



UNIVERGE Communications Centre Bundle

Keep your customers connected

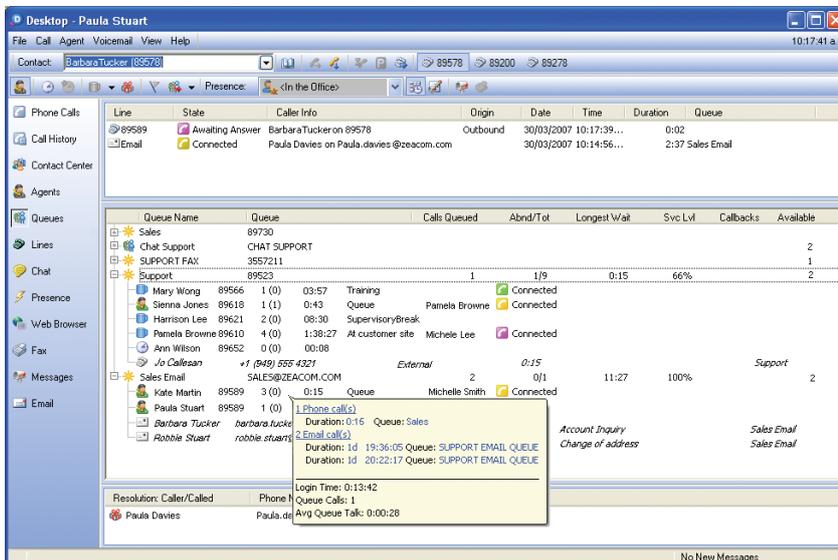
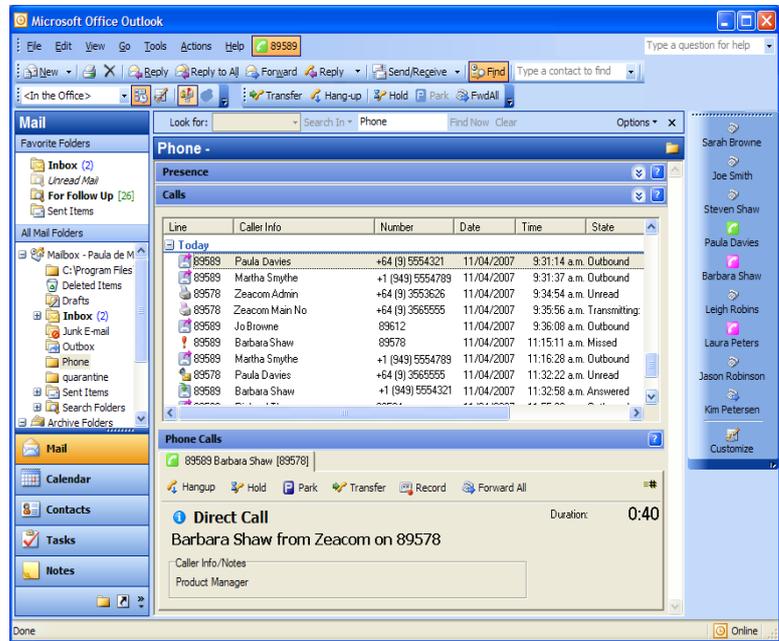
Empowered by Innovation

NEC



UNIVERGE Communications Centre (UCC) Bundle...

Improves the way businesses communicate with customers. This integrated communications solution adds value across the entire business, intelligently delivering multimedia contacts to knowledge workers, managers, operators and contact centre agents, equipping them with the tools such as mobility and presence management to manage information, improve customer service, and boost staff productivity.



Integrated with the telephony solution, the UCC Bundle offers single point administration and offers users a single desktop user interface. It is designed to improve customer care by providing employees, knowledge workers and front line telephone operators with advanced information about calls.

Benefits

The UCC Bundle is a feature-rich business communications' solution that empowers employees to streamline workloads and share information. With Unified Messaging, subscribers can manage inbound and outbound calls and messages on screen from any networked PC, including e-mails, with the intuitive and easy-to-use graphical user interface. This versatile NEC messaging system provides applications that are flexible as well as reliable for all your messaging needs for now and in the future.

- **Proactive voicemail**

UCC Bundle Voicemail ensures that your mailbox greeting changes to follow your movements during the day (in and out of meetings), meaning callers receive the most accurate and professional greeting possible, every time. Messages can even be customised by caller, ensuring that your most important contacts receive personalised greetings.

- **Professional call management**

Manage every call professionally, efficiently and effectively with UCC Bundle Desktop. Deliver personalised service to your valued callers with screen recognition before even picking up the phone.

- **True phone control**

UCC Bundle allows employees to dial direct from the desktop or even from clicking a contact's name in Microsoft® Outlook®, delivering ease of use, time savings and dialling accuracy to every desktop. Employees will enjoy the simplicity of using click to dial functionality.

- **Unified messaging**

Streamline employee messaging using UCC Bundle Inbox, a unified messaging solution that delivers both voicemail and email messages to your email application. The benefits of unified messaging are particularly clear to mobile employees who can listen and respond to voicemails even when on the road. The simplicity of Unified Messaging is a powerful tool in increasing efficiency of communications across small-to-medium enterprises.



- **Simple administration**

UCC Bundle is by design both powerful and easy to administer. Whether running UCC Bundle Desktop or utilising true Microsoft® Outlook® integration using Desktop for Outlook®, users learn quickly how to administer their own mailboxes. An intuitive administration console empowers administrators to fine tune and achieve the best from their UCC Bundle system.

- **Clear communication**

Keep all members of your team informed using UCC Bundle Voicemail Networking, where voicemails can be sent to a distribution list like an email, ensuring that vital information is shared with those who need it, direct to their email or voicemail inbox but with the personal touch of a voice message.

- **Presence management**

UCC Bundle Desktop for Outlook® means employees can see the status of their co-workers at a glance, from within Microsoft® Outlook®. Are they on the phone, in a meeting, out of the office and when are they expected back? This feature delivers significant cost savings when calls to interstate offices are not originated due to seeing 'busy' status prior to even calling. Time savings are also enjoyed as employees use this tool to keep in touch more effectively.

- **Mobility**

Mobility gives you the flexibility of being contactable anywhere, anytime. One number to reach you no matter where you are. Think about how impressed your callers would be if they could reach you anywhere, anytime by simply calling your office phone number. Why force your most important callers to leave a message, be transferred to someone else or call multiple phone numbers hoping to catch up with you? Mobility gives you the freedom to control how, when, where and with whom you communicate.

Features

The UCC Bundle is an advanced call management system that incorporates voicemail and unified messaging functionality in an easy to use interface – a feature packed solution bundled with the power and reliability of NEC IP server.

- **UCC Bundle Voicemail**

Leaving a voicemail message is never quite as satisfying for your caller as talking to you directly. UCC Bundle Voicemail makes your caller's voicemail experience a positive one by keeping them informed of your movements without requiring you to spend time constantly updating your greeting.

- **UCC Bundle Desktop**

UCC Bundle Desktop gives you the information and tools to manage every call in a professional and efficient manner. Imagine being able to instantly recognise who is calling before you pick up the phone. What if you could see the status of your co-workers? Are they on the phone, in a meeting, out of the office and when are they expected back?

- **UCC Bundle Desktop for Outlook®**

UCC Bundle Desktop for Outlook® delivers truly unified messaging to every employee's Microsoft® Outlook®, meaning voicemails are received as emails and calls can be originated directly from Microsoft® Outlook®.

- **UCC Bundle Inbox**

UCC Bundle Inbox is a unified messaging solution that allows you to access and manage both voicemail and email messages from within your email application. If Caller Line ID (CLI) is available, you can view callers' phone numbers and see at a glance who has called you without listening to the message, allowing you to access and respond to voice messages in any order.

- **UCC Bundle Console***

In many cases, your operator is your first opportunity to create a positive impression of your organisation in the caller's mind. With UCC Bundle Console, your operator can instantly recognise who is calling, see the status of all extensions and take a personalised approach to every call.

- **UCC Bundle Contact Centre***

- **Making a difference to customer service**

Using customer information and skills-based routing, callers are directed to the agents best able to help them, quickly and efficiently.

- **Unparalleled control at your fingertips**

All your contact centre operating parameters are adjustable, allowing you to make changes in real time with simple to use wizards – puts control back in your hands.

- **Simplified administration**

Setting up and managing your contact centre environment has never been easier. Wizards and graphical user interface are used to administer all aspects of your system. Call delivery patterns, queue set up, agent assignment and other parameters can be altered with a click of the mouse.

*Features that can be easily switched on with additional licenses.

UNIVERGE Communications Centre Bundle

Empowered by Innovation



For more information, call 131 632 or visit www.nec.com.au

About NEC Australia. A leader in the development of broadband and mobile communications technologies, NEC Australia's expertise has propelled the company to the forefront of new era in communications. NEC Australia is also a leading provider of end-to-end, data and video solutions for business and government. NEC Australia utilises its expertise in IP telephony, contact centres and managed services, and its strong partnerships with leading companies to provide innovative and affordable business solutions.

v.21.09.07

© 2007 NEC Corporation. All rights reserved. NEC and the NEC logo are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All trademarks identified with ® or ™ are registered trademarks or trademarks respectively. Models may vary for each country. Please refer to your local NEC representatives for further details.