

NEC UC for Business

**Up to 40% off RRP for a limited time only!*

Optimise Communications with NEC UC for Business (UCB)

Unified Communications applications integrated to an award winning** NEC UNIVERGE® SV8100 Communications Server

Introduce your business to Unified Communications (UC) and you will find that staff will stop wasting time in voicemail jail and on endless email trails, and that your customers can actually get hold of the right person straight away.



**INTERNET TELEPHONY® magazine (www.itmag.com) has named the SV8100 as recipient of its 2008 Product of the Year Award.

At NEC we're all about helping you do your business better. That's why we've put together a packaged bundle of UC modules that will introduce your company to advanced technology at an entry-level price point. NEC offers solutions that grow with your business and help you get the most out of your resources. A UCB solution on a single NEC UNIVERGE® SV8100 offers you a low total cost of ownership that provides a quick, high return on investment. Your staff become more productive and will deliver better customer service.

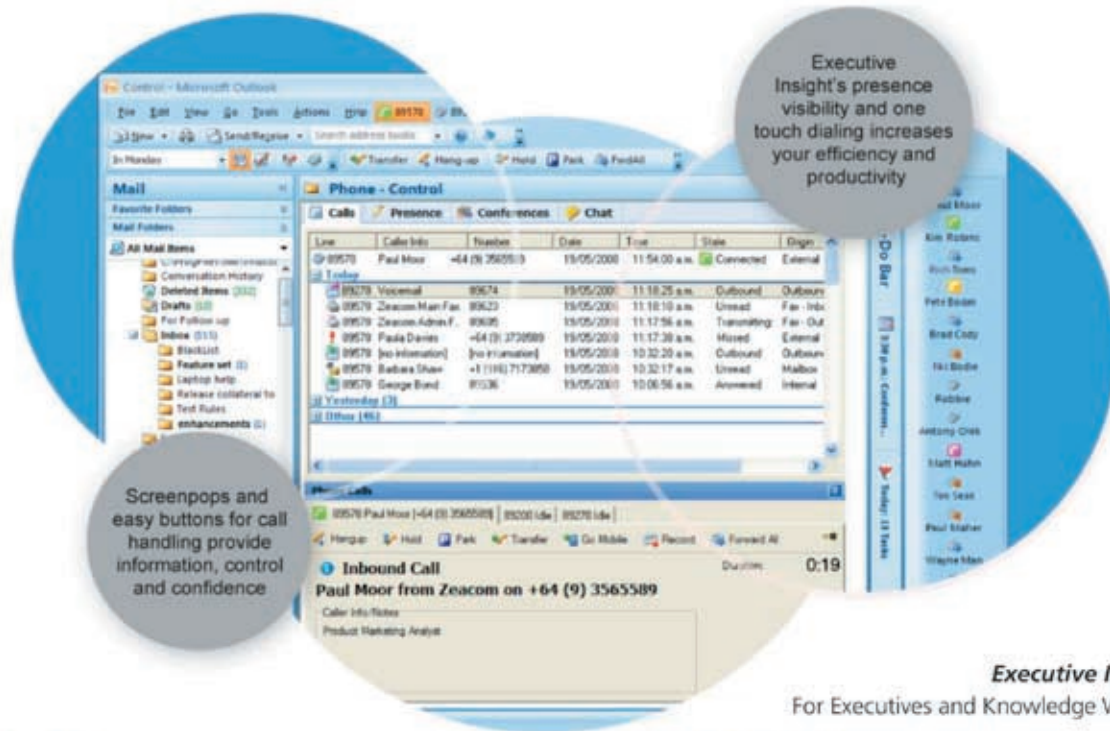
***Special Offer.** For a limited time, NEC are offering up to 40% discount of the RRP on the NEC Unified Communications for Business (UCB) starter kit, which includes Voicemail, Unified Messaging and Executive Desktop functionality. Offer ends 30/09/09. Terms and conditions apply. Contact your NEC approved retailer for more information.

Special offer - UCB Starter Kit		UCB Expansion offer	
UC for Business (50 Licences)	Let staff across the enterprise handle voice messages from their PC. Save time. Access messages from anywhere.	Operator Console (Plus back-up operators)	Give your receptionist all the traditional call management tools, wrapped in an intuitive GUI with lots of innovative features. Improve customer service. Up to 30% off RRP
Executive Desktop (10 Licences)	Call handling with a click of the mouse. Check on people's presence before you call, so you don't waste time and can actually get hold of them. Improve efficiency and productivity.	Contact Centre (Q-Master Lite add-on)	Get visibility on all your customer contacts. Empower supervisors and agents by letting them monitor the entire contact centre in real-time. Optimise queue levels across all media types.
Unified Messaging for Exchange (10 Licences)	Handle emails, voice messages and fax from the PC. Save time. Don't miss out on any business opportunities.	Additional licences	+5 Additional Exec Desktops at special price for offer period +5 Additional UM for Exchange at special price for offer period Additional UCB user licenses in multiples of 1x
Server	1 x UCB Lite Server with operating system (provided by Zeacom)		

Empowered by Innovation

NEC

UCB Unified Messaging and Executive Insight



Executive Insight's presence visibility and one touch dialing increases your efficiency and productivity

Screenpops and easy buttons for call handling provide information, control and confidence

Executive Insight:

For Executives and Knowledge Workers

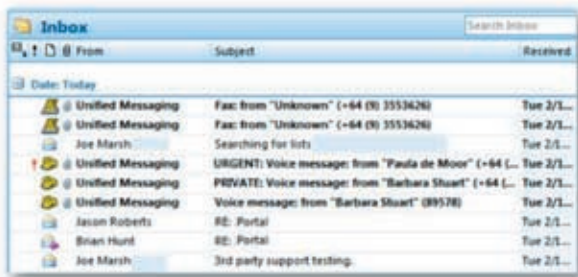
Voice Messaging

Implement all the standard voice messaging functionality your company needs, and let your administrators implement the advanced features your customers will appreciate.

Offer callers different options when they reach the voice message service, like an automatic transfer to a colleague or your mobile phone. Set up Profiles and Schedules, so that callers don't just hear one standard message but are automatically presented with customised recordings, such as "Hi, on Mondays I work from our Melbourne office. Call me on..."

Unified Messaging

UM for Microsoft Exchange Server and Lotus Notes lets you handle email, voice and fax messages in a single application, making you more efficient and productive.

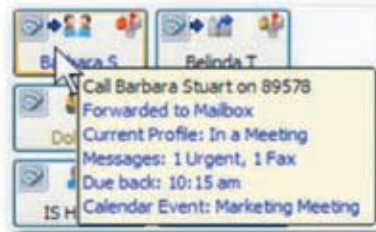


Presence Executive Insight

Executive Insight brings your email, voice messages and phone calls into Microsoft Outlook. Call your contacts using your mouse and manage your voice messages over your PC speaker. You'll have full visual status of everyone in the office via UCB's handy Presence buttons and can make calls with a single click. The UCB Phone Book includes Outlook contacts. Communications management is right at your fingertips.

Rich Presence

Rich Presence provides real-time information on the whereabouts and availability of staff. You know exactly whether somebody is actually at their desk or in a meeting, and when they are due back. You can be automatically notified when they return to their desk or get off the phone. Everybody saves time, all the time. Presence improves everybody's productivity.



UCB Operator Console

Improve Customer Service

Your operator or receptionist is the first point of contact with your organisation for many callers, and offers a lasting impression of your business. Give your operators the Unified Communications functionality they need to be more responsive and handle the challenges of a demanding job.

Operator Console speeds up call handling and provides your receptionists with the tools to treat customers like VIPs over the phone.

Key Benefits

The Console screen provides all the traditional call management tools, wrapped in an intuitive GUI with lots of innovative features. Your operators manage more calls in less time and become more productive.

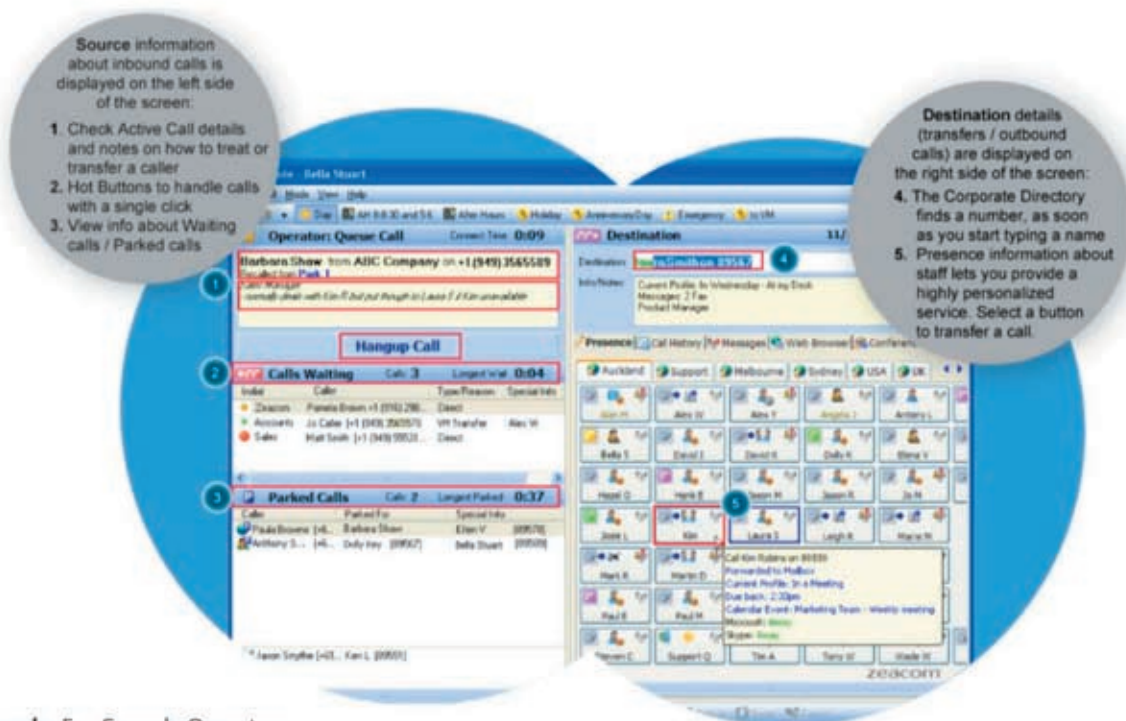
- Handle larger call volumes, with less staff – With single-click transfers and hot buttons
- Offer your customers a more personalised service – Using screenpops and Rich Presence

- Speed up response times and lower call abandonment rates – Set up back-up operators for overflows in other parts of the business. All they need is their PC.

You will enhance the 'shop front window' of your business, as you empower your operators and let them provide superior service.

Key Functionality

- Your operator can identify incoming calls before they answer them, through Calling Line ID and screenpop info from the database, and can see 'notes' about callers. Every single contact is treated with the importance they deserve.
- Monitor extensions, quickly find and connect people, and manage large volumes of calls. The quicker the service, the lower your call abandonment rates.
- Provide details on staff whereabouts through Rich Presence. Show operators at a glance who is available to talk, where they can be reached, or when they will be available. Stop voice mail jail and save everybody time.
- Speed up call processing with quick mouse clicks and hot keys. Operators can use 'drag and drop' to transfer callers directly to the right extension. Use 'blind' transfers if there's no time to answer them



Console: For Console Operators

