



Empowered by innovation **NEC**



UC for Business

Unified Communications for NEC's UNIVERGE **SV8100**



Taking a unified approach to communications



Contents

- 3** Intro
- 4** The UCB advantage
- 5** Presence
- 6** Solutions for Executives
- 8** Solutions for Knowledge Workers
- 10** Solutions for Contact Centre Agents
- 12** Solutions for Console Operators
- 14** UCB functionality
- 15** A tailor made solution

UC for Business is an all-in-one unified communication solution for NEC's **SV8100** system. Encompassing all methods of contact in a single point, it provides 360-degree communication for all employees.

NEC understands the important role communications play in building and maintaining your business relationships. How effectively you communicate with customers and partners can be the difference between business won and business lost.

The measure of your responsiveness as an organisation is not simply based on how well your contact centre agents or console operator does their job.

Satisfying customer needs relies on effective communications across the entire enterprise. A breakdown in communications between individuals, departments or locations could see your customer contacting your competitor instead.

Eliminate the barriers to successful interactions in your business. UC for Business (UCB) lets you take a unified approach to all the ways your organisation communicates – externally and internally, desktop to desktop, by phone, e-mail, fax, mobile, chat and via your website.



Good reasons to choose UCB

- A single point solution with a single server - creates a simplified administration environment
- Familiar Microsoft® Outlook based user interface
- Presence Reporting allows managers to monitor activity of their team, helping to enhance employee performance
- Simplified call handling - users manage all their communications from their desktop
- Easy operation means little or no staff training required
- Easily customised for individual company requirements
- A wide range of 3rd party interfaces allows UCB to boost customer service and productivity
- Treat the mobile and the desk phone as a single device, using one number
- Instant 'drag and drop' conference calls

The UCB advantage

So how do you differentiate between Unified Communications solutions when other vendors claim to have an offering to meet your needs?

In fact, many of these solutions are made up of disparate applications, some which may be the vendor's own and others that have been developed by third-parties.

To create the appearance of a single UC solution, the vendor must force these separate applications to communicate with each other. In reality, each application could be on a separate server and is likely to have its own unique user and administrative interface. The result is a solution that is confusing to operate, difficult to support and expensive to maintain.

So how do you provide all your staff with the ability to communicate easily and efficiently over a variety of devices and mediums without resorting to multiple appliances and applications?

The solution is as simple as 1+1+1. UCB unifies all your communications on one appliance, using one application and one administrator without requiring you to replace your existing infrastructure.

What are the benefits of 1+1+1 to your business?

With UCB you only purchase and maintain one appliance, your staff uses one familiar Microsoft® XP/Vista based user interface and there's one administration tool for managing all your UC applications. UCB means less infrastructure, less complexity and less drain on your limited resources.

With UCB, you can meet all your users' needs and minimise your total cost of ownership of an enterprise wide unified communications solution.



Presence

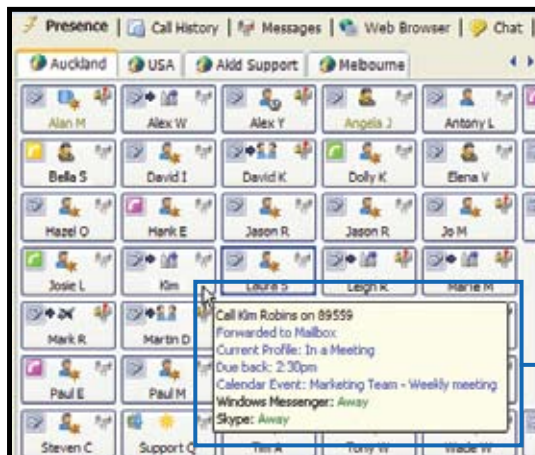
- View real-time status of the whole company

Presence gives you a bird's eye view of the organisation by providing real-time information on the whereabouts and availability of staff regardless of their location.

Your ability to quickly find the company 'expert' you require to close a sales call or resolve a customer service enquiry can be the difference between a satisfied customer and a disgruntled one. Presence makes first call resolution a reality, improving the quality of your external interactions.

- Presence allows users to view the status of all other users within the organisation.

- Users enable their own Profile status so that when they are in the office, their availability is recognised and displayed ('At my desk, 'Away from my desk') for all users across the network.
- A user is seen to be available if they use their mouse, keyboard or telephone. After 10 minutes (or a configurable period) of inactivity, the user is considered to be away.
- Users can request return notification for any other Presence user. This activates a screenpop to notify the user when the person they wish to speak to becomes available.
- If a user's current profile is 'forwarded' (ie., the user's phone is diverted to Voice Messaging) and their Presence is detected, the user receives a reminder screenpop so they can update their Profile status (eg. change it to 'In the office' so that they can receive calls at their desk).
- Presence users can choose to display the subject of their active Microsoft® Outlook appointment for other users to view. This is particularly useful for keeping operators and receptionists informed of staff whereabouts and availability.
- Presence allows users to access Global, Personal and Microsoft® Outlook Contacts buttons for one-touch and speed dialling.



Move your mouse over any Presence button to view detailed information including Instant Messaging, calendar appointments and return time.



Solutions for Executives

- Prioritise, screen and manage your calls

Executives are busy, mobile and reliant on their managers and staff to supply them with the right information, at the right time.

How do I prioritise my communications to maximise my efficiency and effectiveness?

- Manage all your calls, voice messages, faxes and e-mails from within Microsoft® Outlook
- Access the most important calls, voice messages, e-mail and faxes first
- Give your most important callers priority routing based on their calling line ID

How can I communicate more efficiently with my managers and staff?

- Use Presence to view the availability of staff (i.e. 'on the phone', 'away from my desk')
- Be alerted when the person you want to talk to gets off the phone or returns to his/her office
- View the Outlook Calendar appointment and scheduled return time for the person

How do I ensure that I can respond to requests, no matter where I am?

- Anytime, anywhere availability thanks to mobility
- One number to reach you regardless of your location
- Pre-configured greetings or routing to handle any event or caller
- One place to access all your messages
- Phone and web access to messages

'Presence is detected when a user picks up the phone, uses a keyboard or even touches a mouse!'

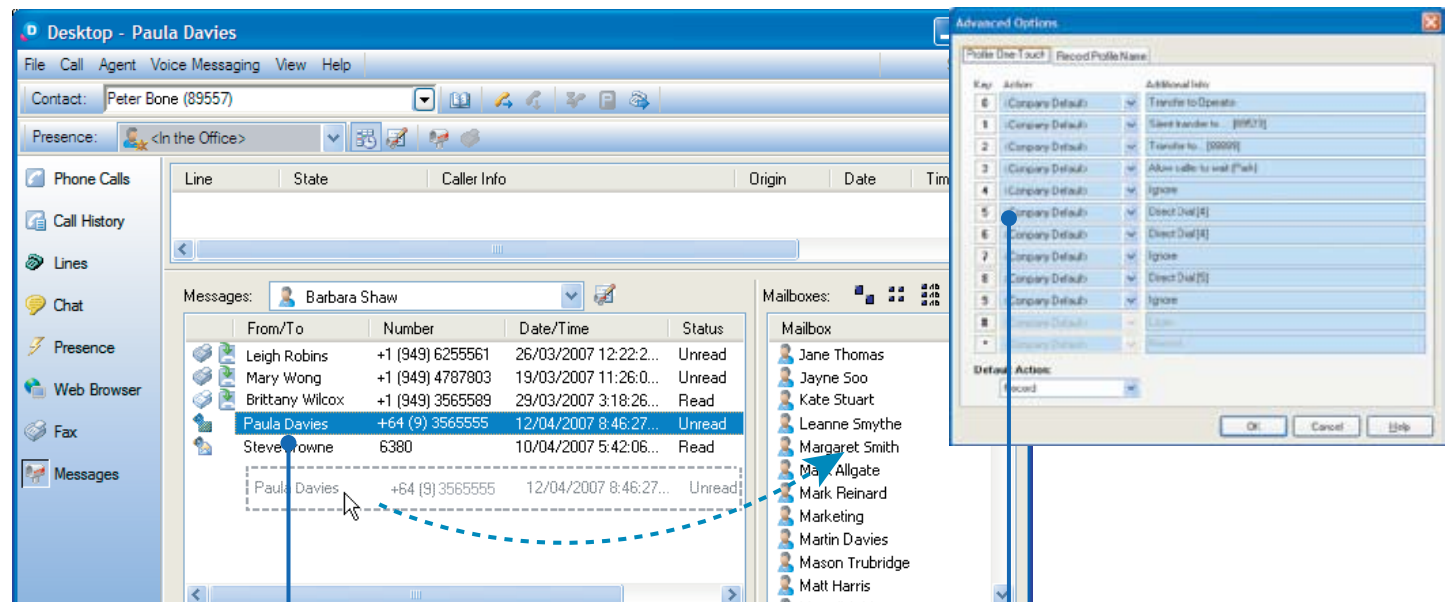


Can my Personal Assistant manage my communications for me when I'm too busy or not available?

- PAs can handle voice and fax messages on behalf of their managers from their own desktop
- PAs can change their voice messaging greeting from their own desktop or phone
- PAs can view the status of their managers using Presence
- PAs can use screenpops to personalise the way they answer phone calls on behalf of their managers

How can I increase my productivity while ensuring a seamless communication experience?

- Use "drag and drop" to move voice and fax messages into someone else's mailbox for follow-up
- Send and receive faxes from your PC
- Customise the greetings and options you offer from your voice messaging based on a caller's ID
- Require callers to announce themselves before deciding to take the call or forward them to voice messaging



Users have the ability to drag and drop voice messages and faxes into another person's mailbox for follow up.

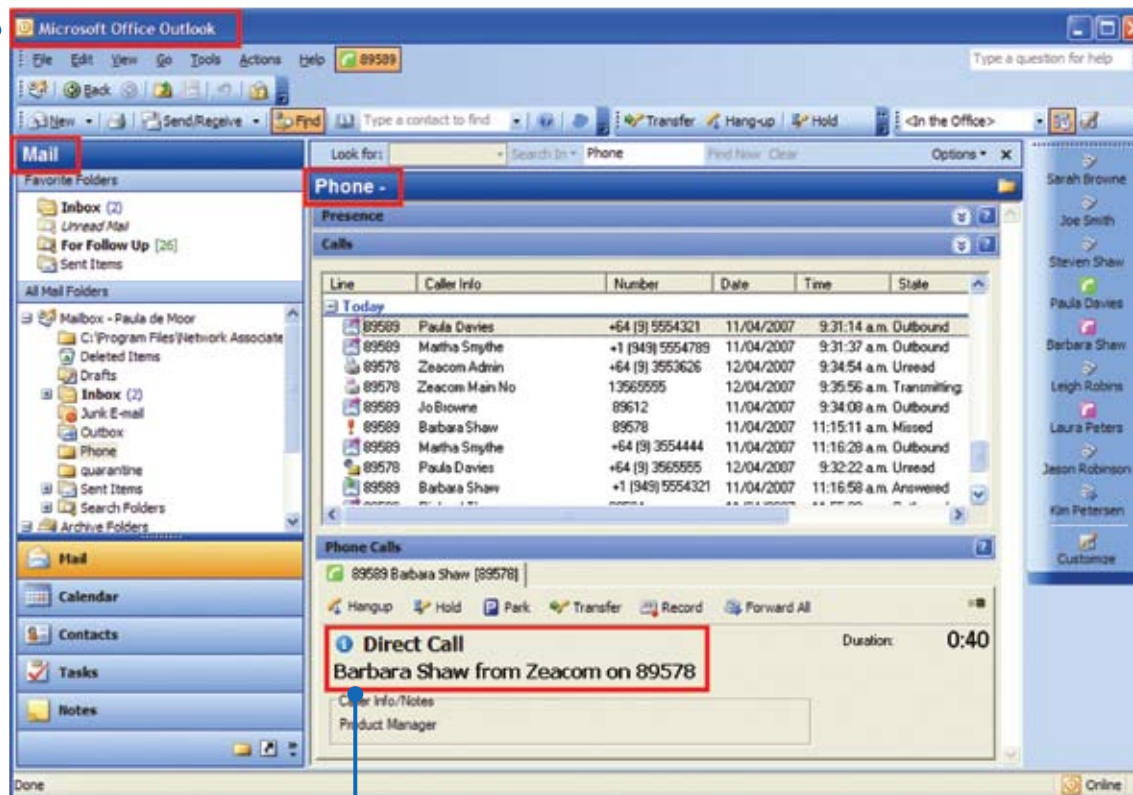
Users can personalise the one-touch options they offer from their voice messaging.

Solutions for Knowledge Workers

- Increase reachability and productivity

Users have the ability to manage all of their contacts from within Microsoft® Outlook.

The frustrations of phone tag, constant interruptions and an overloaded inbox are well known to most knowledge workers. UCB increases the efficiency and productivity of knowledge workers by allowing them to streamline and intelligently manage all their communications using a single desktop application.



Screenpops of caller details allow you to prioritise and personalise your communications.

‘The Buddy List feature allows frequent contacts to be dialled from Microsoft® Outlook with a single click’

How do I collaborate more effectively with colleagues?

- Presence gives you an immediate view of the current status and availability of all staff
- Presence helps you avoid phone tag, it alerts you when the person you require gets off the phone or returns to his/her desk
- Presence lets you view a person's Microsoft® Outlook Calendar appointment and scheduled return time

How do I take control of who I speak to and when?

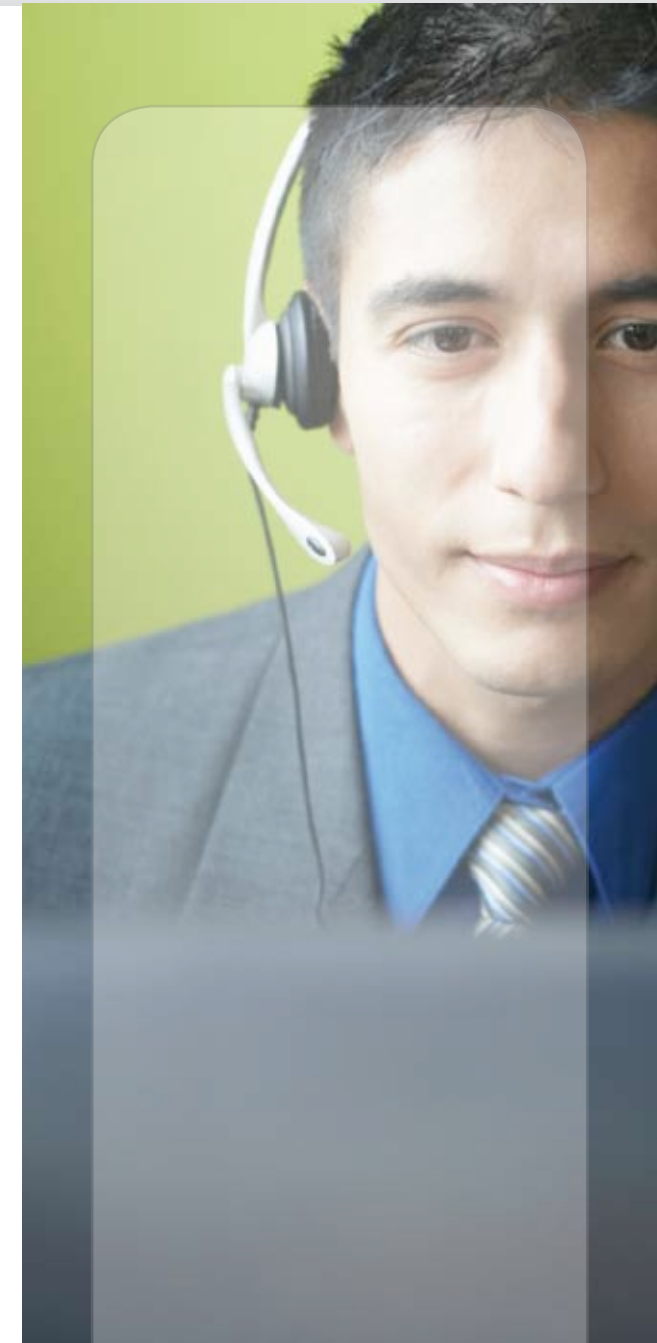
- Take advantage of new call alert with option to answer, display details or redirect to voice messaging
- Customise how you redirect specific callers that reach your voice messaging
- Benefit from mobility with one number to reach you anywhere, anytime, when you choose
- See who has called even if they don't leave a message, and return missed calls with a single click

How do I ensure that I always communicate in a professional manner?

- Your incoming calls have screenpop caller details
- Your greeting can automatically change based on your Microsoft® Outlook Calendar appointments
- Pre-recorded voice messaging greetings handle every scenario
- Customise your greetings based on who's calling you

How do I work smarter and more productively?

- Access voice messaging, e-mail, fax and telephony functions all from within Microsoft® Outlook
- Send and receive faxes from your PC
- Use the telephony toolbar to make advanced functions faster and easier to use
- One-touch access to global, personal and Microsoft® Outlook contacts directories



Solutions for Contact Centre Agents

- Transform your customer service



The screenshot displays a software interface for a contact center agent named Paula Stuart. The interface includes a menu bar (File, Call, Agent, Voicemail, View, Help) and a toolbar with various icons. A contact list on the left shows 'Barbara Tucker' as the current contact. The main window is divided into several sections:

- Call Log:** A table showing recent calls with columns for Line, State, Caller Info, Origin, Date, Time, Duration, and Queue.

Line	State	Caller Info	Origin	Date	Time	Duration	Queue
89509	Awaiting Answer	Barbara Tucker on 89570	Outbound	30/03/2007	10:17:39...	0:02	
	Connected	Paula Davies on Paula.davies@zeacom.com		30/03/2007	10:14:56...	2:37	Sales Email
- Queues:** A table showing the status of various queues.

Queue Name	Queue	Calls Queued	Abnd/Tot	Longest Wait	Svc Lvl	Callbacks	Available
Sales	89730						
CHAT Support	CHAT SUPPORT						2
SUPPORT FAX	3557211						1
Support	89523	1	1/9	0:15	66%		2
- Agent Activity:** A list of agents and their current status.

Agent Name	Phone No	State	Activity
Mary Wong	89566	1 (0)	03:57 Training
Sienna Jones	89618	1 (1)	0:43 Queue
Harrison Lee	89621	2 (0)	08:30 SupervisoryBreak
Pamela Browne	89610	4 (0)	1:30:27 At customer site
Ann Wilson	89652	0 (0)	00:08
Jo Callaghan	+1 (943) 555 4321		External 0:15
Kate Merts	89509	3 (0)	0:15 Queue
Paula Stuart	89589	1 (0)	Connected
Barbara Tucker	barbara.tucker@zeacom.com		Connected
Robbie Stuart	robbie.stuart@zeacom.com		Connected
- Resolution:** A section at the bottom showing call resolution details for Paula Davies, including 'Phone No', 'Queue Calls: 1', and 'Avg Queue Talk: 0:00:28'.

Agents get a complete picture of contact centre activity including the status of queues and agents, waiting calls, CLI information on contacts and much more.

Contact centre agents handle the majority of inquiries coming into any business. Regardless of their function (customer service, help desk or new business enquiries) - most contact centres struggle to balance customer expectations and demand with the available resources.

UCB gives contact centres the tools they need to perform this difficult juggling act, and do an excellent job.

How do we ensure that we deliver consistently high service levels to our customers?

- Apply standard contact handling methods to all media types
- Pre-configure safety nets for emergency or high volume situations
- Deliver to backup agents when thresholds are reached
- Take action based on the real-time status of agents and queues
- Use standard and customised reporting to measure your performance

How do we control costs in our contact centre?

- A single desktop interface for handling multimedia contacts ensures optimum utilisation of agent time
- Simple, intuitive user interface increases agent efficiency
- Skills-based routing reduces talk time and transfers between agents
- Blending inbound and outbound calling increases agent utilisation
- Self-service options offered via an integrated IVR option can reduce the number of agents required

How do we increase the revenues generated by our contact centre?

- Answer calls faster and reduce call abandonment
- Give high-value customers or transactions priority handling
- Cross-sell and up-sell using customised announcements
- Measure campaign success with data reports
- Run outbound campaigns to generate new business or farm your base
- Capture more calls by offering alternatives to waiting or hanging up
- Screen-pop key information about customers, highlighting account status and up-sell information

‘Agents can access telephony, faxes, web chat and email from their desktops’

Solutions for Console Operators

- Superior call handling

Your operator is often the first point of contact that a caller has with your organisation – leaving a lasting impression of your business.

They are expected to efficiently handle a large volume of calls ranging from time-consuming routine inquiries to urgent high-value transactions. UCB gives your operator superior call-handling abilities - ensuring that every caller's first impression of your organisation is a positive one.

How do we process calls faster and more efficiently?

- Operators can see how many calls are waiting and who the callers are
- Calls can be sent to backup operators based on call wait time and priority
- Operators can log on from any PC anywhere in the organisation
- 'Point and click' telephony functionality speeds up call processing
- 'Drag and drop' recognised calls to extensions without having to answer them

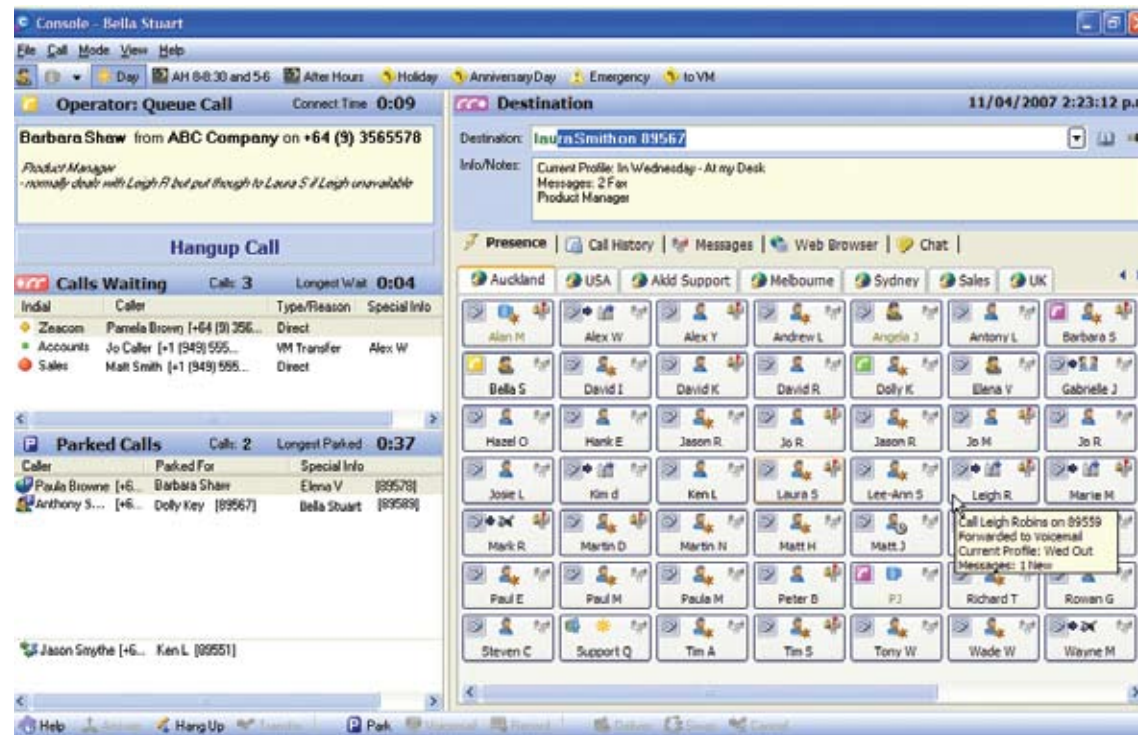
How do we personalise the service we give to our callers?

- Operators can prioritise waiting calls based on caller ID or number dialled
- Screenpops allow operators to view caller details before answering
- Presence keeps operators informed on staff whereabouts, availability and expected time of return



Are there other ways we can optimize the level of service we provide?

- Play customised announcements to callers on hold
- Change call forwards and voice messaging greetings from the console
- Distribute fax and voice messages to individual staff for follow up via centralised control
- Transfer callers to a user's voice messaging even when the user's extension is not forwarded to Voice Messaging
- Distribute voice messages and faxes efficiently to individual staff for follow up



‘Console provides all Presence information at a glance - ideal for avoiding phone tag’


A tailor-made solution

NEC's network of authorised resellers will work with you to explore how you communicate with your customers, resellers, business partners and suppliers and how they prefer to communicate with you.

We look at how you communicate internally – with your colleagues, with other departments and between locations.

We help pinpoint the barriers to effective communication in your organisation and demonstrate how a UC solution can deliver tangible benefits to your business.






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