UNIVERGE® UM8700

UNIVERGE UM8700 delivers best-in-class applications that enhance a user's efficiency and productivity as well as a business's overall effectiveness in the marketplace.

At a Glance

- Powerful suite of unified communications applications

- Increases efficiency through user and business productivity-enhancing tools

- Offers a native mobile application for Android™ and iPhone® mobile devices

- Informal Call Center capabilities

- Delivers continuous high availability and disaster recovery

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

- Works in a virtualized environment

- Scalable for future growth, with flexible deployment

- Cost effective, seamless integration with other systems

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

UM8700 delivers best-in-class applications that can enhance productivity and a business's overall effectiveness in the marketplace. These productivity-enhancing tools enable users to access and manage all of their messages, whether they're in the office or on the road. In addition, users can direct incoming calls to the device of their choice so they never miss an important call.

Increases Individual User's Productivity

Unified Messaging
The UM8700 is one of the most flexible Unified Messaging (UM) systems on the market. Offering the functionality of accessing your e-mails, voicemail and fax messages in one inbox and retrieving the messages from any device (phone, computer or mobile device). The UM8700 architecture allows you to deploy the UM in different formats (Server based, Client based, Secure and Simplified) on a per user basis.

Mobile Client
The UM8700 Mobile Client offers both Apple and Android native client options, with the ability to place, receive and manage business calls while protecting your mobile number. You can check and manage messages (depending on configuration) and change greetings and personal settings from your mobile devices.

UC for Enterprise Integration
Integration with NEC's UC for Enterprise (UCE) automatically synchronizes a user's UM8700 mailbox greeting with their UC status and can provide callers with the user's return date and time.

Speech Recognition
The Speech Recognition option on the UM8700 provides both callers and users with quick access. Callers can reach whom they wish to contact

without having to go through a series of keystrokes. The caller simply speaks the name of the person or group and is transferred, reducing call time.

Users can access their inbox from anywhere, and check and schedule meetings using simple speech commands. It supports Microsoft® Office Outlook®, Office 365 and Google® Apps. To access messages, the user simply says "Get new messages", and navigates the message queues by saying "Next message", can process messages by speaking "Forward message", or even place calls by saying "Call (person's name)", making it a simple, hands-free Voice User Interface.

Personal Assistant (Requires Speech Recognition Option)
UM8700 platform supports a virtual Personal Assistant (PA), which adds a wide range of advanced features including presence and availability control, access to contacts and calendar, advanced call screening options, and many more.

Presence routes calls to the appropriate phone (desk, mobile, home office) based on your schedule, so an important call is never missed. This can be set up using predefined calendaring, or the schedule can be altered as needed. (Presence federation is supported with Microsoft Lync®.)

Users with a PA license who are using Microsoft Exchange, Office 365, Gmail/Google Apps or Lotus® Notes® can access their calendars from the Speech Voice User Interface (VUI) to read their calendar ("Get my appointments for today"), create new meetings and appointments ("Create an appointment"), and Accept or Reject meeting requests ("Mark as tentative").

As part of the PA Interactive Call Screening, a user can be notified of an incoming call on their UM8700 Mobile application, which will prompt the user with several options: Accept, Transfer, or send the call to Voicemail. With the Acknowledge option, users can provide a pre-recorded announcement such as "Will call back within an hour".

Increases A Business's Overall Productivity

UCConnect (Interactive Voice Response)
The UM8700 UCConnect enables organizations to automate high frequency tasks by directly pulling information from popular data sources such as SAP, Oracle and Microsoft SQL; this interface enables UM8700 to instantly deliver relevant content to customers. This module supports the creation of custom Interactive Voice Response (IVR) applications

that run directly on a UM8700 platform created in Microsoft.NET open development framework. Traditional IVR functions are included, such as playing prompts, offering menus (DTMF), gathering information, accessing databases, and using audio playback of recorded phrases and Text to Speech (TTS). The strength of UM8700 UCConnect is in providing customers automated 24x7 access to information in instances such as bank by phone, account status, campus directory, store locator, or employee locator.

NotifyXpress®
NotifyXpress lets customers easily record and deliver outgoing customized notification messages with an automated calling campaign, such as appointment reminders for doctor's offices, school notifications about cancellations or events, emergency alerts in a crisis situation, telemarketing campaigns and sales follow-ups or status alerts such as flight delays, order status or payment due. The information can be personalized for each message recipient.

TeamQ™
TeamQ is especially valuable for a small call center or informal workgroup environments where multiple people are responsible for handling incoming calls, such as a customer service environment. With TeamQ, agents can view Who is calling and Why while a call is still in call queue, and then instruct TeamQ how they would like to handle the call – answer it, take a message, ask the caller to hold, or send the call to another person or group – by simply clicking a button.

The TeamQ system allows up to 250 total agents, as a single UM8700 supports up to 50 queues and agents can be logged into multiple queues simultaneously; up to 25 agents logged into a single queue.

TeamQ also facilitates collaboration among workgroups, with features such as Uniform Call Distribution (UCD), Automatic Call Distribution (ACD), Agent Desktop Control with Informative Screen Pops, Supervisor Interface, Reporting, and more--all at a fraction of the cost of a full call center solution.

Legacy Voicemail Replacement
The UM8700 is a perfect solution for replacing a discontinued voicemail system. It allows businesses to take advantage of the state-of-the-art UM8700 features while still supporting all the familiar legacy features. The telephone user interface (TUI) your users are comfortable with can be provided by mimicking the command structure from UNIVERGE UM8500 (or NEAXMail® AD-64, or Octel® Aria®, Octel Serenade®, Mitel® NuPoint

with Centigram Interface, Nortel® Meridian Mail, Adomo [Aura Messaging] or Avaya® INTUITY™ AUDIX®). Upgrading to advanced UC features can be achieved at your own pace with the modular licensing of the UM8700, and features can include Unified Messaging, Personal Assistants, High Availability, Speech, UCConnect, NotifyXpress and TeamQ. The UM8700 will support traditional Time-Division Multiplexing (TDM) based integrations, allowing transitioning to IP telephony when you are ready.

Integrates Seamlessly With Other Systems

UM8700's high level of interoperability works with existing business systems (i.e. telephone and email systems, and data infrastructure), making it an extremely cost-effective solution. Instead of the expensive replacement of parts for their existing communications infrastructure, businesses are allowed to leverage their past investments and still increase productivity.

UM8700 seamlessly integrates with NEC's UNIVERGE SV9100, SV9300, SV9500 and UNIVERGE 3C™ communications servers as well as other major telephony vendors. It is also one of the few solutions able to support multiple integrations – both traditional TDM and IP – on a single server.

UM8700 easily integrates with virtually any email system and any IMAP compliant system. Even if a business utilizes multiple email systems, UM8700 delivers unified messaging where other systems cannot.

Additionally, it offers an intelligent gateway for connecting an NEC communications platform to Microsoft's Skype for Business Server (OCS). NEC understands that customers today want to keep their reliable NEC voice infrastructure, but may still be looking to facilitate Skype for Business into their voice landscape. The UM8700's Intelligent Gateway offers numerous benefits without the need for additional client software or added third party gateways.

Delivers Continuous High Availability and Disaster Recovery

UM8700 protects your most mission critical communication applications, 24X7, with a robust multi-server architecture. Designed to maximize uptime, keep users constantly connected, and to provide IT administrators with the confidence that their system remains healthy, this architecture contains two important parts: the System server, and the Call Servers. Combined with NEC's ExpressCluster technology, the UM8700 delivers the highest level of resiliency, with a fully-synchronized, hot standby System server providing automatic failover for high availability. Also, additional servers can be deployed at a remote location(s) to provide for disaster recovery.

The UM8700 can also predict and correct issues before they have impact, through proactive, real-time monitoring of hardware, software, and networking environments. It maintains seamless connectivity with its automatic failover and sends real-time notification alerts to system administrators.

Works on Different Types of Infrastructures

Whether a business has one PBX and one voicemail system per physical site – or a centralized voicemail platform, or telephony infrastructure is distributed, centralized or a hybrid of the two, UM8700 offers flexibility to set up the system the way it works best for each situation.

Works In A Virtualized Environment

The UM8700 supports VMWare and Hyper-V, which allows for the virtualization of the system server and call server(s) when integrated via IP on a single physical VM server. By consolidating data and applications onto a single server, businesses benefit through reduced costs, simplified IT management, and minimized space requirements.

Offers a Flexible Architecture for Easy Deployment

Businesses have their own set of priorities for storage, access and security, making it important to select the right unified messaging architecture to meet the specific needs. While most solutions offer only one or two types of configuration, the UM8700 offers four (4) different architecture types. It can be configured as server-based (single store), client-based (dual store), secure and simplified, and combination, based on the business' needs. Each architecture has distinct advantages to help an organization grow and manage their approach to compliance and confidentiality.

Scales to Fit a Growing Business's Needs

Whether an organization is growing or in need of centralizing their solutions for easier IT management, it is important to invest now in solutions that can scale with the changing requirements.

UM8700 ensures that businesses are prepared for change by providing remarkable scalability of up to 800 voice ports and 60,000 users.

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