

UC for Enterprise Mobility (UNIVERGE® MC550)



At a Glance

- An important component of UC for Enterprise Empowered User
- Single number reach and centralized voicemail
- Enhanced mobile presence
- An easy-to-use interface for setting contact rules and changing status
- Enterprise dialing, presence-enabled directory and call history via Smartphone
- Improved efficiency and productivity
- Increased customer satisfaction

Overview

Many employees have grown accustomed to having multiple phone numbers, voice mailboxes and communication devices. Using so many tools can reduce the effectiveness of communications and lead to lower productivity and decreased customer satisfaction. We all know the frustration of not knowing which telephone number to call or where to leave a message when we need to speak with a colleague. Imagine the frustration experienced by a customer in the same situation.

With NEC's UC for Enterprise Mobility (UNIVERGE MC550) solution, your employees can be reached anytime, anywhere with a single phone number and voice mailbox. UC for Enterprise (UCE) Mobility, once activated, rings all phones simultaneously according to preset contact rules. A user can determine how and when they want to be reached.

This application is an important component of NEC's UCE Empowered User, a set of productivity-enhancing applications that allow your employees to easily communicate from their desktop, stay connected while out of the office or working remotely and simply perform administrative tasks through an easy-to-use interface.

As an integral part of both the UCE Empowered User and the UCE application suite, UCE Mobility strengthens our UNIVERGE®360 approach of role-based communications by providing each employee the ability to tailor their communications to fit their role – which truly empowers your workforce. This marriage of adaptable technology to an employee's daily business activities can help your organization become more efficient, responsive, collaborative and productive.

Solution

Single Number Reach and Voicemail

UCE Mobility enables your employees to be reached via a single number by transparently bridging calls to any internal or external phone number. It routes incoming calls through the server to all user-defined twinning devices – whether the devices are wired phones, wireless phones or cellular phones - regardless of their phone type, location

or service provider. With UCE Mobility, users may insert internal and external phone numbers, such as desktop, cellular or home phone numbers, into their profile to ring simultaneously and immediately deliver the call to wherever they are. This provides the user the flexibility to always be in touch anywhere, anytime.

If that desired employee is not available, the call is directed to his or her business voice mailbox and the user is notified of the message via SMS, if desired. No longer will employees have to miss that important phone call from a customer, play phone tag or check multiple voice mailboxes, UCE Mobility speeds up connectivity, improves responsiveness and reduces caller wait time.

Enhanced Mobile Presence

UCE Mobility enables users to determine the real-time status and availability of other UCE users instantly via their desktop client on their PC, Mac, or Smartphone. By eliminating phone tag and call-backs, presence improves employee collaboration which results in increased productivity and efficiency.

Through the Smartphone's web-browser interface, users can access and change their status, search for contacts by name or number and immediately know if they are available, access additional profile information of contacts, and simply click a contact to place a call. What's more, the user may place the call from any phone through a simple drop down, and the called party will still see only the enterprise caller ID. No longer are they tied to just desk phone or cell for dialing.

An Easy-to-Use Interface for Setting Contact Rules and Changing Status

Through UCE Mobility's interface, users can easily view their current contact rules plus edit and add rules that will be followed based upon the users given status. Creating a contact rule is as easy as selecting a status type(s) (such as Away from Desk) and choosing the phone numbers that you want to ring when a caller is trying to reach you. Contact rules can be prioritized and allows users to be included in multiple rules enabling you to define exactly what you want to happen when someone calls one our your contact methods.

Whether a user is at his/her desk or on the go, the status is easily changed through UCE Mobility, UCE Desktop Client or the web. A simple selection of a status from the menu is all it takes to change it, or you can automate status changes through integration with your Microsoft Exchange calendar.

Enterprise Dialing and Call History via Smartphone

With UCE Mobility, Smartphone users are able to do station-to-station and external dialing as well as utilize the trunking services of the enterprise switch. This allows mobile users to place calls by either entering a 4 or 5 digit extension or a fully-dialed number.

By placing the call through the enterprise switch, the caller ID that is presented is the user's enterprise number instead of the cellular number which reinforces single number reach.

The call history that users have come to expect on a business phone is now available through UCE Mobility on Smartphones. By simply accessing the web interface, a user's communications history is displayed. The communications log provides the name of the caller, the status of the caller along with their presence status, the date and time of the call/message, call filtering by different call states and the ability to upload the caller information to the contact database. It is easy to see missed calls, and click to return them, even when away from your desk or laptop.

Improved Efficiency and Productivity

UCE Mobility is highly adaptable and can be customized to each individual's needs, which results in better efficiency and higher productivity. Businesses can streamline communications and information delivery by handling calls more promptly from any location without having callers directed to voicemail. Those important calls will never be missed again.

Increased Customer Satisfaction

Providing customers a single number that can be used to reach their contact on the first try positively impacts customer service dramatically. No longer will customers have to be routed through automated attendants and directed to different voice mailboxes. They can be confident that they will reach the person they need when they need them.

Requirements

UC for Enterprise Application Platform (UNIVERGE OW5000):	R3.3 or higher
Separate Server Installation if UCE Application Platform is not configured for IIS operation:	Windows Server 2003 SP2 or later 32bit/64bit, Windows Server 2008 32bit/64bit, or Windows Server 2008 R2 (Latest Service Pack and Critical Updates); Appropriate ports must be opened (80 or 443) 2 GB available hard drive space Microsoft Internet Information Server (IIS) 6.0 or higher (Windows Server 2003) with .NET Framework 3.5, ASP .NET 2.0 and SOAP 1.2
Communications Server:	UNIVERGE SV8500 S2 or later UNIVERGE SV8300 S3 UNIVERGE SV7000 R26 or later (Proper OAI required) UNIVERGE NEAX® 2400 IPX R26 or later (Proper OAI required)
Compatible Operating Systems:	RIM, Symbian, Windows Mobile, iPhone, WebOS and Android

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