

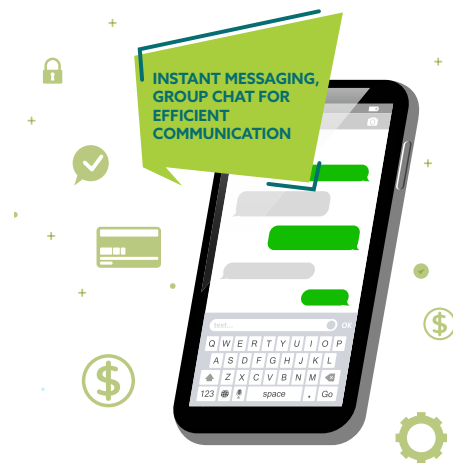
UC SUITE SHORT MESSAGE SERVICE (SMS)

ENRICH CUSTOMER INTERACTIONS
WITH SECURE SMS



AT A GLANCE

- > Subscription-based Short Message Service integrated seamlessly with UC Suite
- > Send or receive SMS directly from the UC Suite Chat window
- > Support for all IP and Analog Trunk types
- > Scalable SMS Deployment; enable just the main number and/or employee's DID number
- > Ability to audit, trace and/or track to help ensure security and compliance of SMS conversations
- > Search messages easily for customer support queries
- > Enhance customer experience by offering new method of interaction that is quick and easy



SUCCESSFUL COMPANIES VALUE SMS

- > Messaging is no longer limited to personal communications. Consumers want to interact with businesses via text message and businesses benefit with more engaged customers. In fact, while 17% of emails are opened, 95% of text messages are read*. SMS delivers a communication channel your customers prefer.



82%

OF TEXT MESSAGES ARE
READ WITHIN 5 MINUTES*



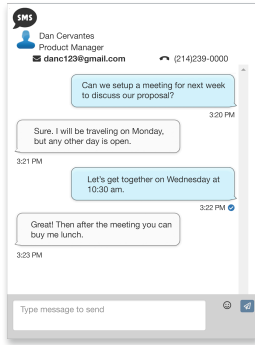
UC SUITE NOW SUPPORTS SMS

- > Customers can now immediately integrate SMS capabilities into their communications infrastructure. With the same interface that employees utilize day-to-day, they can send or receive an SMS from their UC Suite Chat window.



INTEGRATED SMS BENEFITS EVERYONE

- > When employees use personal apps to send text messages it is unwieldy, not trackable and risky. Just like email or voice, IT must have complete access and visibility to ensure SMS traffic is delivered, managed, tracked and encrypted according to company guidelines.



Quickly Implement Secure,
Integrated Messaging

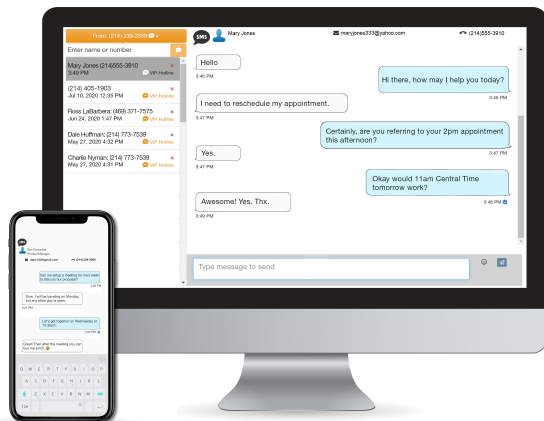


SMS ADVANTAGES

- > One interface for employees to manage
- > Secure SMS conversations for auditing, tracing, or tracking
- > Search messaging for customer support queries
- > New option for customers to interact with your business

SMS BENEFITS CONSUMERS & VARIOUS SUPPORT TEAMS

CONSUMERS	IT / OPERATIONS	EFFICIENCY
Get immediate information	Store messages within company network	Improve response rates
Receive timely offers	Reduce platforms to manage	Use one platform for voice, UC, & SMS
Confirm orders	Ensure security & compliance	Separate business from personal SMS
Learn about new products	Track/trace conversations as necessary	One platform to learn
Access support		Track conversation history



With UC Suite SMS, communicating
with customers is simple and trackable



BUILD NEW CUSTOMER CHANNELS

- > Speed order updates to customers and partners
- > Provide full SMS capability to departments or organizations for faster interaction
- > Create an SMS channel to quickly handle inbound customer queries
- > Give schools the ability to turn on a preferred student channel for distance learning updates

*www.textrequest.com "107 Texting Statistics That Answer All Your Questions" by Kenneth Burke, May 24, 2016.

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