



UNIVERGE® SV8100 Desktop PC Attendant

Fulfilling the promise of UNIVERGE®360

UNIVERGE®360 is a comprehensive, global approach to integrated communications in which the employee's role determines the best method of communication. This approach brings together networks, systems, devices and applications to facilitate unified and coherent communications in the enterprise. As an integral component of the UNIVERGE®360 approach, the UNIVERGE® SV8100 PC Attendant solution helps bridge the gap between IT and communications.

The SV8100 Desktop PC Attendant helps improve call management and increase productivity by placing a complete attendant console right on the operator's PC. It enables operators to work more efficiently by giving them the ability to transfer and manage calls on-screen through a completely intuitive Graphical User Interface (GUI). The operator can perform common user functions such as Transfer, Park and Page with a single mouse click.

At a Glance

- Increased productivity through a simplified interface
- Incorporated CRM, free-dial and networking
- Integrated intelligence
- Enhanced message management
- Improved efficiency

Increased productivity through a simplified interface

When a call comes in, a pop-up window displays. The operator handles the call by clicking on that window. Caller-ID functions are displayed on-screen, and the operator can access information about a requested line's status. Additionally, transferring calls, parking them or taking a message, can be done with a simple mouse click, so the operator can work on other projects on the PC without ever missing a call or interrupting their work. Headset operation is also supported.

Incorporated CRM and networking

In addition to providing easy access to SV8100 telephone features and fast, easy directory management, PC Attendant integrates with popular contact and CRM applications including Microsoft Outlook. PC Attendant can be configured to search the Outlook database and display matching information when a call is received from a number in the database. Users can even dial a contact through Outlook without losing any functionality. When a call placed through Outlook is answered, all active call features such as Transfer, Conference and Park are available. Calls can be ended through either PC Attendant or the Outlook end-call button. Besides calling via Outlook, also other applications are supported: just highlight a number in any application and press a key to dial.

As many as 128 PC Attendants can be networked on a single system, providing businesses the opportunity to ensure that phones are covered at all times.

Empowered by Innovation

NEC

Integrated intelligence

The PC Attendant enables operators to monitor as many as 512 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. A call log records each user's incoming and outgoing calls as well as each call's time, date, call length and caller ID information.

Enhanced Message Management

Using the PC Attendant's quick message function, the operator can send a personalized message to a user's PC or directly to a multi-line display telephone. These quick messages alert the user that a call is waiting, and offers a choice of four responses either via PC or through pressing a soft key on the telephone.

Key Features

- Multi-Line functionality
 - Call history
 - Call park
 - Call recording
 - Callback
- Call ID support
- Intelligent configuration setup wizard
- Call log capture
- Unlimited speed dials
- Attendant functions
- Live record to .wav file with email-forward options
- Auto-greeting player
- Programmable feature codes
- Last Number Redial
- Page
- Personal greeting
- Night-Mode switching
- Speed dial from contact list
- CRM integration
- Quick message to PC or telephone's display
- Dial through MS-Outlook®
- Voice Mail & Missed Call Alerts
- Presence
- Headset support
- Free-dial

UNIVERGE®360 is NEC's approach to unifying business communications. It places people at the center of communications and delivers on an organization's needs by unifying infrastructure, communications and business.



About NEC Corporation: NEC Corporation (NASDAQ: NIPNY) is one of the world's leading providers of Internet, broadband network and enterprise business solutions dedicated to meeting the specialized needs of its diverse and global base of customers. NEC delivers tailored solutions in the key fields of computer, networking and electron devices, by integrating its technical strengths in IT and Networks, and by providing advanced semiconductor solutions through NEC Electronics Corporation. The NEC Group employs more than 150,000 people worldwide. For additional information, please visit the NEC home page at: <http://www.nec.com>

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