any of the multi-ring numbers, the call is directed to his or her business voicemail account. No longer will employees have to miss that important phone call from a customer, play phone tag or check multiple voice mailboxes, UCE Mobility speeds up connectivity, improves responsiveness and reduces caller wait time.

UCE Mobility also enables users to determine the real-time status and availability of other UCE users instantly via their desktop client on their PC or Smartphone. By eliminating phone tag and call-backs, Presence improves employee collaboration which results in increased productivity and efficiency. Additionally, federation enables users to view the real-time presence of others from other external applications/ systems.

Through the Smartphone's web-browser interface or native iPhone client, UCE Mobility users can:

- Change their status, search for contacts by name or number and immediately know if they are available, access additional profile information of contacts, and simply click a contact to place a call.
- 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.
- Access their communications history log which provides the name of a caller, the status of the caller along with their presence status, the date and time of the call/message, call filtering by different call states and the ability to upload the caller information to the contact database.

- Additionally, the iPhone client allows users to seamlessly stay in communication with other empowered and federated users via IM.

By using UCE Mobility, businesses can streamline communications and information delivery by handling calls more promptly from any location without having callers directed to voicemail. Important calls will never be missed again.

## Optional Productivity-Enhancing Applications to further enable the Empowered User:

### UCE Agent (UNIVERGE UC700)

UCE Agent (UNIVERGE UC700) is an innovative unified communications desktop application for agents that enhance the capabilities of NEC's UCE Automatic Call Distribution (CallCenterWorX® ACD). It combines all of the functionality of the UCE Desktop Client with the enhanced features designed specifically for agents into one easy to use client.

UCE Agent's intuitive interface brings information, not previously available, 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 in queue and the longest waiting call duration as well as statistics such as counts for agents in ready, work and break modes. Agents can search skills and see the presence of subject matter experts outside the contact center for improved call handling. Upon answer, agents can view additional customer information through CRM integration using caller ID or account code.

By providing the Empowered User 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 Attendant (UNIVERGE UA5200)

First impressions count, so it is crucial that attendants have access to the most advanced communications tools. UCE 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.

UCE Attendant ensures that attendants have instant access to vital information while offering customizable screens, themes, and color-coded directory. With the addition of specialized, industry-tailored Attendant features, businesses can be assured their attendants will have the communication tools that they need.

- **UCE Attendant for Business** was designed specifically to optimize business performance and boost a company's standard of service. A few of the specialized features include:

- Calls in-queue – enables attendants to be visually and audibly aware of calls awaiting answer and supervisors to staff accordingly
- On screen, presence-enabled directory and flexibly organized speed dials – increases efficiency and customer satisfaction by avoiding transfers to unavailable people
- Federation with other UC applications/platforms - enables users real-time access to communications and presence data from various external systems
- Skills-based Directory Search – enables users to quickly find the person most suitable to assist a caller
- Intuitive user interface, customizable for frequently used features – empowers users to set their desktop to maximize productivity
- Shortcuts and specialized keyboard for business – ensures quick call processing
- Distributed Park/Page - optimizes performance by allowing parties to connect without operator intervention and providing park recalls to the next available attendant
- Attendant banners - enables fast distribution of up to the minute, consistent information to all attendants
- Multiple contact points and click-to-contact buttons – simplifies call management and eliminates mistyped numbers
- Flexible call routing - routes calls via ACD mode or loop mode
- Call and threat recording – offers call recording either automatically or on-demand
- Automated attendant greetings – provides greetings to a caller in attendant's own voice for a more personalized customer experience
- Message Center - enables answering service functionality
- Procedure Manager - guides attendants through steps to follow in case of specific emergencies to enhance safety and security, and provides archives for compliancy
- Attendant Statistics - provides reports on call wait time, abandoned calls, and attendant information such as talk time and calls answered to ensure quality of service
- Instant Messaging - allows attendants to communicate with other employees while handling a call – increasing efficiency and customer service
- Emergency On-Site Notification - notifies attendants through a screen-pop and a configurable audible alert when a 911 call is placed plus enables attendants to listen- and conference-in to monitor an active emergency call to ensure an immediate and accurate response
- SNPP Support - provides attendants the capability to send a Short Text Message (SMS) to colleagues using SNPP





- **UCE Attendant for Healthcare** was designed to optimize healthcare performance and boost a healthcare facility's physician satisfaction and standard of patient care. All business-level 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

- **UCE Attendant for Hospitality** was designed specifically to optimize attendant performance and enhance guest services. Along with all of the business-level 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 setup and manage wakeup calls
- Guest messaging – allows quick and easy input and retrieval of guests' messages

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

#### **UCE Emergency On-Site Notification (UCE 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 UCE Emergency On-Site Notification (UCE E-OSN) for the UNIVERGE SV8300 and SV8500 Communications Servers, businesses will have the tools necessary to protect their most valuable asset – their people. UCE E-OSN pinpoints 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.

UCE 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
- Speeding on-site response through real-time display of 911 calls
- Allowing on-site security to divert emergency response vehicles in case of false alarm
- Alerting key personnel of events via short text message or email
- Working with UCE Manager to administer the ALI database
- Meeting E911 compliance legislation

With UCE 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.

### **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, it allows businesses to add capacity and/or functionality to meet their specific needs. The suite includes:

- Contact routing solutions – UCE ACD (CallCenterWorX® ACD) and ContactWorX® are geared toward establishing flexible, accurate contact direction based on a business's rules and other input.
- Management information system solutions - CallCenterWorX MIS and Global Navigator gather and 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.

- Ancillary applications under the heading of UCE Interactive Voice Response (QueWorX®) - enhance contact center productivity and customer service. Computer Telephony Integration adds third-party call control that enables advanced contact center applications such as screen pops, advanced routing and customer callback.

### **UCE Collaboration**

UCE Collaboration is a secure, hosted or on premise solution for medium- to enterprise-sized organizations that encourages collaboration and lowers travel expenses by providing employees and the people they meet with the means to work together securely.

UCE Collaboration 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. This 100% browser-based solution, with its intuitive graphical user interface, is compatible with standard video cameras and most platforms.

UCE Collaboration can also be integrated with the UCE Desktop Client to form a complete, customized unified communications solution. Seamless integration with the UCE 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 UCE Desktop Client. UCE Collaboration can be purchased as a standalone audio/video conferencing solution.

Every business is faced with the challenge of improving productivity while reducing costs. UCE Collaboration is an ideal way to empower employees and contribute to the bottom line.

## **UCE Empowered Platform**

UCE Empowered Platform combines the core UCE Application Platform (UNIVERGE OW5000) with the centralized administration of UCE Manager (UNIVERGE MA4000) for a world-class unified communications (UC) foundation. It enables and supports all of the advanced UC productivity-enhancing applications that businesses need to stay competitive in today's marketplace plus the tools that are needed to empower IT administrators to easily manage a business's communications system.

### **UCE Manager (UNIVERGE MA4000)**

UCE 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 SV8100, SV8300, and SV8500 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 UCE 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.

UCE Manager also provides powerful, intuitive tools for simplified management such as the:

- Range Programming tool that makes it easy to edit large groups of devices and handle moves, adds and changes and renumbering across multiple communications server within a network. With this tool, Direct Inward Dialing (DID) numbers can be easily moved as well.
- Real-Time Monitoring tool that provides users real-time status for any station.
- Optional Traffic Manager tool that collects real-time VoIP and traffic statistics from UNIVERGE SV8300 and SV8500 Communications Servers as well as other NEC voice systems.

These tools also automatically provide capacity planning and immediate, threshold-based alerts when problems occur.

UCE 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, UCE 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
- Granular access rights for added security

## UCE Application Platform (UNIVERGE OW5000)

UCE 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 UCE Application Platform provides:

- Productivity enhancing Presence and instant messaging - See coworkers' availability, status and preferred contact device. Knowing which users are available and having instant access to them can improve an organization's productivity and response times.
- A corporate directory complete with photos, skills, location and organization information for quick, easy access to colleagues - users can access a corporate-wide directory on their telephone displays. The directory is easily searchable, and changes to its database are immediately available to users.
- Communication logs to ensure call information availability - all incoming and outgoing calls, and instant messages are tracked using communication logs - whether those calls are answered or missed. Users will always know who tried to communicate with them and when, and they can easily access their call logs from their desk phone and return calls with the press of button.
- An industry-standard platform simplifies development and interoperability - NEC's commitment to industry standards is a key component of our focus on developing long-term customer relationships. We strongly believe in protecting a business's investment by actively promoting application interoperability.

With NEC's UCE 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's UC for Enterprise enables businesses to achieve greater efficiencies and higher productivity which results in increased return on investment.

Empowered by Innovation



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