



# UC for Enterprise Attendant for Business (UNIVERGE® UA5200)

The Next Generation Attendant Solution for Business

Does your business need a cost-effective attendant console that makes your workers more efficient while improving customer service? NEC's latest software release for the UC for Enterprise (UCE) Attendant for Business was designed specifically to optimize business performance and boost your standard of service.

As part of the UC for Enterprise suite of applications, the UCE Attendant for Business provides cutting-edge technology to deliver the very latest in advanced call-processing capabilities and productivity enhancements. The UCE Attendant for Business gives you specific tools, based upon each user's role, to make your staff more productive without increasing your costs.

## *A Cost-Effective Way to Increase Productivity and Security*

The UCE Attendant for Business promotes optimal call management for businesses by delivering the tools necessary to manage heavy call volume. Repetitive activities such as answering and transferring phone calls are instantly streamlined. Additionally, this Attendant for Business provides additional functionality that utilizes the existing Dterm® Play/Record functionality to improve productivity and enhance security.

## **Flexible Call Routing**

The UCE Attendant for Business enables you to choose the type of call routing that best fits your organization's requirements. You can choose to route calls via an Automatic Call Distribution (ACD) mode or a loop mode. This routing flexibility provides the opportunity to tailor the system specifically for your business.

## *At a Glance*

- A cost-effective way to increase productivity
- Seamless integration of existing UCE Application Platform data
- Additional UCE Application Platform administrator enhancements
- Migration from NEC's OpenWorX® Business Attendant System console application ensures continued support

## Call and Threat Recording

With the UCE Attendant for Business, your attendant can record calls either automatically or on demand. If programmed to automatically record calls, calls received by the operator are stored on the attendant's PC or on a network hard drive. Recordings are set up in a circular buffer – meaning that only a set number of calls received will be stored before the first call is erased and replaced with the last arriving. The default number of calls in the buffer is 10, but this number can be increased or decreased by the administrator.

If the attendant wishes to save a specific call, he or she can utilize the feature's Save Recordings option to save the current call and begin a new buffer. This option is exceedingly useful in the event of an emergency or threatening call.

## Automated Attendant Greetings

The Automated Attendant Greeting provides a greeting to the caller in the attendant's own voice. It can also automatically play back pre-recorded voice greetings over the operator's handset or headset. These greetings are linked to each operator's login, so that the correct greeting is played even if the console is shared. The greeting can also be changed based on the time of day or the telephone number the caller is phoning from. This feature is especially useful for operators in multi-business environments.

## Seamless Integration of Existing UCE Application Platform Data

The UCE Application Platform automatically imports all user information in the UCE Management database and associates all existing mapped contact methods with users. After this initial synchronization, the UCE Application Platform automatically receives modifications to the UCE Management user information and changes the appropriate database accordingly.

## Additional UCE Application Platform Administrator Enhancements

The UCE Attendant for Business improves the functionality – as well as the look and feel – of the User Administration Interface.

These enhancements include the addition of:

- **Rich Presence** information which integrates with other presence-enabled applications and displays for directory entries and speed dials. The directory or speed dial shows the attendant the location of each user or the user's return date and time. The attendant can also change user presence information if necessary. Both of these integrate with the UCE Desktop Client. Presence information can come from telephone, UCE Desktop Client and Outlook calendar.
- **Color-Coded Directory Entries** that give the attendant the ability to see different entry types, user statuses, organizations or locations at a glance. The color codes offer flexible configuration, and the system administrator has the option to force the attendants into a single color scheme or to enable them to program their own color codes. Color-coded entries can even be disabled altogether.
- **User Message Taking** which lets the attendant take user messages and sends them to those users via email or phone. When a user has an unread message and calls from his or her listed phone number, a pop-up display alerts the attendant. The attendant can then provide the user with the message. Additionally, the user's Message Waiting Light lights up on his or her telephone when he or she has a message. This display prompts the user to call the attendant for a message.

## Migration Ensures Continued Support

If you are currently using NEC's OpenWorX Business Attendant System (BAS) console applications, you need not be concerned with end of life or end of support issues. When you migrate from BAS to the UCE Attendant for Business, it ensures that your NEC communications solutions will be supported for years to come.

The cost-effective UCE Attendant for Business's advanced features and assurance of continued support can enhance the productivity of your staff and help keep your customers happy. Now is the best time to take advantage of this productivity-enhancing application.

Empowered by Innovation



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SW09003 | v.08.28.09

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