

Sales Sheet

UC for Business:

Operator Console Lite



A slimmed down version of Operator Console - a low cost solution ideal for small businesses.

Real-time call activity is displayed, telling the company receptionist or operator who's calling, who's available to take the call, and who's busy.

This enables a more personalised service where each caller is treated individually, and they get to speak to the right person more quickly. That means less time on hold, less voicemails, less 'double handling' and less frustration.

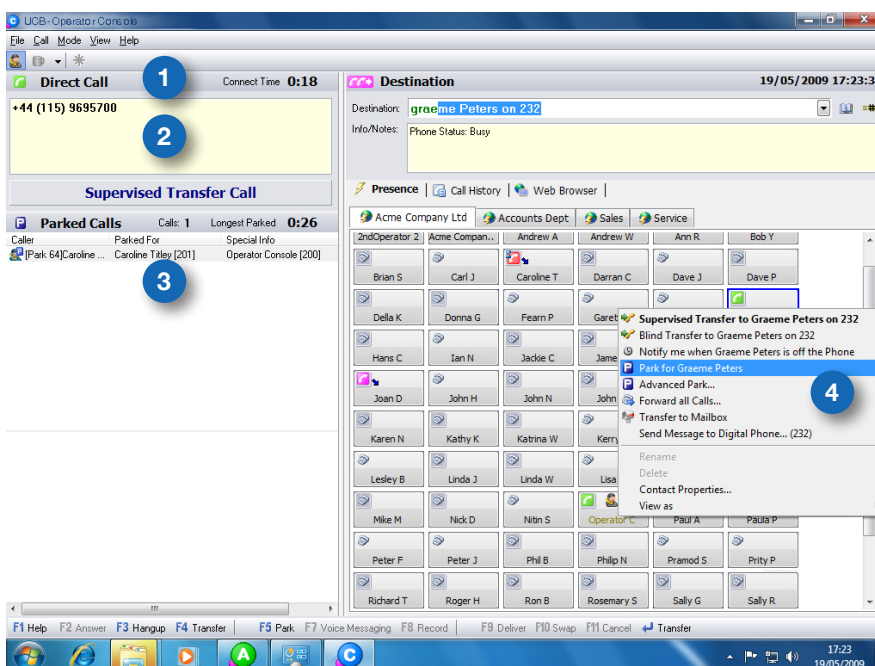
As productivity dramatically increases, an operator becomes more cost effective, and is less likely to need back ups.

- Handle larger call volumes with less staff - with single-click transfers & Busy Lamp Field buttons
- Offer a more personalised service using screenpops & Caller ID - greet your customers by name

At a glance

- **Ideal for receptionists / operators within small businesses**
- Inexpensive, cost-effective solution
- Intelligent Busy Lamp Field (BLF)
- Automated screen-pops
- Message management assisting other BLF users
- Advanced productivity features
- Utilise existing PBX features, eg. in skin attendant, queue messages, etc
- Simple installation - no extra hardware required
- Upgradeable to full UCB Operator Console application

Operator Console Lite's advanced Busy Lamp Field (BLF)

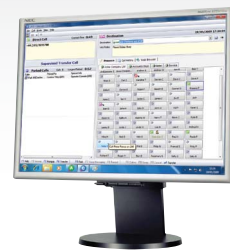


- 1 Duration of current call
- 2 Current call with Caller ID
- 3 Parked Calls - transferred call will appear until answered, and is retrievable at any time
- 4 BLF Button icons - display the status extension, includes one-click dialling & voicemail transfer

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Key features

- **Screen-pops** - Detailed caller ID information can be viewed before answering a call. This enables a more personal service such as greeting a caller by name, and responding more quickly to requests. Calls from top customers can also be prioritised.

- **Presence** - Status of all staff is displayed on the operator's PC, allowing them to take an individual approach to each call. Notification of the expected return time is also displayed.

- **Graphical User Interface (GUI)** - Easy to use, an operator simply point-and-clicks or use hot keys to answer, transfer, hold or make calls.

- **One-touch dialing** – Speeds up call control - with single-click transfers and Busy Lamp Field buttons.

- **Console Reporting** - Receptionists & management can get a real-time picture of number of calls.

- **Call history page** - Quick reference for the most recent inbound, outbound & missed calls.

| Operator Console / Operator Console Lite Feature Comparison | Operator Console | Operator Console Lite |
|---|------------------|-----------------------|
| Call Control Features | | |
| Answer | • | • |
| Answer Park Hold | • | • |
| Blind Transfer | • | • |
| Call Waiting Message | • | |
| Cancel Transfer | • | • |
| Dial | • | • |
| Forwarding | • | • |
| Hangup | • | • |
| Hold | • | • |
| Park For | • | • |
| Park Hold | • | • |
| Receive Message to Display | • | |
| Retrieve | • | • |
| Supervised Transfer | • | • |
| Swap Held Calls | • | • |
| UCB Voicemail Features | | |
| Convert to Conference | • | |
| Mailbox Redirect | • | |
| Message Waiting | • | |
| Record Conversation | • | |
| Transfer to Voice Messaging | • | |
| UCB Key Functionality | • | |
| UCB Features | | |
| Auto Answer | • | |
| Call Forward | • | • |
| Callback Resolution via Phone | • | |
| Common Cancelling Code | • | |

| | Operator Console | Operator Console Lite |
|--|------------------|-----------------------|
| UCB Features cont. | | |
| Conferencing During Transfer | • | |
| Conference, Invite to | • | |
| Default UCD Agent | • | |
| Digital Phone Functions | • | |
| Executive Conference | • | |
| Executive Mobile | • | |
| Initial Modifier Display Name on Phone | • | |
| IP Hotdesking | • | • |
| Management & Administration Terminal (MAT) Interface | • | |
| Mode Change via the Phone | • | |
| Mode Group | • | |
| Multi-lines Supported | • | |
| Multiple Call Handling (MCH) | • | |
| One Mailbox (Cellular Mailbox) | • | |
| Park & Page | • | |
| Query Override Display on Phone | • | |
| Record Conversation to UCB mailbox | • | |
| Redirect Call (Ringing or in Conversation) | • | |
| Send Message to a Digital Phone | • | • |
| Send Tones from Desktop | • | |
| Show Queue on Phone Display | • | |
| System Queue | • | |
| Third Party Voice Messaging | • | • |
| Transfer to Voice Messaging | • | • |

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