



# UNIVERGE® SV8100 Interactive Voice Response

Customized Functions to Fit Your Business

Success for the small to medium-sized business is often dependant upon the efficient delivery of services that keep customers satisfied. NEC's UNIVERGE SV8100 Interactive Voice Response (IVR) helps you provide those services while offering an immediate return on investment (ROI).

The SV8100 IVR is also extremely cost-effective because the application resides on an internal blade equipped with the IVR compact flash. This flash drive enables you to easily download specific IVR script templates for turnkey installation. Templates for Appointment Reminder, Customer Information Inquiry, Employee Timesheet and Sales Order Entry are available for download to IVR users at no cost. Additionally, NEC Professional Services can work with users to develop templates customized to fit their needs.

## *Appointment Reminder*

Appointment Reminder optimizes scheduling and provides your clients reminders about their previously scheduled appointments. It reduces missed appointments and last minute cancellations by instructing the

phone system to automatically call clients and remind them of their upcoming appointments. When customers receive Appointment Reminder calls, they are provided options to confirm their appointments, cancel, or to speak with a customer service representative.

This script can be customized for any office where lost appointments can cause lost revenue. While appointment reminders are often used in medical, dental and veterinary offices, any office can benefit from this script.

## *Customer Information Inquiry*

Customer Information Inquiry provides callers with the information they need 24 hours-a-day, 7 days-a-week. This application effectively gives organizations extra help to cover phones outside of regular business hours by providing the answers to common customer inquiries on demand. It frees agents to help solve more complicated calls and can effectively extend your service hours through the information it can provide. Additionally, the IVR can be further customized to perform promotional inquiries, access hotel location information and find policy information.

## *Employee Timesheet*

Employee Timesheet is designed to accurately track offsite worker check-in and check-out times and locations via telephone. This application can save your organization money by precisely tracking overtime and other exception time hours. This real-time capturing and storage of employee hours also saves organizations money by reducing data entry time for payroll, reducing timesheet errors and providing a faster billing time. Supervisors can also use this application to manage employee absence and tardiness before it becomes a problem.

## *At a Glance*

- Appointment Reminder
- Customer Information Inquiry
- Employee Time Sheet
- Sales Order Entry
- Additional Customization Options

## Sales Order Entry

Sales Order Entry enables you to process orders over the phone. Sales representatives are guided through the call flow menu, which facilitates the capture and verification of information to efficiently manage inventory. It integrates with both internal and external databases to minimize errors while providing 24/7 access to order entry.

Sales Order also automates the merchandiser reporting process by providing users a tool that can be used to pre-order products required for their accounts, log the deliveries of those products and track stock rotations.

## Additional Customization Options

Because NEC knows that all businesses have unique template needs, basic customization of those templates is included with the SV8100 IVR at no extra charge.

If your organization's needs do not fit into an existing script template or if a template requires extensive modifications, NEC Professional Services will work with you to understand the scope of the required changes and deliver a quote for custom services. Additionally, a software development kit is available at no cost for third party script development.

Organization Type	Possible Applications	
<b>Healthcare:</b>	<ul style="list-style-type: none"> <li>Remind patients about:               <ul style="list-style-type: none"> <li>Upcoming appointments</li> <li>Annual check-ups</li> <li>School vaccination requirements</li> <li>Flu shot availability</li> <li>Upcoming visit instructions</li> <li>Prescription refills</li> <li>Required account payments</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Provide patient lab results</li> <li>Send personalized patient messages</li> <li>Required payments</li> <li>Perform insurance inquiries</li> <li>Perform billing inquiries</li> <li>Send patients birthday greetings</li> <li>Retrieve client insurance information</li> <li>Update employee timesheets</li> </ul>
<b>K-12 Schools:</b>	<ul style="list-style-type: none"> <li>Notify parents of:               <ul style="list-style-type: none"> <li>Absence/truancy</li> <li>Report card issuance</li> <li>Area predators</li> <li>Grade drop criteria</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Provide reminders about:               <ul style="list-style-type: none"> <li>Homework</li> <li>Paperwork</li> <li>Fund raising</li> <li>Report cards</li> </ul> </li> </ul>
<b>Higher Education:</b>	<ul style="list-style-type: none"> <li>Notify staff and students of:               <ul style="list-style-type: none"> <li>Emergency situation</li> <li>On and off-campus events</li> <li>Provide registration information</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Request missing information from prospective students' applications</li> <li>Perform degree checks</li> <li>Offer career services</li> </ul>
<b>Government:</b>	<ul style="list-style-type: none"> <li>Notify constituents of:               <ul style="list-style-type: none"> <li>Emergencies</li> <li>Town meetings</li> <li>Voting locations</li> <li>Council meetings</li> <li>Amber alerts</li> <li>Missing persons reports</li> <li>Upcoming elections</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Enable workers to submit timesheets</li> <li>Keep track of service requests</li> <li>Perform citizen polling</li> <li>Provide reminders regarding:               <ul style="list-style-type: none"> <li>City dump/recycling day</li> <li>Street/sanitation work</li> <li>Street closures for special events</li> </ul> </li> </ul>
<b>Hospitality and Retail:</b>	<ul style="list-style-type: none"> <li>Inform customers of:               <ul style="list-style-type: none"> <li>Promotions and special offers</li> <li>Membership, subscription or service renewals</li> <li>New products or services</li> <li>Product upgrades</li> </ul> </li> <li>Offer customer satisfaction surveys</li> <li>Send event invitations</li> </ul>	<ul style="list-style-type: none"> <li>Conduct contests and opinion polls</li> <li>Take reservations</li> <li>Field requests for information</li> <li>Check order or reservation status</li> <li>Remind customers of warranty expiration</li> <li>Provide merchandise locator services</li> </ul>

UNIVERGE SV8100 IVR can help your organization achieve more efficient operations, better customer service and an increased return on investment. Our role-enabled communications solutions give you the ability to streamline your workflow and empower both employees and customers.

Empowered by Innovation



For more information, visit [www.necunified.com](http://www.necunified.com)

Corporate Headquarters (Japan)  
NEC Corporation  
[www.nec.com](http://www.nec.com)

Oceania (Australia)  
NEC Australia Pty Ltd  
[www.nec.com.au](http://www.nec.com.au)

North America (USA)  
NEC Unified Solutions, Inc  
[www.necunifiedsolutions.com](http://www.necunifiedsolutions.com)

Asia  
NEC Corporation  
[www.nec.com](http://www.nec.com)

Europe (EMEA)  
NEC Philips Unified Solutions  
[www.nec-philips.com](http://www.nec-philips.com)

**About NEC Unified Solutions, Inc.** NEC Unified Solutions helps companies unify their business through innovative software, applications, development tools, and services. NEC offers a complete portfolio for unified communications, wireless, voice, data and managed services, as well as systems integration and application development. NEC Unified Solutions, a wholly owned subsidiary of NEC Corporation of America, serves Fortune 1000, as well as small to mid-sized businesses across the globe in vertical markets such as hospitality, education, government and healthcare. For more information, visit [www.necunified.com](http://www.necunified.com).

v.5.20.09

© 2009 NEC Corporation. All rights reserved. NEC, NEC logo, and UNIVERGE 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.