



## UC for Enterprise Mobility (UNIVERGE® MC550)

Unified Communications Plus Mobility = Improved Productivity

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, employees can be reached anytime, anywhere with a single phone number and voice mailbox. The 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.

### *At a Glance*

- Single number reach and voicemail
- Transparent bridging of calls to any external phone
- An easy-to-use interface for setting contact rules and changing status
- Improved efficiency and productivity
- Increased customer satisfaction

As an integral part of the UC for Enterprise suite, this application strengthens our UNIVERGE®360 approach of role-based communications by providing each employee the ability to tailor their communications to fit their role. This marriage of adaptable technology to an employee's daily business activities can help any organization become more efficient, responsive, collaborative and productive.

### *Single Number Reach and Voicemail*

The UC for Enterprise Mobility enables employees to be reached via a single number - regardless of their phone type, location or service provider. With UCE Mobility, up to five external phones (i.e. cellular, home phones) can ring simultaneously and immediately deliver the call to the intended employee. If that desired employee is not available, the call is directed to his or her business voicemail account. 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.

### *Transparent Bridging of Calls to Any External Phone*

UC for Enterprise Mobility transparently bridges calls received by the UNIVERGE SV8500 Communications Server to any external phone. 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 location or service provider. This provides the user the flexibility to always be in touch anywhere, anytime.

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

Through the UC for Enterprise Desktop Client (UNIVERGE UC700), users can establish their own set of contact rules to define how they want to be reached for any given status. With the UCE Desktop Client's intuitive interface, setting these rules is quick and easy. Users can even customize the status list with their own preferences. Creating a contact rule is as easy as clicking a status type (such as Away from Desk) and choosing the phone numbers that you want to ring when a caller is trying to reach you.

Whether a user is at the desk or on the move, the status is easily changed via either the UCE Desktop Client or the web. A simple click on the status drop down menu in the UCE Desktop Client is all it takes to change your status. Users can perform those same steps for the same results using a web-based browser – even via a browser on a cellular phone.



UCE Desktop Client  
Contact Rules Screen

UCE Mobility Status Control Screen

## 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

<b>UC for Enterprise Applications Platform (UNIVERGE OW5000):</b>	R3.3 or higher
<b>Separate Server Installation if OW5000 is not configured for IIS operation:</b>	<ul style="list-style-type: none"> <li>- Windows Server 2003 Standard Edition SP1 or Windows Server 2003 R2</li> <li>- 2 GB available hard drive space</li> <li>- 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)</li> </ul>
<b>Communications Server:</b>	<ul style="list-style-type: none"> <li>- UNIVERGE SV8500 S2 or later</li> <li>- UNIVERGE SV7000 R26 or later (Proper OAI required)</li> <li>- UNIVERGE IPX R26 or later (Proper OAI required)</li> </ul>
<b>Compatible Operating Systems:</b>	RIM, Symbian, Windows Mobile, and iPhone

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