

Includes  
Latest  
InApplications  
Portfolio

# UNIVERGE® SV9100 COMMUNICATION SOLUTION



Empowering the Smart Workforce

[www.nec-enterprise.com](http://www.nec-enterprise.com)



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## 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

Interruption of communications services means downtime for your business, customers and loss of revenue. That's why the SV9100 has been designed with unsurpassed levels of reliability for peace of mind.

It also meets the demands of your multi-generational employees. Recognised as having the highest level of customer satisfaction among Unified Communications vendors, NEC also brings you an incredibly smart investment.

- > Technology that meets the need of the multi-generational workforce
- > Protection against Toll Fraud
- > Smart InApplications – no extra cost of servers required
- > Lower total cost of ownership

## Work with smart IT

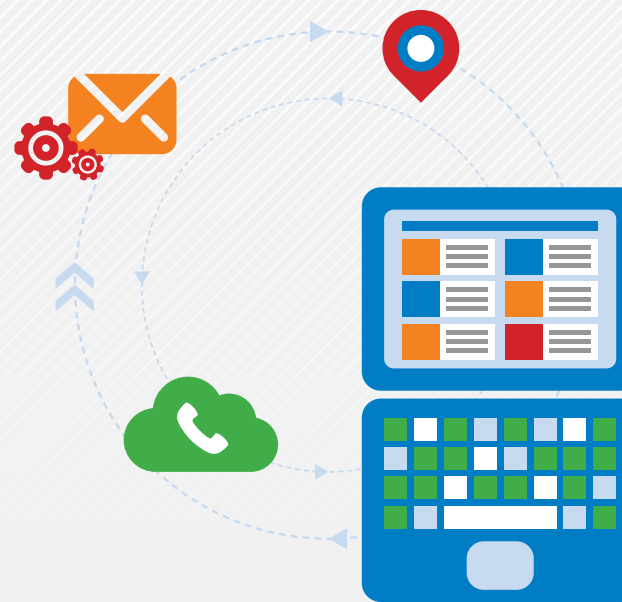
NEC's SV9100 platform is one of the easiest to configure Unified Communications capable systems on the market. It easily integrates with existing IT technology as a fully interoperable digital, analogue or IP system.

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



# 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:

- > **Hot desking** – Allows handsets and desk space to be shared by a number of employees, helping keep costs down
- > **Call recording functionality** – MyCalls 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'** – MyCalls call management tools provide a real-time snapshot of caller activity
- > **Remote management** – Key call performance summary reports can be automatically emailed as a PDF to your directors



## At the reception desk

- > **Lower costs** – NEC Door Phones can enable other team members to easily man reception duties during quieter periods, saving on overheads
- > **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
- > **Efficiency** – MyCalls Operator Console enables slicker call routing & messaging



### 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
- > **Softphone** – Make calls from your PC using a USB handset or headset
- > **Video conferencing** – Face to face communications
- > **Collaboration** – Share documents in real time with up to 32 participants



# 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, DECT and WiFi handsets have advanced wireless features for organisations on the go.

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



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



### Introducing BYOD

Using the NEC smartphone application you can connect to the SV9100 via WiFi or across the Mobile Data Network (3G/4G). This allows you to make and receive calls as a regular extension user giving the added advantage of:

- > **Single Number Reach** – Provide colleagues and customers with a single phone number
- > **Unified Voice Messaging** – No need to check multiple voicemail boxes for messages
- > **Roaming** – If the smartphone is not connected due to lack of Network, the SV9100 can still route calls to your GSM number.
- > **Universal 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 technology** - Combining DECT and WiFi technology for data access on the move
- > **Robust handsets** - For tougher environments
- > **New!** - High Definition Audio
- > **Integrated handsets** - With system features available with single button access



## InApps

The SV9100 now includes an expanded and diverse portfolio of InApps.

As well as providing compelling business

benefits, these built-in /

on-board apps require no

external PC or server making

them highly cost effective

and reliable. And using

a browser interface, they

provide 24/7 availability for

your business.



## InGuard - Effective 24/7 Toll Fraud Defence

### Are you at risk from Toll Fraud?

The global cost of telephone fraud is around 25bn pounds / euros each year and is rising by 15%.

Toll fraud, also known as phreaking or phone hacking is a risk to businesses of any size with an estimated 85% of business considered to be vulnerable.

A single attack can typically cost a business thousands and as a worst-case scenario result in bankruptcy.

NEC's InGuard application helps defend a business against toll fraud attacks and provides peace of mind for the user.

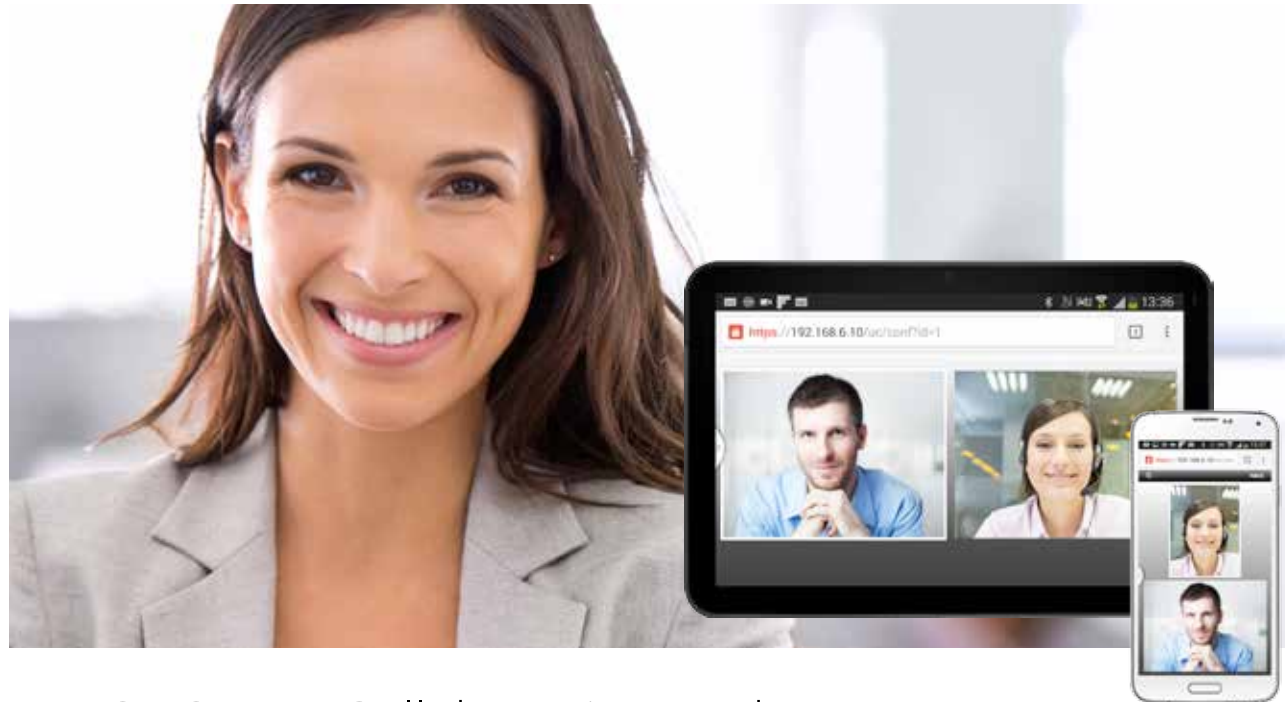
- > Effective 24/7 defence from Toll Fraud
- > Low cost solution (an on-board application) with no extra PC/server required
- > Configurable to your specific business call activity
- > Healthcheck feature to assess any weaknesses during installation



“Not only does this detect a suspected toll fraud attack, it can also help prevent internal abuse of the phone system”

**How does NEC’s InGuard work?**

All call activity is monitored 24/7 and any suspicious call activity is detected instantly. This results in one of two automatic alerts: an ‘alert only’ email sent to designated recipients, or in more severe cases an ‘alert and block’ which prevents any further call activity instantly.



**InUC - Smart Collaboration and More**

**Collaborating with your colleagues doesn’t always mean you’re all in the same room together or even in the same time zone.**

In today’s working environment, employees are spread across different locations. One of the best ways to collaborate with colleagues is by video conferencing.

The SV9100’s InUC utilises WebRTC (Real-Time Communications) providing highly cost-effective video and collaboration working seamlessly within your IT environment. SV9100 users are able to quickly set-up audio and video connections between two or more PCs or devices from anywhere with an internet and VPN or LAN connection.

As well as video and audio conferencing functionality, PC users can work collectively with screen share and shared documents. It’s also ideal for live software demos and presentation slideshows.

- > Video conferencing, document & screen sharing for up to 32 (8x4) SV9100 users
- > Highly cost-effective solution
- > Uses secure connectivity
- > Works via Google Chrome or Internet Explorer v11 on a PC or Android device
- > Includes Presence feature

## InApps cont.

“Optimise your companies communication performance”

## InReports - Call management made simple

NEW

**Quick, easy and cost-effective, NEC's new InReports makes the ideal starting point for call management.**

Call performance is critical to your teams' productivity as well as levels of customer service. InReports provides 24/7 monitoring and analysis of your entire companies communications via a browser.

It then produces pre-defined, graphically enhanced reports which are presented clearly in a number of different ways: Lists, Charts and Wallboards.

Business benefits of InReports include:

- > Easy evaluation of your teams communication performance
- > Real-time business critical stats e.g average answer time, unanswered calls
- > Wallboard display stats for team motivation
- > Pro-actively deter unauthorised calls



# Smart Call Management

MyCalls – Advanced business boosting applications



**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





## Smart Call Management cont.

### 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 with PCI Compliancy, 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 Center

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 center 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

## IP and Digital Desktop Telephones



DT410

### DT410 Digital Desktop Telephone

- > 2-key non-display or 6-key display
- > Backlit keypad (6-key model)
- > Entry level phone
- > Hands-free, Half Duplex
- > Soft keys / LCD prompts (6-key model)
- > 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 EHS support
- > Navigation cursor & Directory dial key
- > Call history
- > Bluetooth support (BCAZ)
- > Wall mountable

### DT830 IP Desktop Telephone

- as DT430 plus:
- > Network support 10/100 Ethernet
  - > Backlit LCD display
  - > XML open interface capabilities
  - > VoIP encryption



DT430 & DT830 DESI-less

### DT830DG

- as DT830 IP plus:
- > 12, 24 or 32 programmable keys (modular support)
  - > Navigation cursor & Directory dial key
  - > Gigabit Ethernet

### DT830CG IP Desktop Telephone

- above features plus:
- > Full colour backlit LCD display - large size (105.5 x 67.2 mm)

### DT820 IP Desktop Telephones

- > 6-key and 8-key DESI-less model (expandable to 32)
- > Backlit LCD display & Line keys
- > Hands-free
- > Headset support, optional EHS support
- > Navigation cursor & Directory dial key
- > XML open interface capabilities
- > Soft keys/LCD prompts
- > Call history
- > VoIP encryption
- > Network support 10/100 Ethernet (Opt 1G)
- > Wall mountable
- > Display: greyscale, backlit, 93.3 x 27.7 mm or 70.04 x 61.04 mm



DT830CG Colour Display



8-line Key Module

60-line DSS Console



## 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



Toll Fraud



**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>.

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