\Orchestrating a brighter world

NEC

UNIVERGE® InMail

At a Glance

- An embedded solution for the UNIVERGE SV9100 Unified Communications Platform

- Improves customer satisfaction by quickly and efficiently routing calls to the appropriate person

- Increases employee productivity by providing more call control

- Provides an intuitive user interface that is simple to learn and easy-to-use

- Integrates seamlessly with UC Suite's Client for quick and easy access to messages

- Offers online Windows®-based PC Pro centralized HTML- based programming access for simple installation, setup and maintenance

- Allows sharing of one voicemail system between two or more communications systems with NetLink

- Offers impressive voicemail and automated attendant capabilities

Overview

Customers expect to conduct business quickly and easily. They have no tolerance for long call-holding periods, incorrect call routing or lost messages. NEC's UNIVERGE InMail is the ideal solution for businesses wishing to maximize customer satisfaction by ensuring that all callers get to the people and information that they need without prohibitive hold times or dropped calls.

InMail automates your communications by providing digitally-integrated voice messaging capabilities and Automated Attendant features. This embedded solution for the UNIVERGE SV9100 unified communications platform can help meet your organization's communications needs both now and in the future.

Solution

Improves Customer Satisfaction

InMail's robust Automated Attendant feature set ensures your customer calls are routed to the appropriate people and answered quickly and efficiently. When customers call in, an instruction menu announcement plays to provide them a choice of dialing options. They can simply direct themselves to the party that they are calling without being placed on hold or having their calls dropped.

Increase Employee Productivity

InMail can increase your employee productivity by offering more control over incoming calls. These capabilities include:

- Easy one-touch access to voicemail features that help your workers efficiently manage calls and messages.

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- Advanced call processing to eliminate the need for manually directing and routing calls. The automated attendant routes each incoming call based upon the time-of-day and day-of-the-week.

- Message playback options to allow individuals to set automatic playback upon login, mark previously saved messages as new and change the playback order - First In-First Out (FIFO) or Last In-First Out (LIFO).

- Different announcements and dialing options for each number in the office.

- Simplified message management from your email inbox – ability to save, delete or keep as new any voice message that has been forwarded to your email system.

- Integration with UC Suite enables you to access and visually see your voicemail inbox directly from your desktop client. It allows you to view/play/delete new and archived messages as well as change the status of a message resulting in time saved and increased efficiency.

Intuitive User Interface

The InMail's interface is simple to learn and easy to use. Pre-recorded voice prompts offer a step-by-step guide on how to use all of the solution's features.

Simple Setup, Installation and Maintenance

InMail is digitally integrated with the system's central processing unit to provide increased speed and accuracy to the voicemail system. Additionally, Windows®–based PC Pro enables online centralized HTML-based programming access. When employees use this intuitive browser-based software with its easy-to-follow wizards, time spent programming is reduced and fewer mistakes are made.

Share Voicemail Between Communications Systems with NetLink

InMail works with NEC's UNIVERGE SV9100 NetLink to allow you to share one voicemail system between two or more communications systems. This centralization allows you to access your voicemail box from any location while reducing configuration costs for networking remote locations.

Impressive Voicemail and Automated Attendant Capabilities

InMail includes the following essential voicemail and automated attendant features:

Voicemail

- Conversation Recording
- Answering Machine Emulation
- Fax Detection
- Find-Me/Follow-Me
- Cascading Message Notification
- Email Notification Save/Delete/ Keep as New Support
- Centralized Voicemail (NetLink)
- Interactive Softkeys
- Message Count Display
- Programmable Voice Prompts
- Download Selected Messages to a PC as .WAV Files
- Three Personalized Mailbox Greetings
- Message Forwarding
- Announcement Mailbox for

- One- Way Information
- Remote or Local Message Notification (on or offsite)
- Remote Programming via WebPro/PCPro
- Auto-Help Voice Prompts
- Auto-Forward to Mailbox
- Programmable Individual Security Code
- Real Time and Date Stamp
- One-Touch Forwarding
- One-Touch Mailbox Access
- One-Touch Message Retrieval
- One-Key Call to Sender
- Guest & Group/Department Mailbox Types
- Change language Setting via the Telephone

Automated Attendant

- Answer Schedule Tables
- Park and Page
- Capture Caller ID
- Flexible Answering Based on Trunk Time-of-Day and Day-of-Week

- Single Digit Transfer
- Individual Trunk Greetings
- Three Day, Night and Holiday Greetings

Specifications	
Ports	16 – All SV9100 systems have InMail built in 16 voice ports. Each station mailbox must be licensed, however, Call routing, Announcement and Group mailboxes DO NOT require mailbox licenses.
Voice Storage	S System (1G) SV9100 SD Card - 15 Hours E System (4G) SV9100 SD Card - 120 Hours
Mailboxes	960 Mailboxes (896 subscribers, 32 group and 32 call routing mailboxes)

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