

UNIVERGE® SV8000 Series Desktop Suite



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**NEC**

The SV8000 Series Desktop Suite is for use on the SV8100 Communications Server and combines the functionality of three products, PC Assistant, PC Attendant and the SP310 Softphone. Desktop Suite enables users to become mobile and more productive.

### PC Assistant

The Desktop Suite's PC Assistant enables workers to get more done in less time by giving them the ability to manage their telephone sets directly from their desktop PCs. With just a few clicks of the mouse, users can easily access features such as speed dialling, call management and contact lookup while benefiting from seamless CRM integration. Thanks to the robust networking capabilities of the UNIVERGE SV8100, up-to 128 extensions can be networked on a single SV8100 system running the Desktop Suite.

#### A simple interface with a flexible directory

Rather than remembering feature codes, SV8100 users simply click easy-to-understand icons on their computer screens for functions including Hold, Transfer, Conference, Park, and Barge-in.

The PC Assistant also simplifies call management by keeping track of current call status. For example, when you are not on a call, the Answer, Transfer, and Conference icons are dimmed and cannot be selected. This simple interface is clear and easy for users to understand.

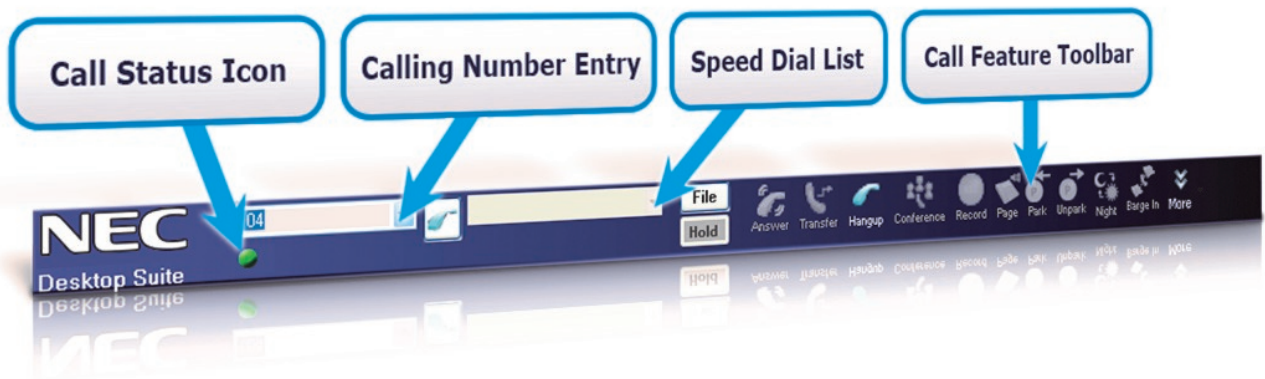
PC Assistant also makes it easy to look up a telephone number and place a call. Directories are flexible and accessible and tailored to a user's display preferences. The search function narrows the results displayed as the name is typed in the search box. So, when the user zeros in on the correct name, a simple click on the party's listed telephone numbers will instantly place the call.

#### CRM integration

PC Assistant integrates with popular contact and CRM applications to leverage their information. SV8100 systems can be configured to automatically search the user's Outlook database when a call comes in and to display an Outlook contact window with the caller's contact information. This feature dramatically improves customer service and satisfaction by enabling users to reference existing customer information rather than having to collect it each time. The user can also dial from Outlook by simply opening the Outlook contact window and clicking Dial. Once the dialled call is answered, all of the SV8100 feature icons for active calls are available. Users can disconnect a call through either PC Assistant or Outlook.

#### Call logging and recording

All calls made or received via users' desktop phones are automatically entered into the Call Log while the Desktop Suite is running. Call Log keeps a complete record of all calls made (even those made manually). Additionally, calls can be recorded to the Call Log and saved as audio (.wav) files for later review.





### PC Attendant

The SV8000 Desktop PC Attendant helps improve call management and increase productivity by placing a complete attendant console right on the operator's PC. It enables operators to work more efficiently by giving them the ability to transfer and manage calls on-screen through a completely intuitive graphical user interface (GUI). The operator can perform common user functions such as Transfer, Park and Page with a single mouse click.

In many ways, PC Attendant provides the functionality of PC Assistant for operators. A pop-up window displays when a call comes in and the operator handles the call by simply clicking on the window. Caller ID details are displayed on-screen, and the operator can access information about a requested line's status. Additionally, transferring calls, parking them or taking a message can be done with a simple mouse click, so the operator can work on other projects on the PC without missing calls or interrupting their work.

PC Attendant's performs CRM integration with CRM applications including Microsoft Outlook and can be configured to search Outlook contacts and display matching information when a call is received.

Every call made or received on a desk phone while PC Attendant is active is entered into the Call Log. Call Log can be used at any time to see all calls made - including those dialled manually - through Attendant, Outlook or another CRM application. Calls can even be dialled easily from the Call Log and recorded through PC Attendant's record function. Recorded calls (stored as .wav files) can be replayed through the PC, archived or emailed.

### Networking

As many as eight PC Attendants can be networked on a single system, providing businesses the opportunity to ensure that phones are covered at all times.

### Integrated intelligence

The PC Attendant enables operators to monitor as many as 256 extensions, 256 virtual extensions and 200 outside lines. For even quicker access to information, a lines can be grouped and arranged under tabs. This allows operators to determine the status of a specific monitored extension with a glance. If an operator inadvertently transfers a call to a busy line, an option menu displays that provides the ability to transfer the call to voice mail and set auto call-back. A call log records each user's incoming and outgoing calls as well as each call's time, date, call length and caller ID information.

### Enhanced message management

Using the PC Attendant's quick message function, the operator can send a personalised message to a user's PC or directly to a Multi-line display telephone. These quick messages alert the user that a call is waiting and offers a choice of four responses either via PC or through pressing a soft key on the telephone.

## SP310 Softphone

With the SP310 Softphone, users can make and receive calls via their PCs. When an incoming call is received, the Softphone automatically launches, and audio output is heard through the PC speakers. Users can have confidence that they are not missing calls even while they are not wearing their headsets.

### A mobile solution

The SP310 resides within your computer, so no additional equipment is needed to access all of its features from anywhere you can connect to your corporate network. It's like taking your desktop phone with you. Even while on the road, a high-speed connection can be used to check voicemail and place calls while online.

## Other benefits

Even without taking into account the additional features of the Desktop Suite, the SP310 provides many benefits to your organisation. It can facilitate:

- Decrease desktop expenses through the purchase of fewer hardware terminals.
- Enhanced customer satisfaction by providing more mobility to employees.
- Improved employee productivity by permitting alternate work environments.

## Additional features

In addition to the enhanced functionality, mobility and improved integration provided by the inclusion of PC Attendant, PC Assistant and the SP310 Softphone, the SV8000 Series Desktop Suite offers additional high-end features that enable users to collaborate easily.

Feature	Enables users to:
Video	Conduct a video call with others
Whiteboard	Collaborate and share drawing tools with others via a PC display
Application Sharing	Share Windows applications and collaborate with other users
Chat	Instant message other Desktop Suite users
FTP	Send files to other users

With SV8000 Series Desktop Suite, your company can provide customers the attention they deserve. It can increase employee collaboration and provide the enhanced productivity needed in today's increasingly mobile world.



UNIVERGE360 is NEC's approach to unifying business communications.

It places people at the centre of communications and delivers on an organisation's needs by uniting infrastructure, communications and business.

For more information, visit [www.nec.com.au](http://www.nec.com.au), email [contactus@nec.com.au](mailto:contactus@nec.com.au) or call 131 632

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