\Orchestrating a brighter world

NEC

UNIVERGE® UM8700

Enhanced Communications with UNIVERGE UM8700

At a Glance

- Powerful suite of unified communications applications

- Increases efficiency through user and business productivity-enhancing tools

- Integrates seamlessly with current systems

- Delivers continuous high availability and disaster recovery

- Works on either a distributed, centralized or mixed environment infrastructure

- Works in a virtualized environment

- Offers deployment flexibility

- Scales to fit a growing business's needs

Overview

In today's challenging environment, organizations need to get more work done with less resources and time. With NEC's UNIVERGE UM8700, businesses and individual users can communicate more efficiently, respond more quickly and cut down on wasted time.

UM8700 turns a business's telephone system into a productivity tool. It delivers a powerful suite of unified communications applications including advanced call processing, voicemail, unified messaging, personal assistant, mobile client, fax, speech, and notification. These tools have been proven to enhance productivity of both individual users and businesses.

Solution

Product Features

Interoperability

- Seamlessly Integrates with NEC's UNIVERGE SV9100, SV9300, SV9500 and UNIVERGE 3C™ Communications Servers as well as other Traditional TDM, IP- PBX and Centrex

- Intelligent Gateway for Microsoft Skype® for Business

- Supports Multiple Telephony Integration Protocols Including IP Protims, SIP, Digital Station Emulation, SMDI, QSIG and CAS

- Simultaneously Integrates with Multiple Telephone Systems

- Supports Multiple and Disparate E-mail Clients - both premise-based or in the cloud

- Support for all Types of Data Network Topology

High Availability and Deployment Flexibility

- Multi-server Architecture to Minimize Points of Failure

- Survivability Achieved Using Port Distribution Across Multiple Call Servers

- Optional ExpressCluster or Neverfail redundancy for fully-synchronized high availability and disaster recovery

- Database Replication Protects Against Database Failures within a Single UM8700 System

- Distributed, Centralized, Virtualized, Hybrid Architecture Support

- Supports Remote Survivable Call Servers for Multi-site Locations

Administration

- Single Administration Interface for Voice, Speech, Unified Messaging, and Fax

- Global User Administration

- Supports UCE Manager (UNIVERGE MA4000) and other Popular Single Point of Administration Tools

- Networking (AMIS, VPIM, Avaya Message Networking Server Support)

- SNMP Support

- Active Directory MMC Snap In

- Message Archiving, Retention Policy, Discovery, and Disposal (3rd party application required)

- Virtualization - Certified with VMware® vSphere™ and Windows Server 2012 & 2016 Hyper-V™

- Migration Wizards for UNIVERGE UM8500 and NEAXMail® AD-64

Voicemail and Call Processing

- Full Set of Voicemail, Call Processing and Automated Attendant Features Developed Over Three Decades

- Alternate Telephone User Interfaces (TUI) – UNIVERGE UM8500, NEAXMail® AD-64, Octel® Aria®, Octel Serenade® (VMX), Mitel® NuPoint with Centigram Interface, Avaya® INTUITY™ AUDIX®, Nortel® Meridian Mail, Kinesis and Repartee

- Interactive Voice Response (IVR)

- Speech and DTMF Automated Attendant

- Message Notification

- Multi-language Support – US English, UK English, Arabic, Brazilian Portuguese, European Portuguese, Danish, Dutch, European Spanish, North American Spanish, Finnish, Canadian French,

European French, German, Italian, Norwegian, Russian, Swedish, Japanese, Cantonese and Mandarin

Unified Messaging

- Integrates E-mail, Voicemail and Fax into a Single View

- Unified Messaging (UM) Access via Web Interface, Speech or DTMF via the Telephone, E-mail Client, and any Mobile Device

- Delivers Unified Messaging (UM) to Multiple Email Systems both Premise-based and Public Cloud including Microsoft® Outlook and Office 365, Lotus® Notes®, Google™ Gmail™, and IMAP 4 Compliant E-mail

- Voicemail-to-Text (subscription to 3rd party service required)

- Addresses Unified Messaging Issues with Compliance, Confidentiality and Capacity

- Flexible UM Storage Architecture to Meet Security and Compliance Needs: Server-based, Client-based, Secure and Simplified UM.

- Unified Messaging Storage Architecture Configurable per User

- Multi-language Client Support: Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Spanish and Swedish

Personal Assistant

- Presence and Availability

- Find-me / Follow-me

- Contact Access and Dialing ("Call Bob Harris")

- Calendar Access and Management ("Get my appointments for today")

- Call Waiting (whisper notification)

- Call Recording

- Continuous Connection

- Acknowledge, Call Divert and Call Transfer

- Missed Call Message Notification

Speech

- Hands-free Speech Interface for Personal Assistant

- Speech Driven Automated Attendant

- Text-to-Speech

Mobile Client

- Secure Mobile Client for iPhone® and Android™ Mobile Devices

- Separates Personal and Business Communications

- Single Number Reach

- Mobile Number Protection

- Visual Call Screening of Inbound Calls

- Manage Outbound Calls

- View and Manage Voicemails

- Settings Management

Fax

- True Unified Messaging with the Ability to Electronically Receive, Send and Manage Voice, Fax and E-mail at a Single Location

- With UM8700 Automated Attendant any Information Stored in a Fax Library is Available to your Customers Around the Clock

- Provides a Single Number for both Voice and Fax

NotifyXpress®

- Out-of-Box Call Notification Services

- Communicates Pre-Recorded Announcements

Product Features (cont.)

- Customized Announcements (Dates, Numbers, Monetary Amount, Names)
- Campaign Results Reporting
- Send SMS Notifications
- Up to 48 NotifyXpress Ports

Contact Center - Team Q™

- Informal Call Center
- Uniform Call Distribution (UCD)/Automatic Call Distribution (ACD)
- Agent Desktop Control with Informative Screen Pops
- Agents can select a specific call from list of queued calls
- Supervisor interface
- Call Recording of Agent's conversation
- Up to 250 Agents

Message Notification

- MWI to the Telephone
- Outcall (Immediate or Daily)
- SMS
- E-mail

Open Development Framework

- UCConnect® (IVR capabilities) .NET Open Development Framework for Business Process Enablement
- Leverages the Extensibility of the UM8700 platform to Enhance the Customer Experience and Streamline Business Processes

Technical Specifications

Multiple Servers

- 4 to 800 Ports on Multiple Servers, Network for Larger Capacity
- Up to 3 System Servers and 20 Call Servers
- Each Call Server Supports up to 3 Separate Telephony Integrations, Maximum of 10 Telephony Integrations
- Maximum 60,000 Users

Single Server

- 4 to 144 Ports on a Single Server (without Speech Resources). Network for Larger Capacity
- Up to 120 Ports on a Single Server (with Speech Resources). Network for Larger Capacity
- System Server and Call Server on a Single Server
- Supports up to 3 Separate Telephony Integrations
- Maximum 5,000 Users

Multi-Tenant Support

- Up to 100 Tenants

E-mail Access

Server:

- Microsoft Exchange 2016, 2013, 2010, 2007
- Microsoft Office 2016 (Outlook 2016 Client and Skype for Business 2016 Client)
- Lotus Notes/ Domino R9.0, R8.5, R8.0
- Google Gmail, Mirapoint E-mail Server, Office 365, and any IMAP4 compliant E-mail System

Client:

- Microsoft Outlook 2016, 2013, 2010, 2007
- IBM Lotus Notes R9.0, R8.5, R8.0

Operating System

Server:

- Microsoft Windows Server 2016 (Server with Desktop Experience)
- Microsoft Windows Server 2012 R2 (64-bit/x64)
- Microsoft Windows Server 2008 R2 with Service Pack 1(64-bit/x64)
- Microsoft Hyper-V for Windows 2012, Windows 2012 R2, or Windows 2016
- VMware ESX/ESXi version 5.1, 5.5 Update 2, 6.0 Update 2, 6.5 or 6.7

Client:

- Windows 10 Professional (32-bit & 64-bit)
- Windows 8.1, 8 (32 bit & 64 bit)
- Windows 7 Professional (32 bit & 64 bit)