

Sales Sheet

UC for Business:

Knowledge Worker



The everyday application for greater productivity and smarter business

UCB's Knowledge Worker improves the productivity of all employees by consolidating the management of phone calls & faxes with voicemail, staff presence and internal chat - all from the PC.

Knowledge Worker is available in a choice of two applications:

- **Executive Desktop** - Allows executives and knowledge workers to manage their communications from their PC desktop. The handling of phone calls, voice and fax messages can be done more efficiently and productively than ever before.
- **Executive Insight** - Supplies Desktop functionality to **existing Microsoft® Outlook users**, providing management of phone calls, voice and fax messages alongside their emails within one application.

Key features:

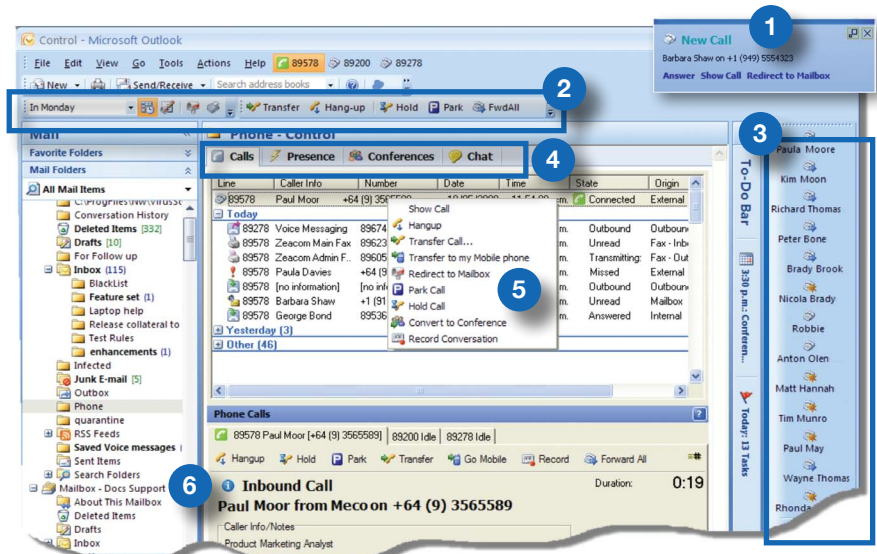
- **Screen-pops** - Caller information displayed enables calls to be answered more professionally and efficiently.
- **Presence** - Status of entire staff whereabouts. Colleagues can be reached more quickly, saving time and avoiding endless voicemails and phone tag.
- **Presence Profiles** - Automatic individual voicemail greetings each time a user leaves the office, along with date/time of return.
- **Calendar Integration** - Profile greetings with ETA are automatically ACTIVATED, based on Outlook Calendar appointments.
- **Control of phone and fax** - All communications can be managed from the PC without having to leave the desk.
- **Customised voicemail responses** - For specific recognized callers, enhancing customer service.

At a glance

- **Ideal for most employees, department experts & managers**
- Unifies all communications in one application
- Intelligent productivity features
- User-friendly Microsoft® Outlook integration
- Advanced Presence application
- Automated screen-pops
- Email calendar integration
- Microsoft Office Communications Server (OCS) gateway
- Add-ons include Executive Mobile & Executive Conferencing
- Presence reporting helps identify where employee time is being spent

Knowledge Worker in Microsoft® Outlook

- 1 'New Call' screen-pop enables each call to be answered, displayed or diverted to voicemail
- 2 Telephony & toolbars are inserted into Outlook for point & click control
- 3 Speed dials including Presence information are always displayed in any Outlook view, ie Calendar, Mail, Tasks, etc
- 4 Tabs for UCB functions: Calls, Presence, Conferences & Chat
- 5 Manage calls from within Outlook including Transfer, Park, Record, etc
- 6 Screen-pop on incoming call with important caller details



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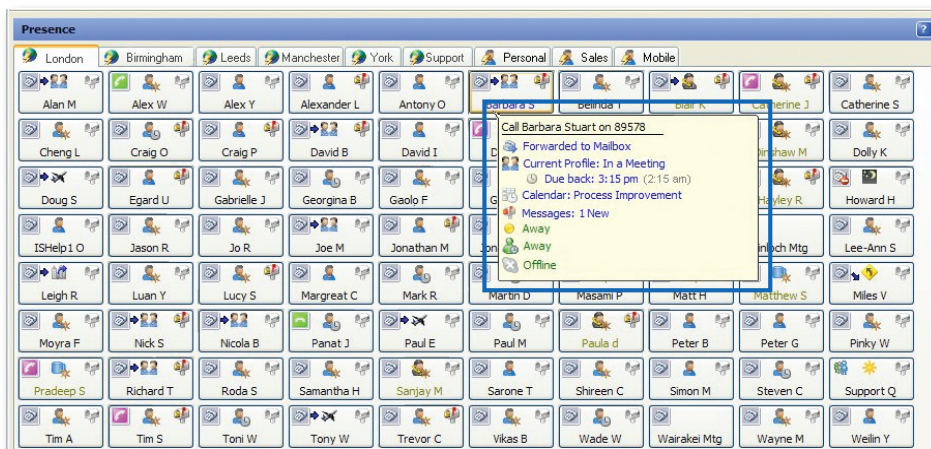
Knowledge Worker



Rich Presence - Built-in application

Rich Presence is an intelligent, everyday tool at the heart of Knowledge Worker. It gives the user a bird's eye view of the organisation by providing real-time information on the whereabouts and availability of staff regardless of their location.

A users' ability to quickly find the company "expert" they require to close a sales call or resolve a customer service inquiry can be the difference between making or breaking a sale.



Presence buttons display detailed information including Instant Messaging, calendar appointments and return time

Key Features

- View the status of all other users within the organisation
- Users are seen to be available if they use their mouse, keyboard or telephone; after 3 minutes (or a configurable period) of inactivity, they are considered to be away
- Users can request return notification for any Presence user; this activates a screen-pop to notify when the person they wish to speak to becomes available
- Other status options include 'Due back 2.30pm', 'Free until 10.30am', 'Lunch', 'Training' etc
- Users can choose to display the subject of their current appointment; this is particularly useful for keeping operators and receptionists informed
- Access to company directory with Presence buttons enable one-touch speed-dialing

Executive Mobile - Add-on application

Field sales teams, managers and home workers can access Knowledge Worker functions from their mobile phone, to maintain maximum reachability.

UCB's Executive Mobile module consists of two complementary applications:

- **Cellular Application** - Offering desktop functionality on a mobile
- **Web Portal browser application** - Provides alternative access to office communications for mobile workers from their home, hotel or laptop browser

Key Features

- Increase reachability with a single number wherever you are
- Direct access to the company directory
- See a colleague's availability in the office before you call with Presence - no more phone tag
- Seamlessly transfer a call from a deskphone to a mobile
- Voice messages, faxes, emails & call history can be retrieved from a mobile
- Texting option available for in-house colleagues

Executive Mobile is an early adopters module; please note some features are subject to the mobile phone used



Executive Mobile provides real-time connectivity, showing Call History, 'Presence' & Phonebook

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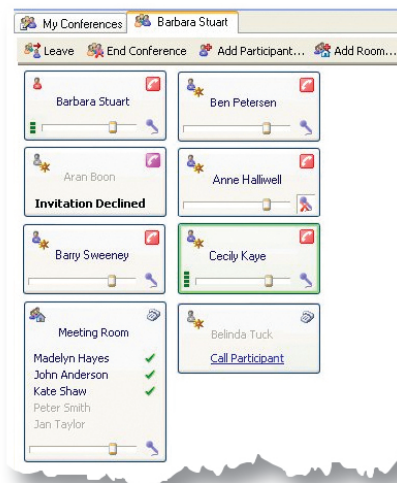
Executive Conference - Add-on application

UCB takes conferencing to new levels of convenience, speed and user experience.

The user-friendly drag-and-drop interface allows up to 32 callers the most intuitive and flexible conferencing possible. Bring new attendees into a conference, split into private groups, move participants between private conversations and more - all with a click of the mouse.

ROI Factors

- Save on costly conference bridges or 3rd party costs
- Save on travel, hotel & fuel costs
- Save on travel time man-hours
- A truly green solution



Key Features

- Emails conference details within Outlook, plus calendar integration
- All attendees' names appear on screen, the current speaker is highlighted
- Screen-pop reminders before conference begins
- Adjustable volume control & mute for all individual attendees
- Click-to-record – simple & secure MP3 recordings, easily archived & accessed
- Secure pin number access

Executive Conference is an early adopters module

Other built-in applications

Unified Messaging

Provides the user access to emails, voice messages and faxes from within a single convenient point - their email application. Heavy users of email, voice and fax messaging will experience a significant increase in their productivity by eliminating the time spent accessing multiple messaging applications.

UM is also ideal for employees that are often away from the office, giving a single point of access for all their messages.

Email Calendar Integration

UCB can be synchronised with your Microsoft® Outlook or Lotus Notes Calendar. This ensures callers automatically receive an appropriate pre-recorded voice message when you're unavailable. eg in a meeting, event, etc.

Appointment details can also be displayed to other Knowledge Workers or Operator Console users, with an estimated time of return (ETR).

Presence Reporting

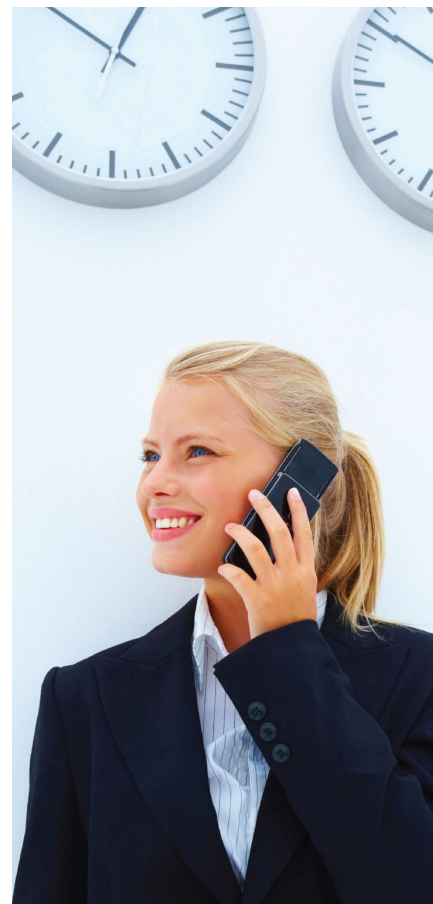
UCB can produce incisive communication activity reports focussing on specific individual company requirements. Ideal for measuring staff productivity, troubleshooting missed calls, KPIs and more.

OCS Gateway (Add-on application)

UCB integrates with Microsoft® Office Communications Server (OCS), protecting your current investment of the SV8100. The SV8100 can be combined with UCB and OCS for a highly powered business tool.

Microsoft® Office Communicator (MOC) users can also enjoy numerous telephony and Presence features.

OCS Gateway is an early adopters module



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Feature Overview

Call Control Features	• Answer
	• Answer Park Hold
	• Blind Transfer
	• Call Waiting Message
	• Cancel Transfer
	• Dial
	• Forwarding
	• Hangup
	• Hold
	• Park For
	• Park Hold
	• Retrieve
	• Supervised Transfer
	• Swap Held Calls

Voicemail Features	• Caller greetings based on Presence status
	• Convert to Conference
	• Mailbox Redirect
	• Message Waiting
	• Personalised VIP call greetings
	• Record Conversation

UCB Features	• Auto Answer
	• Call Forward
	• Call Handoff to Mobile
	• Executive Conference
	• Executive Mobile
	• IP Hotdesking
	• Multi-lines Supported
	• Multiple Call Handling (MCH)
	• Record Conversation to UCB mailbox

UCB Features cont.	• Redirect Call (Ringing or in Conversation)
	• Send Message to a Digital Phone
	• Supervised Transfer
	• Swap Held Call
	• Transfer to Voice Messaging

Please note: The UCB application suite is fully modular and can easily be tailored to specific business requirements. Contact your NEC representative for further details.

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LIT-SV018-1109

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