

UNIVERGE® SV8100 Desktop Suite



UNIVERGE SV8100 Desktop Suite is a unified communications solution designed specifically for the UNIVERGE SV8100 Communications Server that enhances an organization's efficiency and productivity.



At a Glance

- Innovative desktop application that increases efficiency and productivity
- Simplified call management through easy to use graphical user interfaces
- Presence for real-time status and availability of colleagues
- Offers quick messaging to one or multiple colleagues
- Provides Microsoft® Outlook® calendar integration
- Enables simplified call handling for operators and attendants
- Provides seamless integration with UNIVERGE SV8000 Series Automatic Call Distribution application for contact center functionality
- Runs on either an SV8100 internal server blade or external server – full functionality either way

Overview

Communications play an important role in building and maintaining business relationships. Whether a business is small, medium or large, how effectively you communicate with customers, resellers, key suppliers and business partners can be the difference between business won and business lost.

With the right communication tools, especially in smaller businesses with limited resources, it enables you to do more with less – resulting in increased efficiency and productivity which in turn leads to improved customer satisfaction.

NEC's UNIVERGE SV8100 Desktop Suite delivers to you an integrated unified communications (UC) solution for your UNIVERGE SV8100 Communications Server that enhances your organization's productivity and collaboration. Specifically developed for small to medium size businesses, it is a scalable, feature-rich solution that simplifies communications management and enables complete mobility.

With the SV8100 Desktop Suite, your employees become more mobile and productive. It offers advanced UC applications such as presence, desktop client, softphone, quick messaging, white boarding, and application sharing that enable your workers to collaborate and provide customers the attention they deserve in today's increasingly mobile world. It also easily integrates with NEC's UNIVERGE SV8100 Series Automatic Call Distribution (ACD) to provide your agents with single window access for both applications directly on their desktop.

Additionally, you have the option of running Desktop Suite on an internal server blade on the SV8100 or on an external server – the choice is yours. You have full functionality no matter which one you choose.

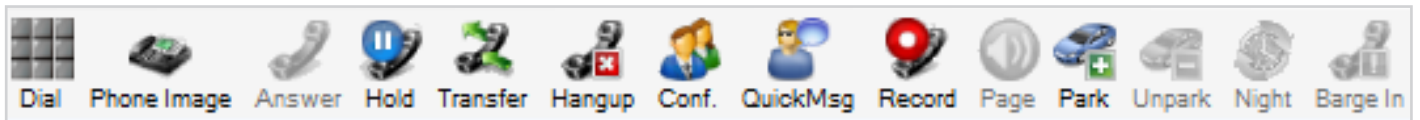
Solution

Innovative Desktop Application that Increases Efficiency and Productivity

Desktop Suite's Desktop Client provides an easy, cost-effective way for your organization to implement UC functionality with Automatic Call Distribution call routing capabilities. Desktop Client offers you a wide-range of capabilities from managing communications on desktop personal computers (PCs), remote devices (Smartphones), CRM Integration, and enhanced presence to placing a complete attendant console right on an operator's PC.

With just a few clicks of the mouse, Desktop Client allows your workers to get more done in less time by providing them easy access to features such as speed dialing, call management and contact lookup. Integration with popular contact and CRM applications expedites access to information. Presence improves your employee productivity by providing details to others about their availability to communicate. And, by providing attendant console features directly on your operator's PC, it allows them to work more efficiently by giving them the ability to transfer and manage calls on-screen through an intuitive graphical user interface (GUI).

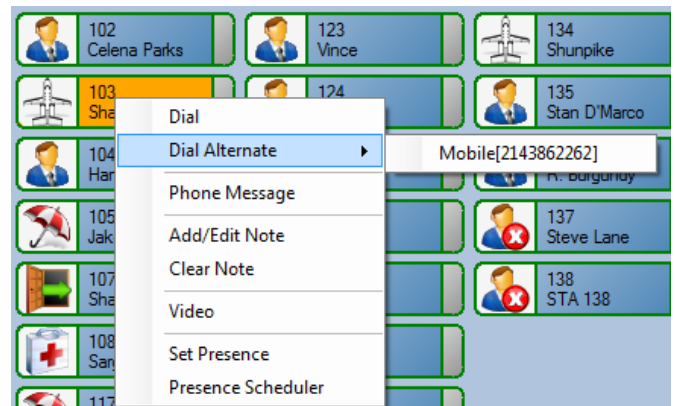
Simplified Call Management through Easy to Use Graphical User Interfaces



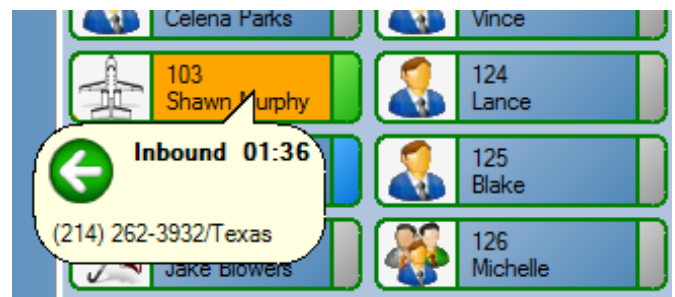
With Desktop Client, call management has been simplified through intuitive graphical user interfaces with easy to understand icons. Rather than remembering feature codes, Desktop Client users/operators can simply left or right click or drag and drop to do a multitude of functions such as hold, transfer, conference, park, page and barge-in.

Desktop Client keeps track of current call status. For example, when no call is active, the Answer, Transfer, and Conference icons are dimmed and cannot be selected. The intuitive interface also makes it easy for you to look up a telephone number and place a call. Directories are flexible and easily accessible since Desktop Client's database is configured to display as you choose. The search function narrows the database displayed as the name is typed in the search box. When you zero in on the correct name, it enables you to automatically dial any of the party's listed telephone numbers with one mouse click.

For operators, when a call is received, a pop-up window displays onscreen. The operator is presented with caller information and handles the call by clicking on that window. He or she can then use the program to access information about a requested line's status, then transfer the call, park it or take a message with a simple mouse click or drag and drop.



Simply right-click to Dial or transfer to a user's alternate numbers



Hover over another user's presence button to get current call information

Desktop Client's integration with CRM applications like Microsoft® Office Outlook® simplifies your attendant's job by displaying caller information retrieved from the integrated application's database. As always, your attendant is free to work on additional projects on their PC without ever missing a call or interrupting other work.

Desktop Client also enables a business to manage incoming calls in multi-tenant environments. The Answering Center module equips users with the identifying information they need to answer calls appropriately and professionally for the company that is being called.

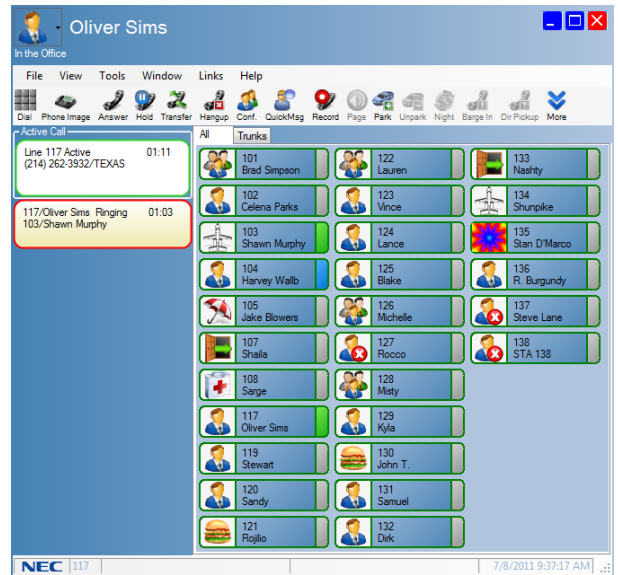
While everyone in the organization has access to advanced call features and functionality, with Desktop Client's Shared Services capabilities, it allows a business to enable attendant console functionality on anyone's PC. This ensures that a business's phones are covered at all times. Also, all Desktop Clients can be networked on a single system.

Enhanced Presence for Real-Time Status and Availability of Colleagues

Desktop Client enables users to determine the real-time status and availability of their colleagues instantly. By eliminating phone tag and call-backs, presence improves employee collaboration which results in increased productivity and efficiency.

You can easily set and/or change your status by simply clicking on the presence icon in the toolbar – the drop-down menu appears and you just click on the appropriate status. With Desktop Client's integration with Microsoft Office Outlook, presence status changes can be scheduled to occur automatically by following the Outlook calendar schedule, resulting in automated and synchronized status changes.

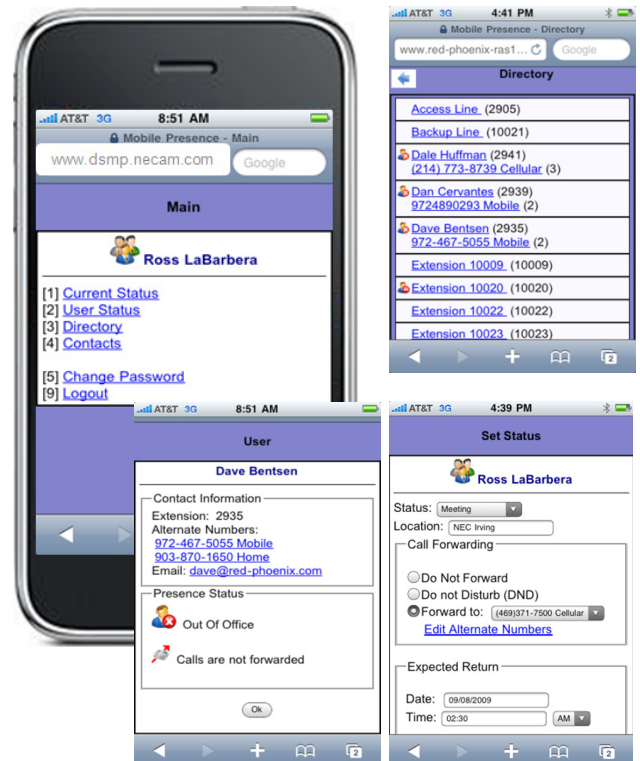
Another useful feature is the View Presence Events option on the presence drop-down menu. When this option is elected, a table appears that lists all of the future scheduled presence events.



Stay Connected and Productive while On the Go

Through your mobile phone or laptop web-browser, Desktop Suite enables you to access and change your status, search for contacts by name and view their presence status to immediately know if they are available, access additional profile information of contacts, and simply click a contact to place a call – providing quick access to the people you need to reach.

You are also able to redirect your desktop phone to your mobile phone or any other number that you want to be reached at – ensuring that you never miss another important call.



Offers Seamless Integration with Outlook and other CRM Applications

Desktop Client's integration with popular contact and CRM applications*, including Outlook, Goldmine® and ACT!®, offer businesses seamless application access to the information that they need. It allows users to leverage and manage their information more efficiently.

SV8100 Communications Servers can be configured to perform a search in the user's CRM application database when a call comes in and then display a contact window with the caller's contact information. This feature dramatically improves customer service and satisfaction by enabling users to reference existing customer information rather than collecting it again.

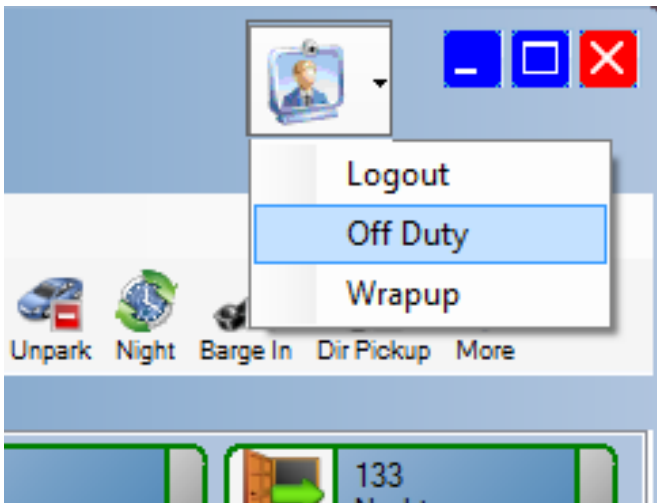
This integration also provides users with access to standard call features from within Salesforce.com® and Time Matters® (a client and information management software). When an incoming call is received, an automatic search of the application's contact database is performed.

Provides Seamless Integration with UNIVERGE SV8100 Series Automatic Call Distribution Application for Contact Center Functionality

Desktop Client's seamless integration with NEC's UNIVERGE SV8100 Series Automatic Call Distribution (ACD), enables your employees to login as an agent and view real-time queue statistics plus monitor ACD states of other agents.

When call volumes are high, users of Desktop Client can easily and quickly login as an agent to handle calls that are waiting in queue. The SV8000 Series ACD distributes call volume evenly among the agents that are logged in which helps to reduce caller hold-time – resulting in improved customer satisfaction.

When the call volume drops, users can quickly logout and redirect their attention to other business matters. This capability allows you to handle calls efficiently with a minimum number of resources. Additionally, the SV8000 Series ACD is an embedded application on the SV8100 Communications Server so there are no additional external hardware costs.



Agents can easily Login, Logout or change their status to Off Duty or Wrapup

Name	State	Time
Celena Parks	OUT	
Harvey Wallb	OUT	
Jake Blowers	OUT	
Oliver Sims	BREAK	03:16
R. Burgundy	OUT	
Shawn Murphy	OUT	

The screenshot shows a window titled "Agent Monitor". It has a menu bar with "File" and "View". Below the menu bar is a table with three columns: "Name", "State", and "Time". The table contains the following data:

Name	State	Time
Celena Parks	OUT	
Harvey Wallb	OUT	
Jake Blowers	OUT	
Oliver Sims	BREAK	03:16
R. Burgundy	OUT	
Shawn Murphy	OUT	

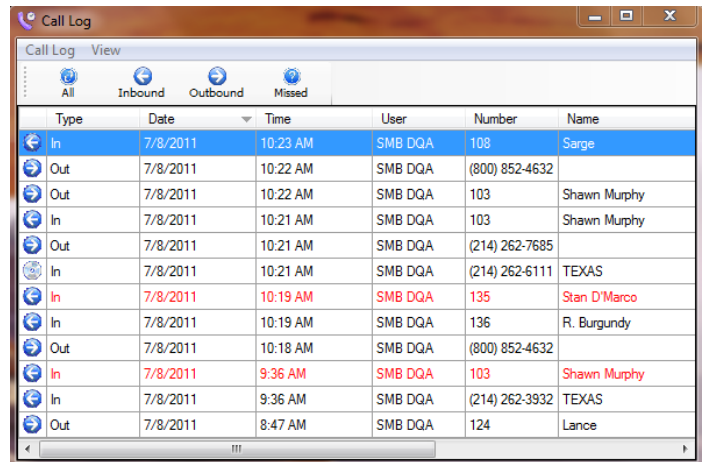
Agents can easily view and monitor other agents and queues

* Please consult your NEC authorized representative for supported applications and versions.

Call Logging and Recording Provides Detailed Call History Report

While Desktop Client is running, all calls made or received via users' desktop phones are automatically entered into the Call Log, which keeps a complete record of all calls made – even those made manually. Each call record includes incoming calls, outgoing calls, call date and time, call duration and caller ID information.

To help users provide more accurate services, call logs can be searched, sorted, printed, archived, emailed and exported. A user can attach notes to call log entries and also have the ability to redial a number that is associated with a call record.



Type	Date	Time	User	Number	Name
In	7/8/2011	10:23 AM	SMB DQA	108	Sarge
Out	7/8/2011	10:22 AM	SMB DQA	(800) 852-4632	
Out	7/8/2011	10:22 AM	SMB DQA	103	Shawn Murphy
In	7/8/2011	10:21 AM	SMB DQA	103	Shawn Murphy
Out	7/8/2011	10:21 AM	SMB DQA	(214) 262-7685	
In	7/8/2011	10:21 AM	SMB DQA	(214) 262-6111	TEXAS
In	7/8/2011	10:19 AM	SMB DQA	135	Stan D'Marco
In	7/8/2011	10:19 AM	SMB DQA	136	R. Burgundy
Out	7/8/2011	10:18 AM	SMB DQA	(800) 852-4632	
In	7/8/2011	9:36 AM	SMB DQA	103	Shawn Murphy
In	7/8/2011	9:36 AM	SMB DQA	(214) 262-3932	TEXAS
Out	7/8/2011	8:47 AM	SMB DQA	124	Lance

Additionally, properly equipped SV8100 terminals provide call recording capability. Recordings can be performed on a per call basis or setup to automatically record all calls. Recorded calls, stored as .wav files, are associated with the specific call log entry, can be replayed through the PC, archived or forwarded.

Integrated Intelligence Offers Quick Access to Information and People

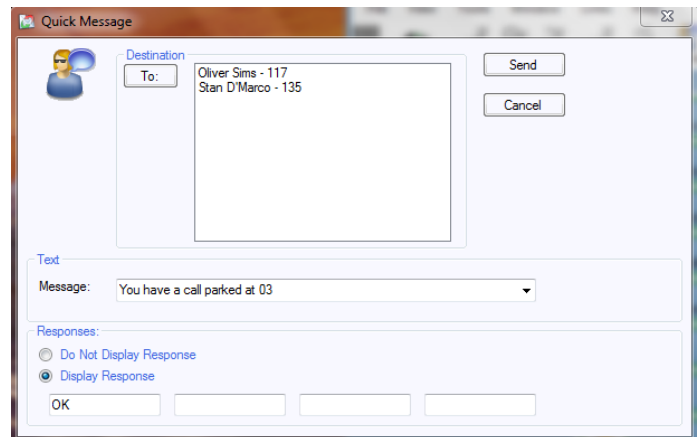
Desktop Client enables operators to manage as many as 256 extensions, 256 virtual extensions and 200 outside lines. For even quicker access to information, a business's departments or groups can be segmented and arranged under tabs.

The operator can determine the status of a specific monitored extension with 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.

Additionally, calls can be easily handled in a multi-tenant environment through Desktop Suite's Answer Center. This optional module enables operators to manage calls for multiple companies or serviced offices ensuring all calls are answered appropriately.

Enhanced Message Management

Using the Desktop Client's quick message function, an operator can send a personalized message to a user's PC or directly to a multi-line display telephone, 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 telephone. Additionally, if the message needs to be sent to more than one individual, the operator has the option of sending the message to multiple individuals via their desktop or multi-line display telephone.



Quick Message

Destination

To: Oliver Sims - 117
Stan D'Marco - 135

Send

Cancel

Text

Message: You have a call parked at 03

Responses:

Do Not Display Response

Display Response

OK

Simplified Installation Directly to the Desktop Computer*

Desktop Suite is easily installed on any personal computer or laptop from a web-browser. An installer or user simply accesses the web page through a link that is provided to them and downloads the software directly to their desktop computer. Your IT personnel no longer have to go from one computer to the next with a USB drive for installation – direct download from a web-browser saves them time and increases efficiency.

*Currently only available on the Desktop Suite internal server blade option.

SP310 Softphone

The Desktop Suite's SP310 Softphone unifies communications by embedding voice into business processes to bring employees the real-time communications and information they require. With the SP310, employees will have the communications tools they need to work efficiently and productively, whether they're in the office or on the road.

The SP310 Softphone is a versatile, multimedia IP phone that is installed on a personal computer (PC) or laptop and delivers high quality voice via a USB-connected headset/handset. It provides the full functionality and features of a regular desktop phone, plus advanced multimedia applications. Designed to meet the needs of any employee, it can be used as a primary desktop telephone, a supplemental desktop telephone or a remote/telecommuting device.

Enhanced Functionality through the Desktop Terminal

The SP310 can be set up to send calls from the PC's Softphone to the user's desktop terminal. Through this feature, all of the Desktop Client's functionality is available to the user even through the desktop terminal.

Mobility

The SP310 resides within the computer; so no additional equipment is needed to access all of its features from anywhere you can connect to your corporate network. It's like taking your desktop phone with you. Even while on the road, a high-speed Virtual Private Network (VPN) Internet connection can be used to interact via voice, audio, video or text.



SP310 Softphone full view

Share Real-Time Information and Ideas

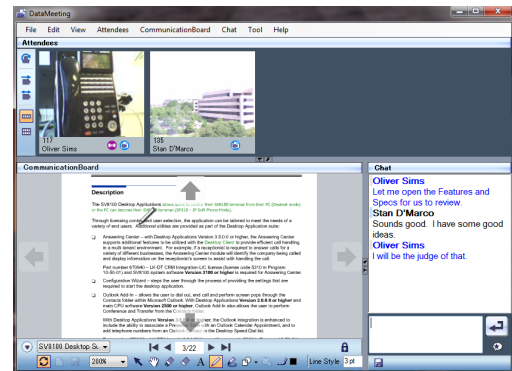
Share real-time information and ideas from a PC or laptop with the versatile SP310 Softphone. When linked together across an NEC IP network, SP310 users can collaborate and interact with each other in an exciting variety of ways:

- **Audio and videoconferencing** allows for easy set-up and participation in conference calls
- **Presence** provides the status of the party users are trying to reach before placing a call
- **Application sharing** permits users to share files through peer-to-peer and conference call environments, and are synchronized between all participants
- **Whiteboard** allows users to review, create and update graphic designs in real-time
- **Instant Message/Chat** enables users to correspond in real-time in either a peer-to-peer or broadcast arrangement while engaged during a call or not
- **File Transfer** provides an easy method to send one or more files while in a call by simply selecting the file and dropping it into a person's participation file
- **Call Log** enables the storage of information about outgoing/incoming calls, missed calls as well as recorded call files

Additionally, a plug-in is provided for Microsoft Office Outlook which ensures that accessing its features is painless.



SP310 Softphone compact view



SP310 Softphone video conferencing and file sharing

Other Benefits

Even without taking into account the additional features of the rest of the Desktop Suite, the SP310 provides many benefits to your organization. It can facilitate:

- Lower desktop expenses through the purchase of fewer hardware terminals
- Enhanced customer satisfaction by providing more mobility to employees
- Improved employee productivity by permitting alternate work environments

With SV8100 Desktop Suite, your company can provide customers the attention they deserve. It can increase employee collaboration and provide the enhanced productivity needed in today's increasingly mobile world.

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