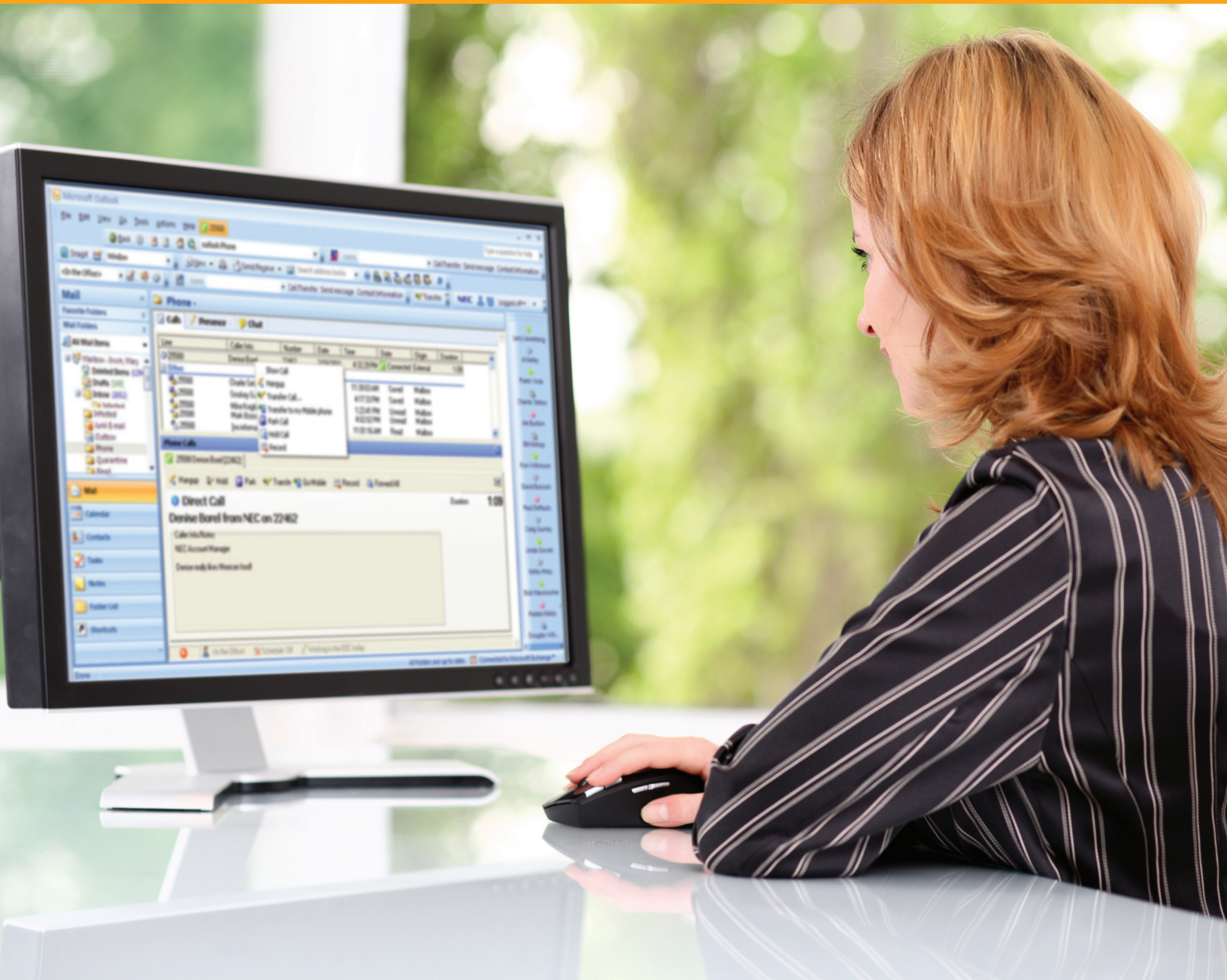


# UC for Business-InUCB



# NEC's UC for Business-InUCB helps your organization eliminate the barriers to successful interactions



## At a Glance

- A powerful cost-effective unified communications solution for the SMB
- Easily customized for individual business requirements
- Increases efficiency for higher productivity and cost reduction
- Offers rich presence which provides real-time status information at a glance of colleagues
- Provides contact center and operator tools to address the unique requirements of each role
- Supports mobile and remote workers
- Improves customer service and loyalty

## Overview

### A Unified Approach to Communications

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

The measure of your responsiveness as an organization is not simply based on how well your contact center 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.

NEC's UC for Business-InUCB helps your organization eliminate the barriers to successful interactions. With InUCB, you can take a unified approach to all the ways your organization communicates.

InUCB 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 employees to make informed decisions faster. As a result, businesses become more efficient, responsive and productive.

## Solution

### The UC for Business-InUCB Advantage

With NEC's InUCB, all your communications are unified on one communications platform. InUCB is an embedded application that is supported on both the UNIVERGE® SV8100 and SV8300 Communications Servers. It gives you the option of running UCB on an internal server blade that comes already licensed and pre-configured

for ease of installation, implementation, and administration – resulting in costs savings for you and eliminating the need for an external server. InUCB allows you to meet all your employees' needs and minimize your total cost of ownership of a business-wide unified communications solution.

## UC for Business-InUCB Functionality

InUCB offers a comprehensive suite of Unified Communications functionality that improves the way your organization manages all its business communications. Its features include:

- **Presence**, which gives staff and operators valuable information regarding call recipients' locations and availability.
- **Presence reporting** that allows individual users and managers to monitor their own activity and the activity of others through comprehensive reporting functionality.
- **Softphone and Microsoft® Office Outlook® integration** to simplify call handling and give users the ability to manage all their communications from their desktops.
- **Click-to-Dial** from within Microsoft Outlook contacts for quick, easy access to the people you need to reach.
- **Contact center and operator tools** to address the unique requirements of each role
- **Integration** plug-ins and business process automation are available to enable organizations to easily and effectively connect InUCB with popular business applications.

## Many Needs, One Solution

Organizations interact with many people in many ways every day. To have effective communications, you must be able to exchange information quickly and easily with those that matter the most to your business. Every group or department in your organization has its own unique requirements.

### A Solution for Everyone – Activity Presence

Activity Presence gives you the availability and whereabouts of everyone in your organization in real-time. It allows you to see if colleagues are at their desk or have stepped away and what their current activity is to help you make informed decisions about how and when to connect.

If a person is in a meeting, or busy on the phone, rich presence gives you a reliable Estimated Time of Return (ETR) and allows you to request a notification when they return to their desk or finish their call. You may also make yourself available to others in the same way.

By avoiding the frustrations of trying to connect with other busy people, you can eliminate wasted time, phone tag and other call handling delays. Activity Presence increases productivity by helping people connect faster.

### InUCB Presence allows you to:

- Automate Presence detection settings so that when you are in the office, your availability is recognized and displayed as *'At my Desk'* or *'Away from my Desk'* for all other users.
- Be seen as available if you use your mouse, keyboard or telephone. After 10 minutes (or a configurable period) of inactivity, you are considered to be away.
- Request *'return notification'* for any Presence user. This activates a toaster-pop (non-intrusive screen-pop) to notify you when the person you wish to speak to becomes available.
- Set-up customized greetings, messaging and call routing options so that when your status changes, it automatically changes to the appropriate setting.
- Choose to display the subject of your active email calendar application appointment for other users to view. This is particularly useful for keeping operators and receptionists informed of staff whereabouts and availability.
- Access the company directory, or create your own personal directory for contacts.
- View the status of colleagues locally and across the network including full telephone and presence statuses.

### InUCB Presence offers you:

- Find the Expert – Need to find someone urgently? Presence information tells you where they are, what meeting they are in, when they are due back and even how much longer until they will be available. This makes phone tag a thing of the past.
- Instant Access – Information at a glance about a co-worker's status and availability allows you to redirect or refer inquiries to ensure first call resolution.
- Increased Customer Loyalty – Better visibility increases individual and collective productivity across the enterprise – improving customer service.
- Measurable ROI – The tangible benefits of improved communications can be measured. Presence saves lots of little bits of time – all the time. These shavings of time represent direct cost savings. Other intangible benefits, such as the value of improved customer loyalty, will then be seen over time.





#### **Solutions for Executives**

Busy executives rely on their managers and staff to supply them with the right information, at the right time. InUCB puts your executives in control of that information by providing them the power to access, prioritize and respond to their communications from anywhere at any time. It helps them manage their own communications experience and availability, which increases their productivity and effectiveness. Presence profiles allow them to forward callers to their mobile extension without providing callers with their cell phone numbers. InUCB also ensures that the most important callers get through, so both the executive and callers receive a seamless communications experience.

With InUCB, your executives can rest assured that important requests are responded to promptly. Pre-configured greetings and the ability to access messages in one place makes staying in touch simple. Executives can even have their personal assistants manage their communications when they are unavailable.

#### **Solutions for Knowledge Workers**

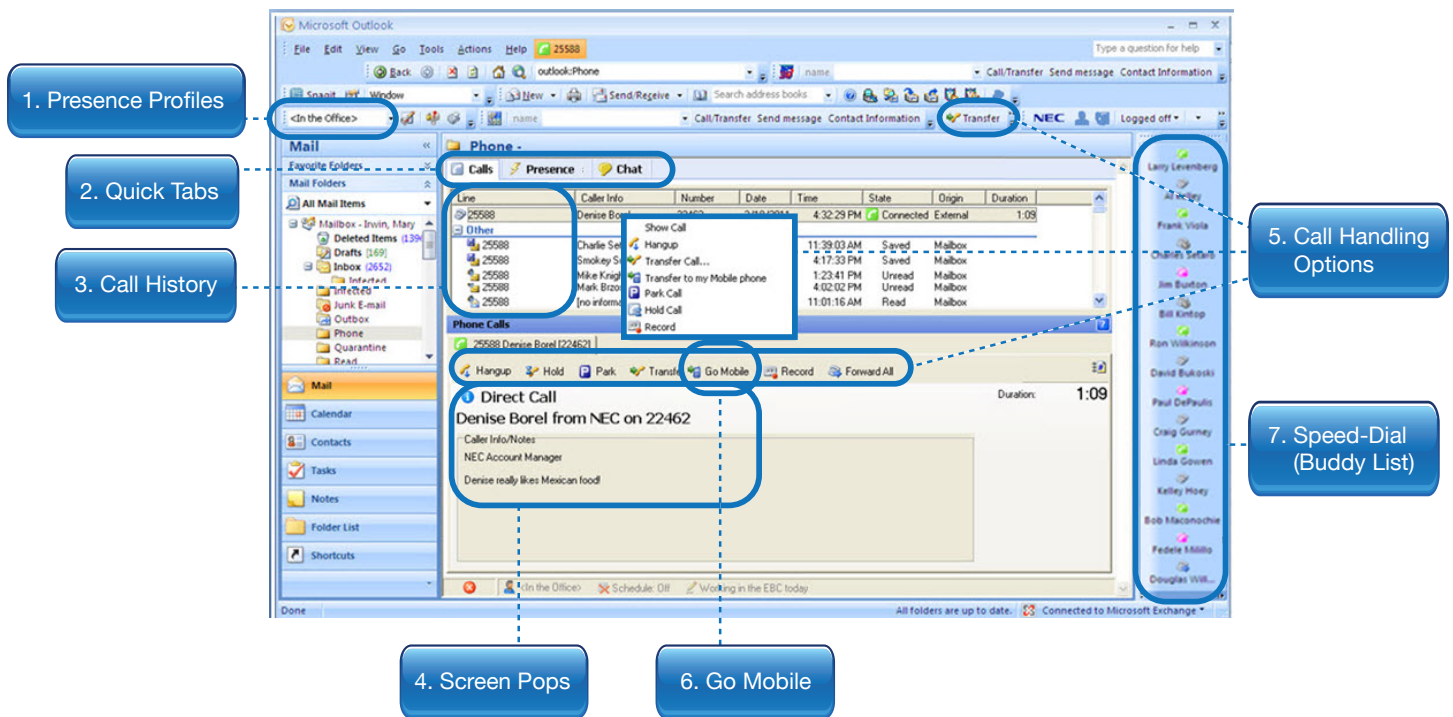
The frustrations of phone tag, constant interruptions and overloaded inboxes are well known to knowledge workers. InUCB increases their efficiency and productivity by enabling them to streamline and intelligently manage all their communications using a single desktop application.

Your knowledge workers also benefit from single-number reach, access to voice messaging and telephony features typically only available through their desktop phones. Workers can even customize voice message greetings for specific customers to enhance their overall experience.

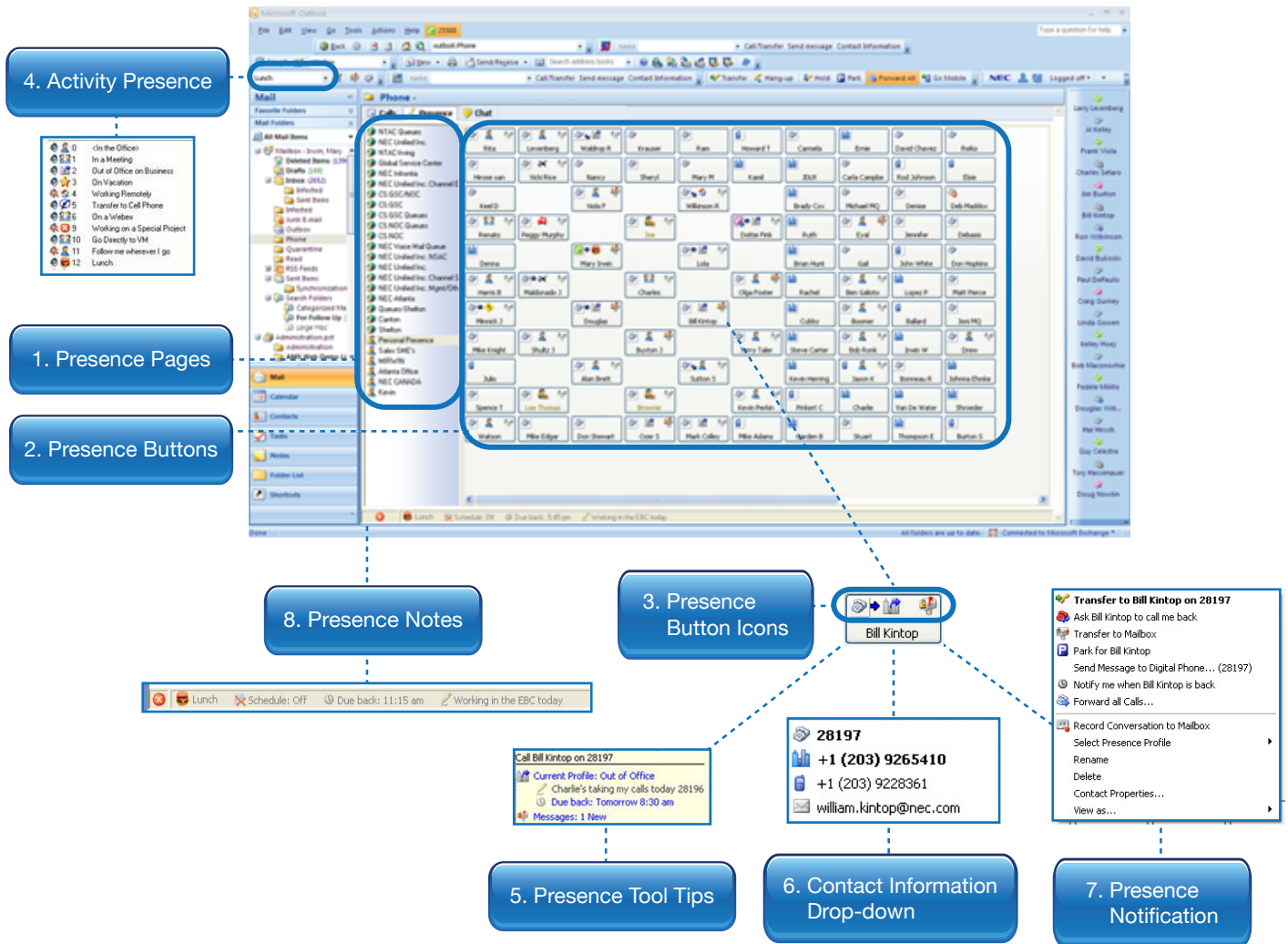
InUCB's integration with Microsoft Outlook offers your knowledge workers access to even more features such as one-touch access to global, personal and Microsoft Outlook contact directories, Presence features via the Outlook calendar that provide real-time information about the availability of each staff member, and a telephony toolbar that makes all of these advanced functions fast and easy to use. In this screen shot view, this integration provides:

1. **Presence Profiles** - allows users to adjust their 'activity greeting' from their desktop by selecting a different Presence profile which changes call routing and voicemail greetings
2. **Quick Tabs** - allows immediate access to all functions

3. **Call History** – enables users to sort interactions by date, caller, media or call state and display events in the way that matters to them most
4. **Screen Pops** - provides caller details that allow users to prioritize and personalize their communications
5. **Call Handling Options** – offers point-and-click control from telephony and voicemail toolbars that are inserted into Outlook
6. **Go Mobile** - enables the transfer of calls to mobile phones without interruption
7. **Speed-Dial (Buddy List)** - shows real-time activity presence of frequent contacts: click-to-dial is also enabled


























This integration also provides users with the option to view Presence buttons as shown in the screen shot below. Intuitive icons offer users a real-time view of the status of their colleagues with just a quick glance. By clicking on a colleague's Presence button, you are able to perform a wide-range of actions to communicate more efficiently.



- 1. Presence Pages** – Offers access to global and personal tabs that contain presence buttons for system extensions
- 2. Presence Buttons** – provides users real-time status information of colleagues at a glance
- 3. Presence Button Icons** - displays the status of each extension, presence profile and voice mailbox
- 4. Activity Presence** – allows users to create up to 99 customized different presence status selections with different routing options; also gives users the availability and whereabouts of everyone in your organization in real-time
- 5. Presence Tool Tips** – enables users to simply mouse over a contact's presence button for more detailed extension status information

- 6. Contact Information Drop-Down** – provides users all options that are available to contact a specific person such as office phone, mobile phone, home, email, chat, etc...
- 7. Presence Notification** – enables users to choose whether to leave a voicemail or request a notification when a busy extension becomes available or the person returns to their desk
- 8. Presence Note** - allows users to add a note to their presence status to provide coworkers with additional information on their activities and availability

## Guide to Presence icons:

<b>Phone Call Types</b>		(Gray) Extension is idle
		(Various colors) Extension is ringing or 'offering'
		(Various colors) Extension busy (on the phone)
		Extension is forwarded to another number (internal or external)
		Forwarded to Voicemail
		(Green) Inbound non-queue call
		(Pink) Outbound non-queue call
		(Yellow) Inbound queue call (if queuing is installed)
<b>Profiles</b>		In the Office
		In a Meeting
		Out of the Office
		On Vacation
		At my desk = keyboard, mouse or phone is busy
		Away from my desk = no activity detected
		On a conference call
		At a conference
		At Lunch
		Attending Training
		On Business Travel
		Agent is logged in to queues
<b>Voicemail Status</b>		No messages
		Ordinary message(s)
		Urgent message(s)

### Solutions for Contact Center Agents

Your contact center agents are often expected to process large numbers of phone calls as quickly as possible. Agents must answer and handle each call in an accurate and timely manner. Most contact centers struggle to balance customer expectations and demand with available resources. InUCB provides agents an easy-to-use solution that can efficiently manage large numbers of inbound calls which results in superior agent performance.

InUCB can help ensure high customer service levels by applying standard contact handling methods. Safety nets for emergency or high volume situations can be pre-configured to send calls to backup agents when specific thresholds are reached or callbacks can be offered for agents to return calls during non-peak times. High-value customers or transactions can even be given priority handling.

InUCB Contact Center enables agents to see at a glance who is available or on a call, who is on break and how long before they return. Whenever an agent needs to 'find an expert' or forward a call to a colleague, it won't result in caller frustration or 'voice mail jail.'

Your agent's time is also optimized through their use of a single intuitive desktop interface. Additionally, skills-based routing delivers a caller to the agent best suited to handle their call - reducing talk time and transfers between agents - allowing them to resolve calls faster, which also reduces call abandonment.



## Solutions for Console Operators

An operator is often the first point of contact that a caller has with an organization, and he or she can leave a lasting impression with that caller. However, they can face a unique set of communications challenges. They are expected to efficiently handle a large volume of calls that range from time-consuming routine inquiries to urgent high-value transactions, and they need to be able to manage peak times without compromising quality of service.

InUCB gives your operator superior call-handling capabilities to ensure that every caller's first impression of your organization is a positive one. InUCB enables operators to be more efficient and provide a higher level of service by giving them the ability to see the number of calls in queue as well as the name of each caller. Calls can be sent to backup operators based on call wait time and caller priority to reduce call abandonment. Additional useful features give operators the ability to:

- Log on to the system from any PC at any of your organization's locations
- View caller details before answering through screen-pops, allowing selected customers to be greeted by name
- Forward calls to extensions without answering them through drag-and-drop functionality
- Play customized announcements to callers on hold
- Manage calls for multiple companies or serviced offices
- Change call forwards and voice messaging greetings for others from the console.
- Distribute voice messages to individual staff for follow up via centralized control
- Transfer callers to a user's voicemail box regardless of the user's extension status
- Use presence features to stay informed about staff availability and Estimated Time of Return (ETR) in real time

- Easily search the contact database through Quick Find by simply typing in the name of a contact, rather than searching through the Presence buttons or Phonebook
- Desk-To-Desk Chat allows up to 32 participants to be involved in the same chat session and internal chat conversations can be archived and viewed for monitoring purposes

NEC understands that having the right communications solutions for your business is critical to your success. We want to partner with you to ensure that the communications solution you choose meets your specific business requirements. The table below will help you and your NEC authorized representative determine if InUCB best meets your business's needs.

UC for Business Capacity Chart	
UCB Users (Mailbox Owners / Call Center Agents)	200
Executive Desktop <sup>1</sup>	100
Executive Insight <sup>1</sup>	100
Console <sup>1</sup>	3 <sup>2</sup>
Unified Messaging for Exchange	100
CT Control <sup>3</sup>	20
Agent Desktop <sup>1</sup>	20
Calls Queued	64
Custom Announce	8
Callback Site License	Y
Callbacks (Stored) - Licensed per Site	128
Voice Messaging Storage Hours	2000
Voice Ports	16

<sup>1</sup> IMPORTANT: : The client application maximum is the total number of clients for the system, i.e., this is the total number of Executive Desktop, Agent Desktop, Console, AND Executive Insight clients.

<sup>2</sup> Total number of Consoles for SV8100/SV8300 InUCB is not included in the 100 total client applications supported; i.e., total number with 3x consoles included could be 103

<sup>3</sup> This maximum is the total number of agents who can concurrently log in, via the phone + via Desktop.

UC for Business-InUCB from NEC offers a single solution to satisfy all your business communications needs. It unifies the entire organization, enabling individuals, departments and locations to work as one, ensuring efficient internal and external interactions. To arrange for a personal demonstration, contact your local NEC authorized representative. For more information on InUCB, visit [www.necam.com/uc](http://www.necam.com/uc).

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SW11030 | v.02.24.11

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