

NOW INCLUDES  
Smart  
Collaboration:  
WebRTC & Toll  
Fraud Guard

# UNIVERGE® SV9100 COMMUNICATION SOLUTION



Empowering the Smart Enterprise

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



## Contents

- 4 The Smart Workforce
- 6 Toll Fraud Guard
- 7 Smart Collaboration
- 8 Smart Mobility
- 10 Smart Call Management
- 12 The Smart Contact Centre
- 14 UNIVERGE IP & Desktop Telephones
- 15 Smart Scalability

## 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

The SV9100 comes with an unprecedented warranty and future-proof technology that meets the demands of your multi-generational employees. Recognized as having the highest level of customer satisfaction among Unified Communications vendors, NEC also brings you an incredibly smart investment. Our Unified Communications platforms have been recognized by industry experts as having one of the lowest total costs of ownership on the market.

- > Unsurpassed warranty for peace of mind
- > Technology that meets the need of the multi-generational workforce
- > Protection against Toll Fraud
- > Smart On-board Applications – no extra cost of servers required
- > Lower total cost of ownership

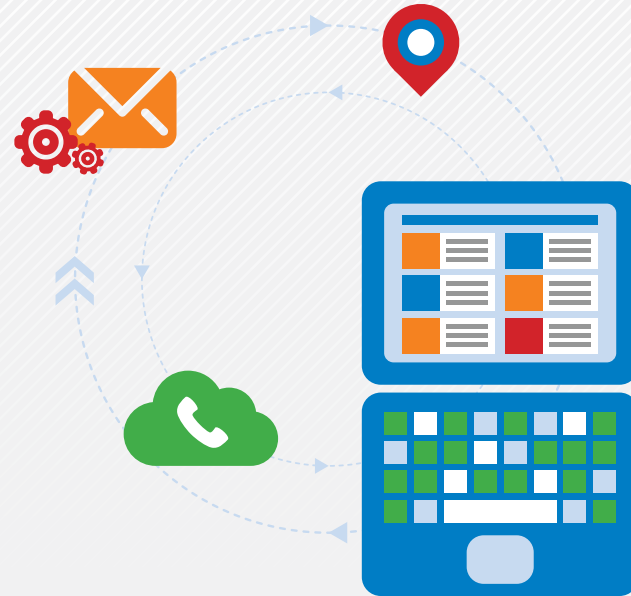
## Work with smart IT

Interruption of communications services means downtime for your business, customers and loss of revenue. That's why NEC's SV9100 platform is one of the easiest to configure Unified-Communications-capable systems on the market. The SV9100 easily integrates with existing IT technology as a fully interoperable digital or IP system. The user-friendly management interface streamlines system administration, giving IT Voice, Unified Communications and Voicemail from one central location.

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

# 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:

- > **Keep talking** – Stay connected with NEC's Bluetooth handsets which can be paired with mobile phones for the ultimate in flexible communications
- > **Hot desking** – Allows handsets and desk space to be shared by a number of employees, helping keep costs down
- > **Call recording functionality** – 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'** – Call management tools provide a real-time snapshot of caller activity and customer service levels across the company
- > **Remote management** – Key call performance summary reports can be automatically emailed as a PDF to your directors



## At the reception desk

The shop window to your business – here's how to create a smarter reception area:

- > **Lower costs** – NEC Door Phones can enable other team members to easily man reception duties during quieter periods, saving on overhead
- > **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



### 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
- > **Video conferencing** – Face to face communications with colleagues and customers
- > **Collaboration** – Share documents in real time with up to 32 participants – see page 8



# Toll Fraud Guard Application

Effective 24/7 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 Toll Fraud Guard 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

## What is toll fraud?

A fraudulent attempt by a hacker to gain unlawful remote access to a phone system, usually via an open SIP port. Attacks are often highly organized from an automated server and once accessed, fraudulent calls are connected and over a period of time, can run up call charges of potentially thousands.

## How does NEC's Toll Fraud Guard 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. The emails explain why calls were considered to be suspicious. Once checked, if the call activity is legitimate the restriction can be quickly removed and your communications continue as normal.



“Collaborating isn’t just about sharing ideas, but also learning more about each other”



## Smart Collaboration – **SV9100 WebRTC**

Collaborating with your colleagues doesn't always mean you're all in the same room together in the same time zone.

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

### **What is WebRTC?**

The SV9100's WebRTC (Real-Time Communications) provides 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.

Collaborating isn't just about sharing ideas, but also learning more about each other and making meaningful connections within a digital work place.

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

# 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, WiFi handsets have advanced wireless features for organizations on the go.

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





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



### Introducing mobile integration

Combining WiFi, Fixed Mobile Convergence (FMC) and smartphone technology, the NEC Mobile Integration is a sophisticated solution offering users seamless access to a variety of networks across the premises of an organization.

- > **Single Number Reach** – Provide colleagues and customers with a single phone number
- > **Unified Voice Messaging** – No need to check multiple voicemail boxes for messages
- > **Seamless Roaming** – Use a smartphone to easily transfer calls from the business’s WiFi network to a cellular network, and back again
- > **Enterprise Dialing** – Use a smartphone to make station-to-station or external calls
- > **uMobility Direct Dialer App** – a SIP extension which provides SV9100 telephone functionality over a WiFi connection

### On your premises

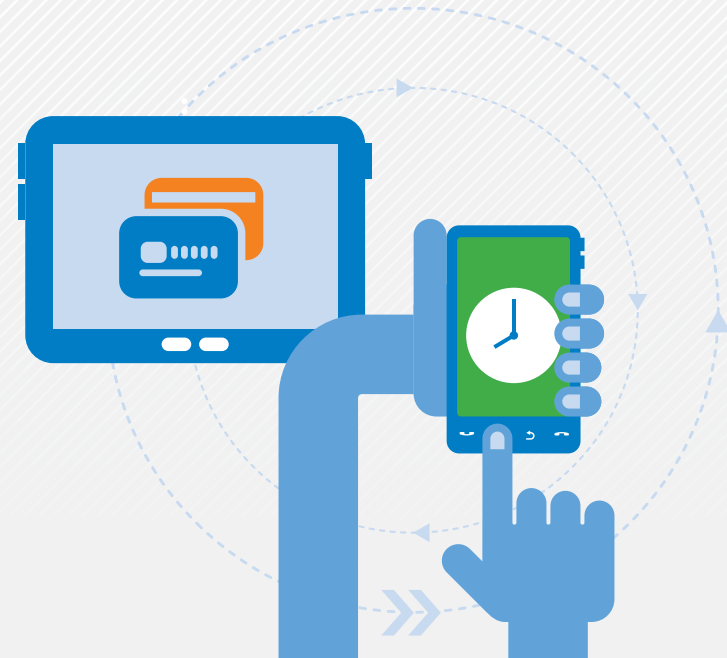
For the ultimate devices for voice, text messaging and in-house mobility – the SV9100’s IP DECT wide ranging portfolio includes:

- > Security features including Man Down, Location Detection capabilities, SOS and more
- > Latest CAT-iq technology combining DECT and WiFi technology for data access on the move
- > Robust handsets for tougher environments



# Smart Call Management

MyCalls – The business boosting application suite



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



### 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-p' 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 Centre

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 centre 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

A woman with blonde hair, wearing a blue short-sleeved top, is sitting at a desk in an office. She is smiling and talking on a black corded telephone. In front of her is a computer monitor and a keyboard. To her left is a white mug. The background shows other office cubicles and a man working at a desk.

"The SV9100 remains cost effective from 10 users to over 800 – scalability at its best!"

## IP and Digital Desktop Telephones \*

A premium deskphone for every member of your organisation



DT410

### DT410 Digital Desktop Telephones

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

### DT830 IP Desktop Telephones

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



DT430 & DT830 Dual Display (DESI-less)



DT830CG Colour Display

### DT830DG & DT830CG IP Desktop Telephones

- as DT830 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
- > 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



8-line Key Module



60-line DSS Console

\* For full range and details per model go to [www.nec-enterprise.com](http://www.nec-enterprise.com)

\*\* expandable to 32

## 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



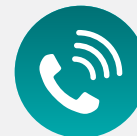
Call Management



Unified Messaging



Contact Center



Mobile Extension



Management



Toll Fraud

\* For full range and details per model go to [www.nec-enterprise.com](http://www.nec-enterprise.com)



**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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