

UNIVERGE® SV9100 COMMUNICATION SOLUTION



Empowering the Smart Workforce

www.nec-enterprise.com



Contents

- 4 The Smart Workforce
- 6 Smart Mobility
- 8 Smart Call Management
- 10 The Smart Contact Centre
- 11 The Desktop Telephone Reinvented
- 12 Elegantly Designed & Feature Packed
- 13 UNIVERGE IP and Digital Desktop Telephones
- 15 Smart Scalability

Change the way you work with **NEC UNIVERGE® SV9100**

Competitive businesses come in all sizes but usually have one thing in common: great teamwork. And in the age of increasingly disparate working locations for employees, communications play a crucial part.

Get the most out of your workforce with the SV9100 from NEC. It's designed for real people and real business and gets your team working together from day one:

- > Make quicker, better informed business decisions without waiting for the next weekly office meeting
- > Respond more quickly and efficiently to customer requests to drive loyalty and keep ahead of your competitors
- > Empower your workforce with Smart Communications



Empowering the
Smart Enterprise

Let's work together!

NEC UNIVERGE® SV9100 delivers



Make a smart investment

The SV9100 comes with an unprecedented warranty and future-proof technology that meets the demands of your multi-generational employees. Recognized as having the highest level of customer satisfaction among Unified Communications vendors, NEC also brings you an incredibly smart investment. Our Unified Communications platforms have been recognized by industry experts as having one of the lowest total costs of ownership on the market.

- > Unsurpassed warranty for peace of mind
- > Future-proof technology that meets the need of the multi-generational workforce
- > Recognized with the highest Customer Satisfaction among UC vendors*
- > Lower total cost of ownership**

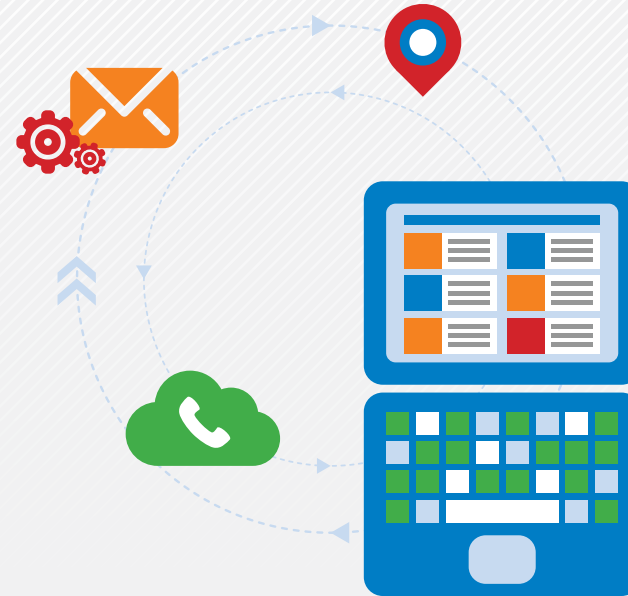
Work with smart IT

Interruption of communications services means downtime for your business, customers and loss of revenue. That's why NEC's SV9100 platform is one of the easiest to configure Unified-Communications-capable systems on the market. The SV9100 easily integrates with existing IT technology as a fully interoperable digital or IP system. The user-friendly management interface streamlines system administration, giving IT Voice, Unified Communications and Voicemail from one central location.

- > Simple configuration and low maintenance
- > Works as a digital system, IP system or a combination of the two
- > SIP technology provides disaster recovery
- > Easy integration with email apps incl. Microsoft® Outlook® & CRM integration e.g. Salesforce

The Smart Workforce

Keep working, stay connected



In the office

During a working day, employees are actively in and out of meetings, moving around the office and other departments. Stay in touch with the flexible options the SV9100 offers to ensure calls are delivered regardless of location:

- > **Keep talking** – Stay connected with NEC's Bluetooth handsets which can be paired with mobile phones for the ultimate in flexible communications
- > **Hot desking** – Allows handsets and desk space to be shared by a number of employees, helping keep costs down
- > **Call recording functionality** – Resolve disputes instantly, avoid litigation, stop-start recording for credit card orders, telesales training tool and more!

In the boardroom

- > **Flexible boardroom meetings** – Audio and video conferencing capabilities for maximum convenience and spontaneity
- > **Increased communication 'visibility'** – Call management tools provide a real-time snapshot of caller activity and customer service levels across the company
- > **Remote management** – Key call performance summary reports can be automatically emailed as a PDF to your directors



At the reception desk

The shop window to your business – here's how to create a smarter reception area:

- > **Lower costs** – NEC Door Phones can enable other team members to easily man reception duties during quieter periods, saving on overhead
- > **Save time** – With Click-to-dial, quickly connect to the person you need to reach
- > **Greet your callers by name** – Caller ID enhances your customer service



Your mobile sales team

For your sales team and teleworkers, travelling to and from various business meetings, having more than one method/number for communications can be time consuming and confusing. Salespeople have to be in the know – all the time, no matter where in the world they are.

- > **Mobile Extension** – Allows a user to be contacted on a single number, regardless if a call is taken on their desk phone or mobile
- > **Mobile calls** – Can be recorded as you would a desk phone call

At the warehouse

Communications need to be just as advanced in the warehouse as in the office. Gone are the days when an old mobile handset will suffice.

- > **IP DECT handsets** – offer a wide range of choices and advanced feature sets to remain connected in all departments
- > **Safety features** – Include Man Down, Location Detection and more



Your homeworkers

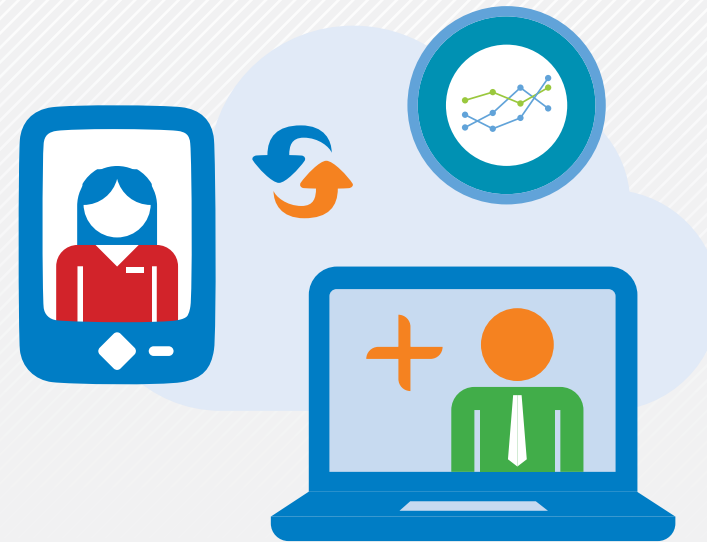
Users can enjoy a complete phone user experience from their home office plus greater working flexibility. Individual and business benefits include the cost and time savings of travel and even the associated costs of workspace.

- > **Desktop telephones** – Provide access to system features from the home, e.g. company directory, call transfer and more
- > **Video conferencing** – Face to face communications with colleagues and customers



Smart Mobility

Communicate Anywhere, Any Time



On the road

Treat your smartphone like your deskphone with Mobile Extension. Enjoy the SV9100 system features while you're on the move.

- > Remain contactable through one extension number wherever you are – reduce voicemails and 'telephone tennis'
- > Use system features on the move – including call back, transfer and caller ID
- > Call recording capabilities on your mobile – your peace of mind is no longer restricted to just landline calls

Mobile office

For flexible calling options, pair up your mobile with the Bluetooth deskphone adapter:

- > Bluetooth adapter provides a collaboration between a smartphone and your deskphone
- > Seamlessly continue a call started on your deskphone on your mobile



Larger sites & campuses

Ideal for campuses and other large premises environments, WiFi handsets have advanced wireless features for organizations on the go.

- > Seamless roaming within multiple business locations
- > Cost reduction through simpler IT management
- > Multi-line operation



“Increase your customer service levels and you’ll increase your business”



Introducing mobile integration

Combining WiFi, Fixed Mobile Convergence (FMC) and smartphone technology, the NEC Mobile Integration is a sophisticated solution offering users seamless access to a variety of networks across the premises of an organization.

- > **Single Number Reach** – Provide colleagues and customers with a single phone number
- > **Unified Voice Messaging** – No need to check multiple voicemail boxes for messages
- > **Seamless Roaming** – Use a smartphone to easily transfer calls from the business’s WiFi network to a cellular network, and back again
- > **Enterprise Dialing** – Use a smartphone to make station-to-station or external calls

On your premises

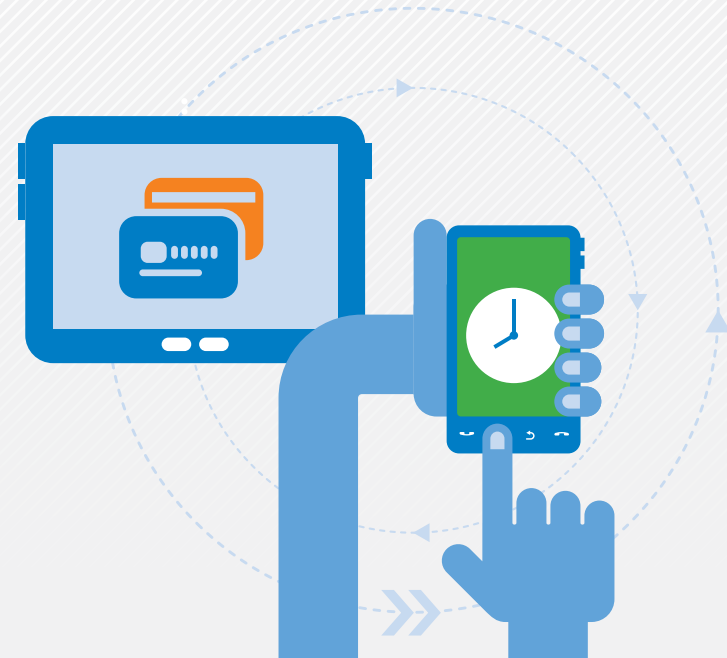
For the ultimate devices for voice, text messaging and in-house mobility - the SV9100’s IP DECT wide ranging portfolio includes:

- > Security features including Man Down, Location Detection capabilities, SOS and more
- > Latest CAT-iq technology combining DECT and WiFi technology for data access on the move
- > Robust handsets for tougher environments



Smart Call Management

MyCalls – The business boosting application suite



MyCalls provides your team with the tools to succeed in making your business more customer-centric and more profitable. From call management, call centre management, call recording and call activity analysis – real-time stats enable sharper responses to fluctuating call traffic.

Want to ensure calls are always answered?

- > **Alarms** can be programmed to alert a manager or an operator when a set rule is broken i.e. call unanswered for over 20 seconds. Your alarms 'keep watch' while you get on with your daily tasks.
- > **Reporting** which can be scheduled or run on demand, including call costs, response times and staff telephone performance – ideal for fine tuning your service levels.
- > **Multiple office branches?** MyCalls Enterprise gathers and consolidates call information from all sites and can be managed from a single desktop.

Want to increase your customer service levels?

Screen-pops speed up workflow by providing caller information even before a call is taken. Your customers can be greeted by name and handled more promptly.

Empower your receptionist

- > **Presence** provides a 'bird's eye view' of your team's availability. Individuals become more reachable, enabling you to find the company expert quickly for that crucial customer enquiry
- > **Call History** – Provides instant reference for all inbound, outbound and missed calls instantly to see who's called
- > **Drag & drop call control** – Easy call management and prioritisation
- > **Instant Message** – Receptionists can send an urgent Instant Message to another employee e.g. an urgent call waiting or a visitor in reception



Give your agents control

Agent control gives your team the flexibility to log in and out of ACD queues to cope with fluctuating call traffic. Up to the minute call queue information and customisable alerts allow managers and call centre staff to see their performance in real-time. Don't keep your callers waiting! Call Completion Codes encourage faster 'wrap up' times and more traceable results.

Want to be covered?

Call recording gives you the peace of mind so you always prove who said what. Disputes can be resolved quickly and painlessly saving you time, money and hassle. Stop-start recording enables credit card bookings to be taken over the phone, plus it's also an ideal training tool for your team such as sharing effective sales calls, reviewing telephone skills and more.

Real-time call volume chart by the hour

Colleague Presence status

Number of current queuing callers

Number of abandoned calls



The Smart Contact Centre

Advanced solutions for demanding customers



Cool, calm and collected contact centers

Today's customer expects to be able to communicate with your business in their own time in whatever way they choose. The increase of online ordering and reduction in telephone enquiries means a contact centre needs to adapt quickly.

The SV9100 Contact Center suite provides you with all the tools necessary to make each interaction between your customers and your business quick and easy. Between improved response times, reduced abandon rates, lower operating costs, and increased revenues, both you and your customers will see a rapid return on your investment.

5 ways to transform your contact center

- 1 Improve your customer service** – Skills-based routing means callers experience quicker, more efficient service
- 2 Measure and manage your team** – Judge their performance on a daily basis with customised reports
- 3 Keep your customers satisfied** – The Callback feature means customers who are unable to hold can leave a message and receive a call back
- 4 Deliver multimedia easily** – Multimedia Queuing delivers all your communications to your agents in the familiar way calls are delivered and prioritised
- 5 Motivate your team** – Dynamic wallboards encourage healthy competition between agents with performance levels displayed in real-time



The desktop telephone **Reinvented**

Communication continues to evolve each day, and to keep up, so must your desktop telephone. The increasing technological innovations of smartphones and tablets has led to the creation of a new breed of desktop phone. NEC's new UT880 integrates the traditional desktop telephone and an Android tablet into one device that provides you with an innovative, feature-packed desktop phone that revolutionizes your calling experience.

UC functionality

The UT880 also provides you with access to your NEC desktop client. All UC functionality, from corporate directory, presence, and instant messaging to unified messaging and call control, is available at your fingertips.

NEC's UT880 takes it to the next level

- > A full seven-inch color display with four-finger multi-touch capabilities
- > UNIVERGE Multi-Line client that emulates any NEC telephone
- > Open interface for application development
- > Supports SV9100 platform voice functionality and hands-free speakerphone
- > Integrated Bluetooth capability
- > Built-in camera for video conferencing
- > Android OS support
- > Multiple login support
- > USB port



Elegantly Designed & Feature Packed

Full Color or Gray Scale LCD

Call Data: Time & Date, Extension Name and number and incoming Call Info

Data: XML capabilities/application information when not in a call

Message Waiting Indicator Light

Viewable from front and back of the phone
IP – 7 Colors | Digital – 3 Colors

Wideband Handset

Color Options

Piano Black | White Porcelain

Soft Keys

Voice switch controlled and features dynamically change depending on state of phone

Transparent Line Keys that Light Up

One touch access to system features such as:
Extension Dialing | Lines/Call Park
Voicemail Box | Call Recording | Security

Speaker phone

Feature Keys

Recall | Feature | Answer | Microphone

Adjustable Stand

4 adjustments

Menu key

Call history - redial/missed calls
Directories | Settings: ring volume

Customizable Backlit Keypad

Options: ACD | Retrofit | French
Spanish | Braille Stickers

Navigation Cursor

Microphone

Support for full duplex hands-free operation

Hold, Transfer & Speaker Buttons



IP and Digital Desktop Telephones

A premium deskphone for every member of your organization



DT410

DT410 Digital Desktop Telephone

- > 2 key non-display or 6 key display
- > Entry level phone
- > Hands-free, Half Duplex
- > Soft keys / LCD prompts
- > Directory dial key: 10 Feature Key support
- > Wall mountable
- > Message waiting indicator



DT430 & DT830

DT430 Digital Desktop Telephones

- > 12, 24 or 32 programmable keys (fixed terminals)
- > Backlit keypad
- > Backlit Line keys
- > Desi-less (8-line display) version
- > Hands-free, full duplex
- > Headset support, optional support for EHS
- > Soft keys/LCD prompts
- > Directory dial key: Navigation cursor
- > Call history
- > Bluetooth support (BCAZ)
- > Wall mountable



DT430 & DT830 Dual Display (Desi-less)



DT830CG Color Display

DT830DG & DT830CG IP Desktop Telephones

- > 12, 24 or 32 programmable keys (modular support)
- > Backlit keypad & Line keys
- > Desi-less (8-line display) version (DT830DG)
- > Hands-free, full duplex
- > Headset support, Optional support for EHS
- > Soft keys/LCD prompts
- > Navigation cursor & Directory dial key
- > Call history
- > Gigabit Ethernet
- > USB Port – Smartphone charging, downloading images for display (Except on display model)
- > Bluetooth support (BCA-Z)
- > Wall mountable
- > XML open interface capabilities
- > VoIP encryption

DT830 IP Desktop Telephone - same as DT430 plus

- > Network support 10/100 Ethernet
- > Backlit LCD screen
- > XML open interface capabilities
- > VoIP encryption

DT830CG IP Desktop Telephone above features plus

- > Full color backlit LCD display - large size (105.5 x 67.2 mm)



8-line Key Module



60-line DSS Console

A woman with blonde hair, wearing a blue short-sleeved top, is sitting at a desk in an office. She is smiling and talking on a black corded telephone. The office background shows cubicles, desks with papers, and other people working. A computer monitor is visible on the right side of the frame.

“The SV9100 remains cost effective from 10 users to over 800 – scalability at its best!”

Smart Scalability – Scale more efficiently

Grows with your business – From 10 to over 800 users



Handsets for every work situation – IP DECT, WiFi & Terminals



Business boosting applications – Extend your communication



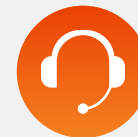
UC & C



Call Management



Unified Messaging



Contact Center



Mobile Extension



Management



NEC Enterprise Solutions provides IT & Communication solutions to small, medium and large enterprises in both the private and public sectors. Designed for open connectivity, high availability and flexible growth, our innovative solutions incorporate the latest voice, data and video technologies and enable real-time, collaborative working, increased productivity and customer satisfaction. Our servers, storage solutions, software and virtualised workstations enable businesses to maximise operational efficiency, performance and profitability. NEC Enterprise Solutions serves its customers across EMEA (Europe, Middle East & Africa) through a network of direct sales organizations, business partners and value-added resellers. For more information, please visit: <http://www.nec-enterprise.com>.

10-202-01 September 14 © 2014 NEC Corporation. All rights reserved. NEC and the NEC logo are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All trademarks identified with © or TM are registered trademarks or trademarks of their respective owners. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice.

For further information please contact NEC EMEA or:

