

Migrating to **UNIVERGE® SV9100**

Protect your SV8100 Investment by migrating it
to the latest in NEC technology



NEC's Smart Enterprise Framework



Why Migrate to UNIVERGE SV9100?



Orchestrating a brighter world

NEC



NEC UNIVERGE SV9100

Overview

UNIVERGE SV9100 - Advantages

Bigger

Expanded Size and Horsepower

Better

UC is now Included

Many Enhancements to Core Applications

Faster

New CPU with Faster Processing

Flexible

New Flexible Options for Enhanced Productivity and Business Improvements



UNIVERGE SV9100 *Updated* Solution Design

Simple Solution

Advanced Technologies and Applications *with Updated CPU* for the Small to Medium Business

Scalability - Environment Driven

Increment Technology Growth based upon Business Need
User by User – *Expanded Size and Networking*

Unified User Experience

All IP Stations include UC - Common User Experience
Mobile / Desktop / Labor / Knowledge / Leader

Smart Infrastructure

Failover / Survivable Networking *up to 50 Sites*

Advantages of Migrating to SV9100

Bigger

SV9100 System Expansion

- Expanded System Port capacity
- Expanded NetLink Nodes

Better

Standard IP License Includes UC

Enhancements to UC Suite

- UC Web Client Enhanced
- New UC Mobile Client
- UC Suite Video Call
- MLC with UC Suite Integration
- Contact Center Integrated into UC Client

SV9100 Contact Center Enhancements

InControl – Call Reporting

Video Conference powered by Web RTC

Faster

SV9100 New Faster more Efficient CPU

SV9100 CPU Lua Onboard Apps

- InGuard – Fraud Prevention
- PhonePro – User Self Admin
- PMS – Enhanced Hospitality Integration

Flexible

InVPN Blade

Telephone Enhancements

- Simultaneous Ring - Multi Device Support
- Outbound Caller ID Selection
- DT400/DT800 full function phone support

SIP Trunk Enhancements

SV9100 Advantages - Bigger

Bigger

● Expanded Size and Horsepower

Maximum 1,296 total ports

- 896 stations
- 400 trunks

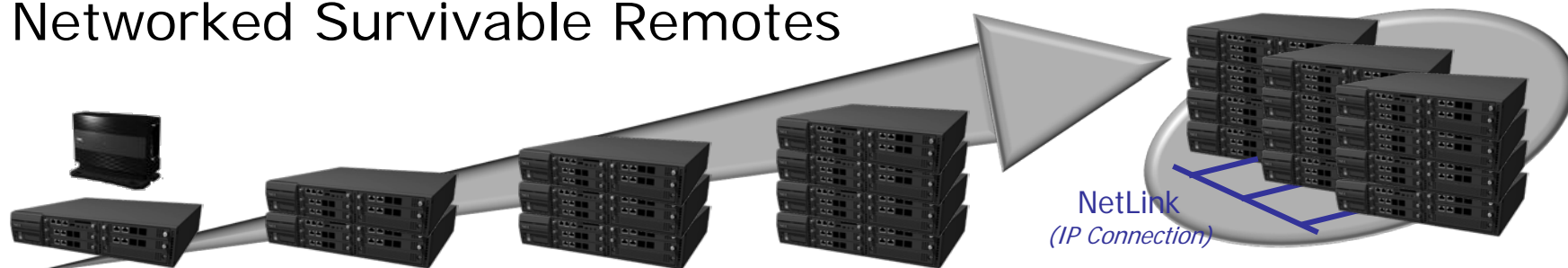
Scalable from 4x8 to 1200 Ports

Easy to configure system capacity by adding *Licenses*,
and/or Chassis & Blades

Networked Survivable Remotes

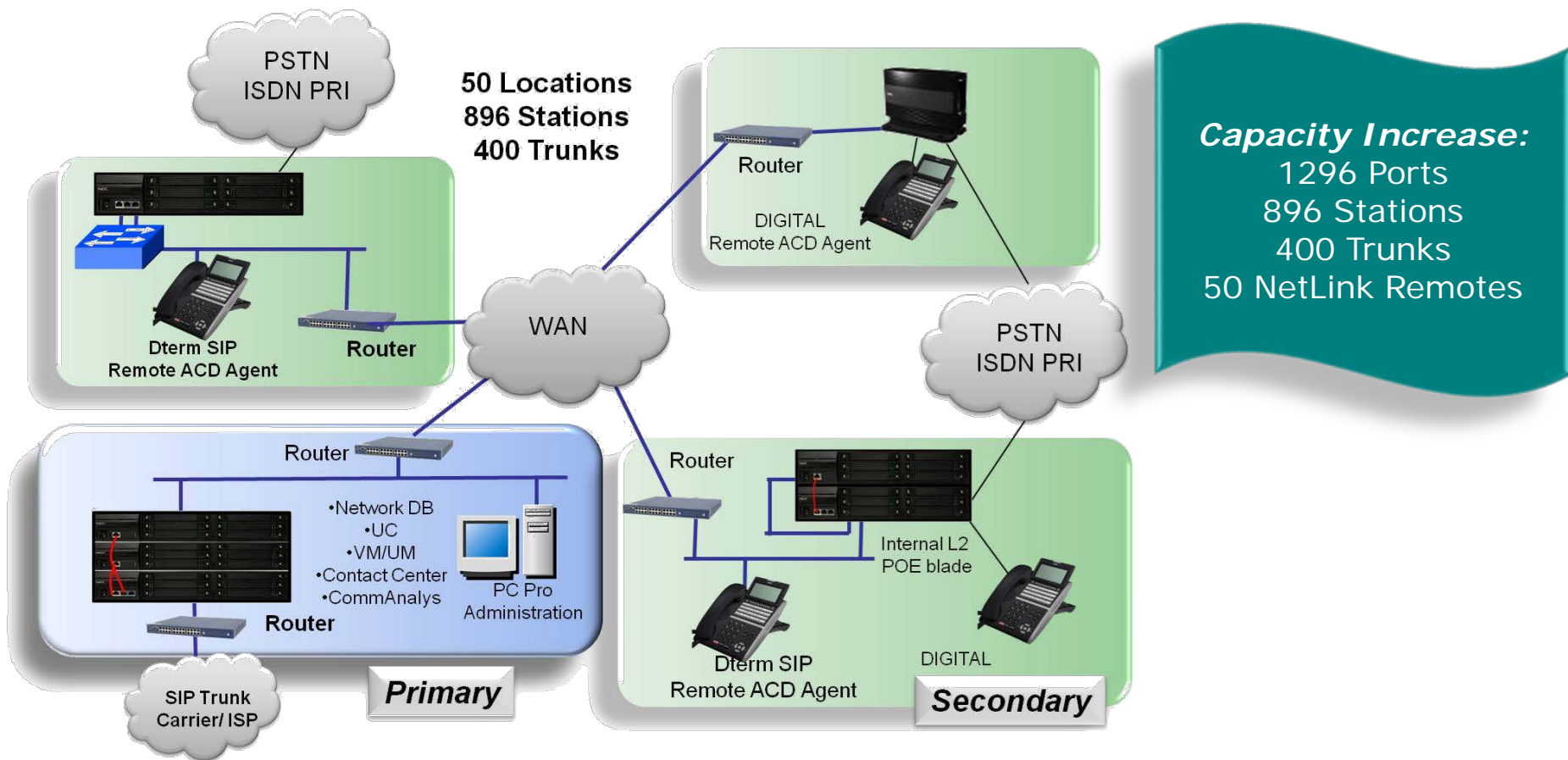
Capacity Increase:

1296 Ports
896 Stations
400 Trunks
50 NetLink Remotes



400 TRK + 896 EXT

SV9100 NetLink Single Image Network 50 Survivable Remotes



SV9100 Netlink: Survivable Distributed Network (**up to 50** survivable remotes)
 Single Image - Database Synchronized to all Sites
 Secondary Assumes System Control if Primary is Down or Unavailable
 Applications (Contact Center, VoiceMail, Conferencing...) Shared by all Sites

UNIVERGE SV9100 - Advantages

Better

New SV9100 License Structure

Standard and Higher Licenses Include UC

Enhancements to UC Suite

UC Web Client Enhanced

New UC Mobile Client

UC Suite Video Call

MLC with UC Suite Integration

Contact Center Integrated into UC Client

SV9100 Contact Center Enhancements

InControl – Call Reporting

Unified User Experience Common User Experience for Diverse Users and Roles

- **SV9100 Includes the Collaborative Benefits of UC**
 - Manage your phone devices from the desktop
 - Shared Status and Presence
 - Instant Messaging, Click to Dial, Reminders, & Mobility
 - Customer Relationship Management Integration (CRM)
 - Outlook Integration – Standard & Premium Users



- Premium Users add Goldmine, Salesforce.com, Tigerpaw, TimeMatters, ACT!, browser based CRMs

Mobile / Desktop / Labor / Knowledge / Leader



Scalability - Environment Driven Increment Technology User by User Based on Business Need

• 3 Tier Value Added Licensing Model

- Standard
 - Unified Communications - IM / Presence / Unified Messaging / Mobility
- Standard + Advanced (*add-on to Standard License*)
 - Unified Communications - IM / Presence / Unified Messaging / Mobility
 - Plus: Enhanced BLF / Park Monitor / Video Calls
- Premium
 - Unified Communications - IM / Presence / Unified Messaging / Mobility
 - Plus: Enhanced BLF / Park Monitor / Video Calls / Attendant / Contact Center Agent / Advanced CRM Integrations

• Voice Mailbox only License

- Voice Mailbox for Digital or Analog station



SV9100 Licensing

	VM Client	Standard User	Standard + Advanced	Premium
Voice Mail: Mailbox for digital or analog terminal only (InMail/UM8000)				
Voice Mail: Mailbox with Email Notification or Unified Messaging based on selection (InMail/UM8000)				
IP Client: Right to use an IP endpoint				
Mobility: Mobile extension "twin" internal extension with another phone, i.e. home / mobile / remote office				
UC Suite: Web Client, Desktop Client, Voice Mail Integration, and Microsoft Outlook Integration				
STANDARD + ADVANCED: Visibility - Multi Tab BLF & Park Monitor				
VIDEO CALLS: Network Video Calls within the web UC Client using Web RTC				
UC Suite Attendant/CRM Integration: UC Attendant features plus supported CRM integrations				
Contact Center Agent: Activates embedded contact center functionality and enables Agent login				

Premium User Features



UCS Supported CRM's

- Act! 2005+
- Goldmine 6.7+
- Time Matters
- Tiger Paw
- Salesforce.com
- Browser Based CRM's

UCS Attendant Features

- Change Presence status for other users
- Monitor details of a user's active call
- Monitor Park Orbit bins
- Create multiple customizable BLF tabs
- Change Night Mode status
- Barge In
- Voice over
- Send phone messages to other users

Contact Center

- Activates embedded Contact Center functionality
- Login as Agent or Group Supervisor via UC Suite

Embedded Contact Center

System Totals:

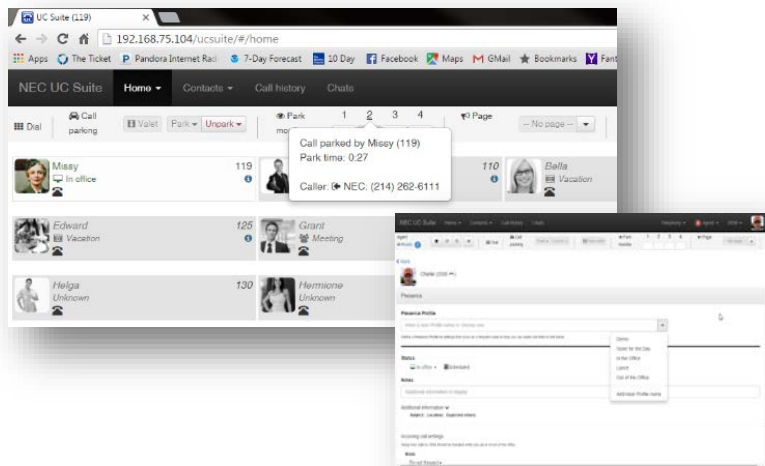
- 896 Agents
- 64 Agent Groups
- 64 Agent Group Supervisors

Optional System Add-Ons

- Contact Center Module
- Contact Center Monitor/Supervisor (15)
- VRS - Announcements

UCS PRODUCTS, INC.		
AGENT	SUPERVISOR	GROUP
2	2:12	4
4	3	3

SV9100 UC Suite Enhanced Web Client



Orchestrating a brighter world

NEC

UC Suite Web Client Interface

Enhanced for SV9100

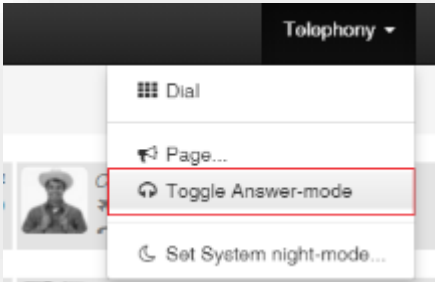
The screenshot displays the NEC UC Suite Web Client interface. At the top, there is a navigation bar with 'NEC UC Suite', 'Home', 'Contacts', 'Call history', and 'Chats'. On the right, it shows 'Telephony', '4 Agent', and '2938'. Below this is an 'Agent' toolbar with buttons for 'Ready', 'Dial', 'Call parking', 'Park', 'Unpark', 'Park valet', 'Park monitor', and a 'Page' dropdown. The main area shows a grid of agent profiles, each with a name, status (e.g., 'In office', 'Unknown'), and a small profile picture. A large teal callout box is overlaid on the center of the screen, listing the following features:

- ✓ Outlook Calendar Integration
- ✓ Paging
- ✓ Telephony Features (Headset/Handset, Night Mode, Directed Call Pickup, Paging, Voice Mail Quick Access)
- ✓ Smart Presence (monitors keyboard/mouse activity)
- ✓ Update User's State when Browser is Closed or Communication is Lost
- ✓ Shortcuts for Frequently Used Presence Profiles
- ✓ Support for Windows 32 and 64 Bit

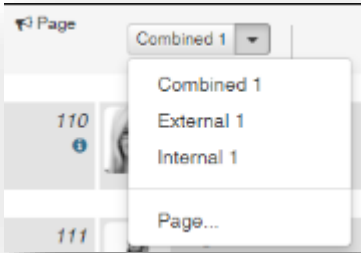
Enhanced Web Client - Single BLF View

UC Suite Web Client (Added Features)

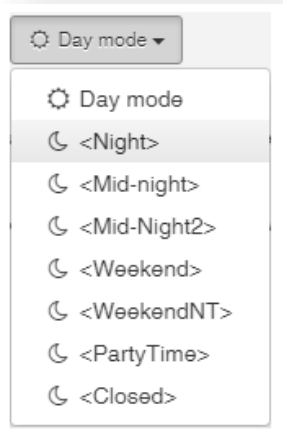
Handset / Headset



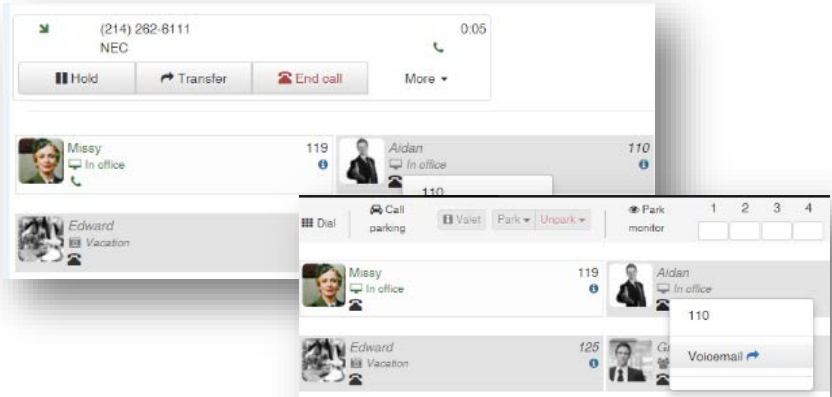
Paging



Night Mode



Voicemail Quick Access



UC Suite Enhancements - Advanced Add-on License

Park Zones and Viewing, Multiple Buddy Lists, Party Video

Agent Ready 3

Call parking

Park Unpark Park valet

Park monitor 1 2 3 4 31 32 63 64

UC Suite (119)

192.168.75.104/ucsuite/#/home

Call parked by Missy (119)
Park time: 0:27
Caller: NEC (214) 262-6111

1509 List

- Active
- All
- Mark C.
- Sales
- Sales Engineering
- school
- Trumbull
- Buddy list

UC Suite (2938)

https://192.168.0.111/ucsuite/#/app/home

Call parking

Ross (2930)

Dan (2939)

- Charlie 2938 In office
- Charlie 2970 Out of office
- CN MLC 12938 In office
- Dale H 2941 Gone for the day
- Dan 2939 In office
- Dan's Tablet 3108 In office
- Dave 2935 Meeting
- Ros 2930 In office
- Steve 2936

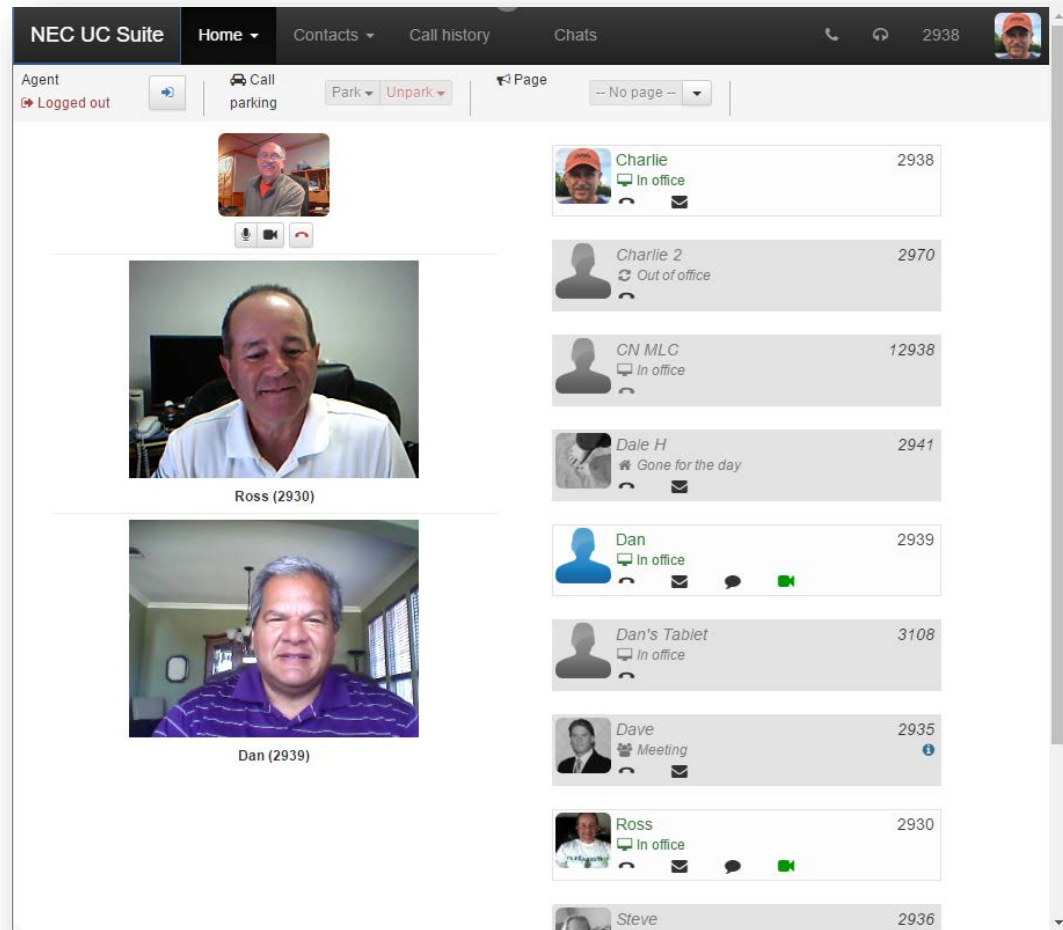
Users can enable video features within UC Web Client

Support for up to 32 sessions of video and audio conferencing along with screen sharing

Four separate conference groups are supported at one time

Each conference group can have **up to four users**

Reliance on video technology has simply changed the way businesses interact.



Users can enable video features within UC Web Client

Support up to a maximum of four Advance or Premium users per conference

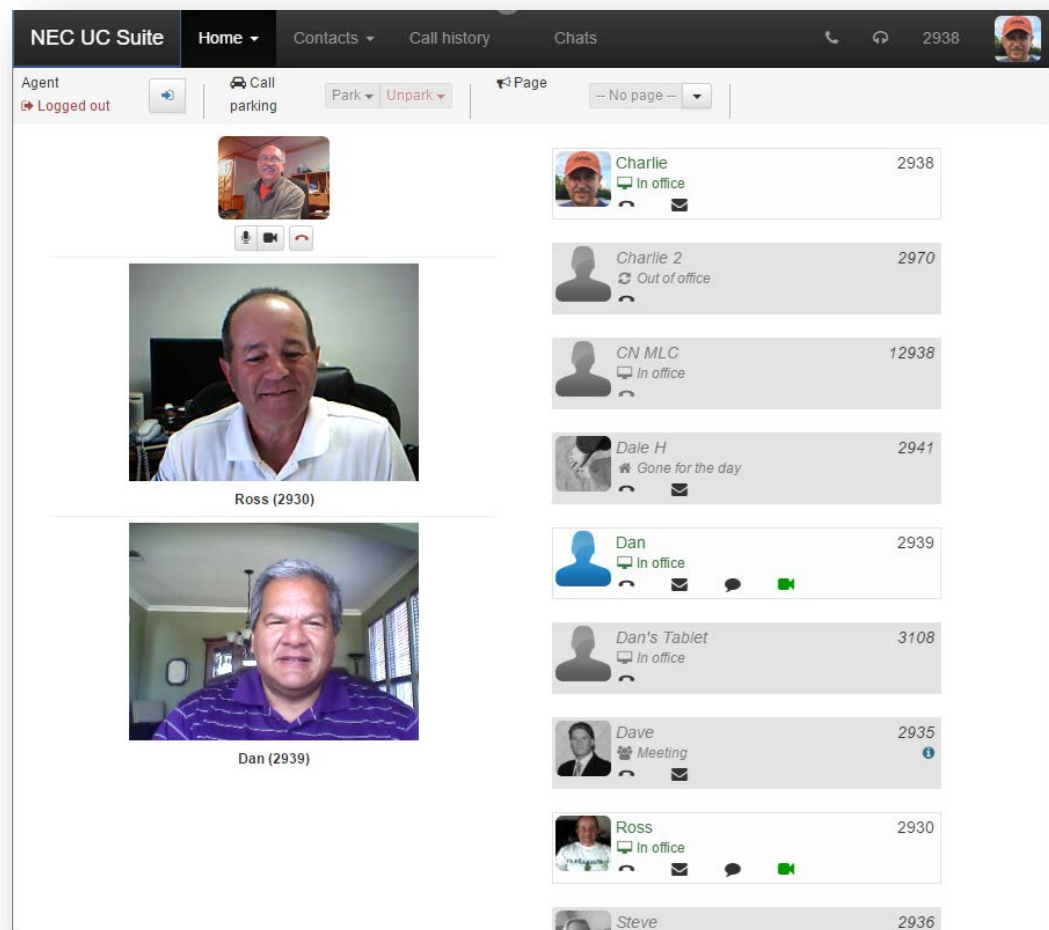
Each Advance or Premium user can enable video calling

Integrate video call features within the Buddy List and Active call area

Include a video activity as part of the user's status

Increase productivity and efficiency by reducing travel time, obtaining faster responses and making quicker decisions.

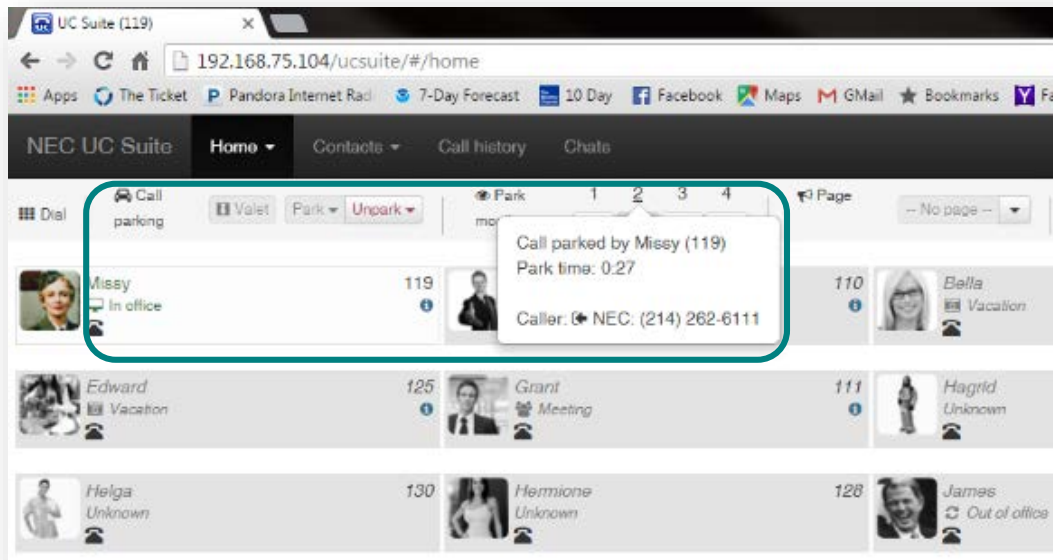
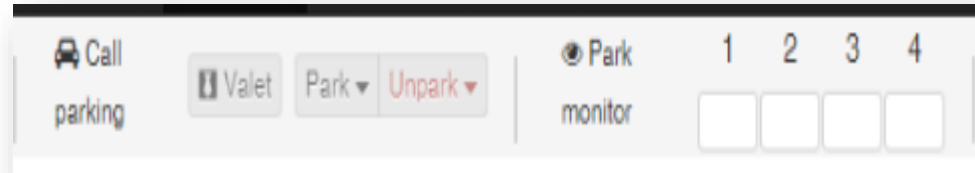
Improve management communications by increasing flexibility and fostering more interaction at all levels.



UC Suite Web Client (New Park Zone Monitoring Feature)

Park Zone Monitoring (Standard + Advanced User or Premium User)

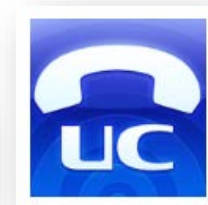
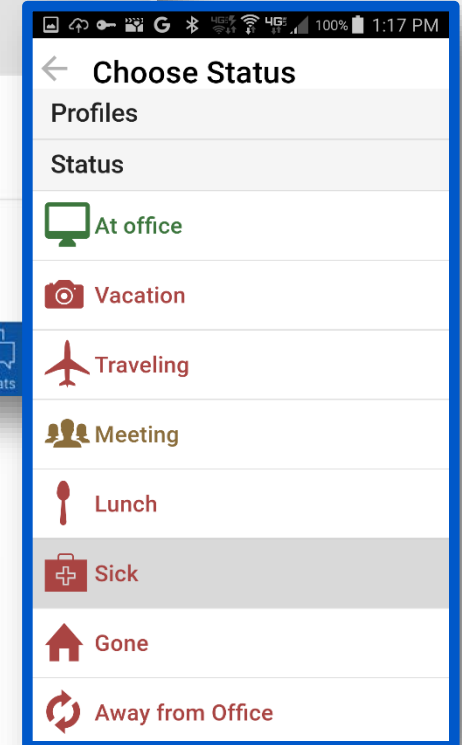
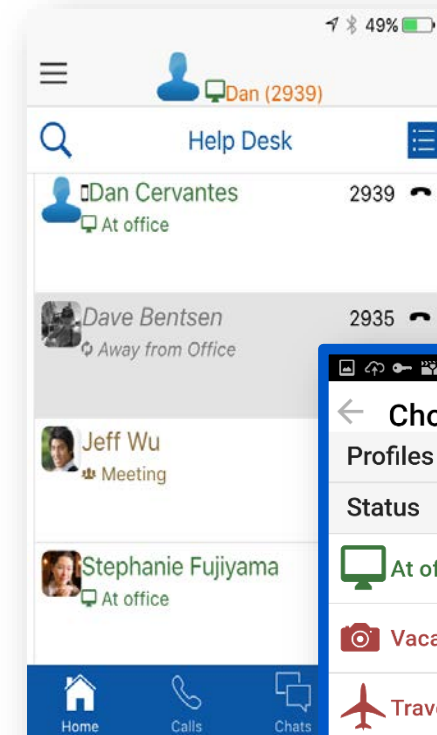
- Park Zone Setup
- Park Zone Display



New UC Mobile Client

Take the Power of Unified Communications with You

- View and set your presence status
- View other's user's presence status
- Chat with online users internal or external
- Contact anyone in your organization just like you were sitting at your desk in the office.



SV9100 UC Suite Updated Features

Feature Name/Description	New / Enhanced	Standard	Advanced	Premium	Ala carte
Standard telephony features Web Client	Enhanced	√	√	√	
Single BLF view	Enhanced	√	√	√	
Presence and Presence Profiles	Enhanced	√	√	√	
Standard Outlook Addin		√	√	√	
Headset mode	New Web Client	√	√	√	
Chat/Messaging		√	√	√	
Call history		√	√	√	
Contacts database		√	√	√	
Multi column view in BLF	Enhanced	√	√	√	
Enhanced Outlook Addin	Enhanced	√	√	√	
UC Inactivity timer	New	√	√	√	
Multi tab/buddy list BLF	New		√	√	
Park Monitor	New Web Client		√	√	
Video Call (WebRTC)	New		√	√	
UC Mobile Client	New		√	√	
Directory Edit	New			√	
Night Mode	New Web Client			√	
Phone Messaging				√	
BLF pop based on DNIS				√	
Contact Center Integration	New			√	√
CRM license				√	√

New for SV9100

UC Suite Contact Center UC Desktop Integration

The screenshot displays the NEC UC Suite interface. At the top, there are navigation tabs: "NEC UC Suite", "Home", "Contacts", and "Call hist". Below this, the "Agent" status is shown as "Ready" with a question mark icon. A "Page" dropdown menu is open, showing "Help Desk, Sales". A table lists agents with their names, extensions, and statuses.

Name	Extension	Status
Dale H	2941	Logged out
Dan	2939	Ready (13:35)
Dave	2935	Break (00:41)
Stephanie	2940	Logged out

UC Suite Web Client

Contact Center Integration

- Agent Functions
- Agent Monitor
- Queue Monitor
- Abandoned Call Alerts



Telephony ▾ **7** Agent ▾

Status: Logged out

➔ Agent Login

Monitor Agents

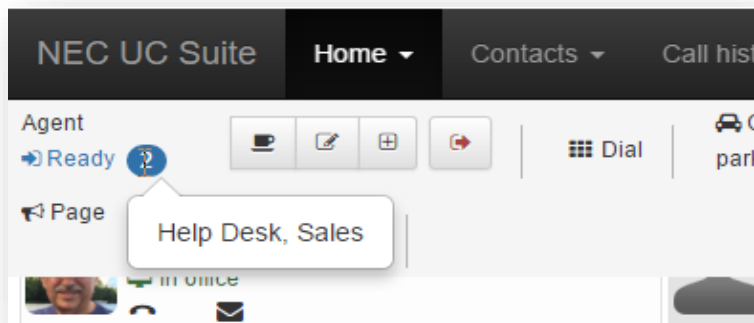
Monitor Queues

Monitor Abandoned Calls **7**

SV9100 UC Suite Web Client now integrate with Contact Center

Agent Functions

Log-In/Out, Add to Queues, Wrap, Rest Mode



Queue Monitor

Name	Agent	Ready	Busy	Waiting	Longest Wait
Billing	0	0	0	0	
Customer Service	0	0	0	0	
Help Desk	1	0	0	0	
Sales	1	0	0	1	0:24

Agent Monitor

Name	Extension	Status
Dale H	2941	Logged out
Dan	2939	Ready (13:35)
Dave	2935	Break (00:41)
Stephanie	2940	Logged out

Abandon Call Alert

Date/time	Queue	Caller	Wait	Status	Note	Extension	Name
Last Tuesday at 12:35 P...	Queue 01	2142626111	0:27				
Mar 8, 2016 11:06 AM	Queue 02	5616924729	0:19				
Mar 7, 2016 8:24 AM	Queue 02	7866934609	0:49				
Mar 5, 2016 4:55 PM	Queue 02	8502993040	0:47				
Mar 5, 2016 3:06 PM	Queue 02	8775578246	0:49				
Mar 4, 2016 8:15 AM	Queue 02	9132299113	0:39				

SV9100 Contact Center

Enhanced for SV9100

Embedded Optional Contact Center

Activated via Premium User License

Supervisors

- Real-time monitoring and reporting via Contact Center Module

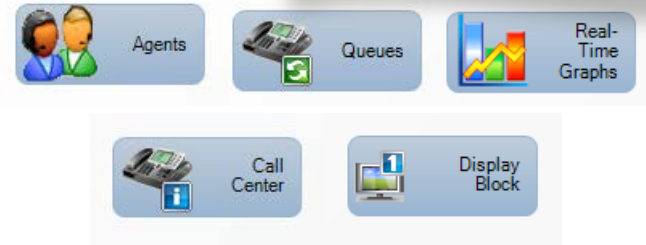
Reports

• [NEW IN SV9100:](#)

- [Email Scheduler for Reports](#)
- [Summary Performance Monitor](#)
- [Abandoned Callback Report](#)

Agents

- Monitor queue states
- View activity of other agents
- Login/Logout/Wrap/Rest



CC Monitor Choices

Agent Monitor

The Agent Monitor interface displays three windows:

- Agents Window:** Shows a table of agent status.
- Queue Summary Window:** Shows a table of queue performance metrics.
- Queues Window:** Shows a table of queue agent activity.

Name	State	Time	Caller ID
Anne	IDLE	01:04	
Charlie	Rest	00:52	
Morgan	ACD - Sales	00:13	2625551111

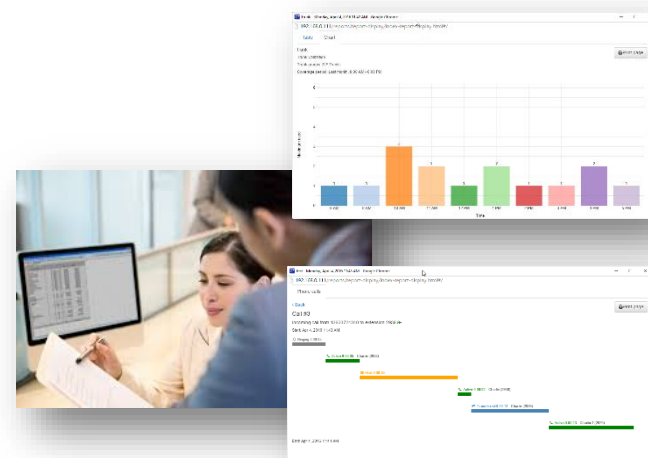
Name	Offer	Answer	Abandon	Avg ACD Call	Avg Answer
Sales					
Service					

Name	Logged In	Idle	Busy	Calls In Queue	Longest
Sales	2	2	0	0	0:00
Service	2	2	0	0	0:00

Queue Monitor

SV9100 InControl is a new optional cost effective *web browser* based report tool

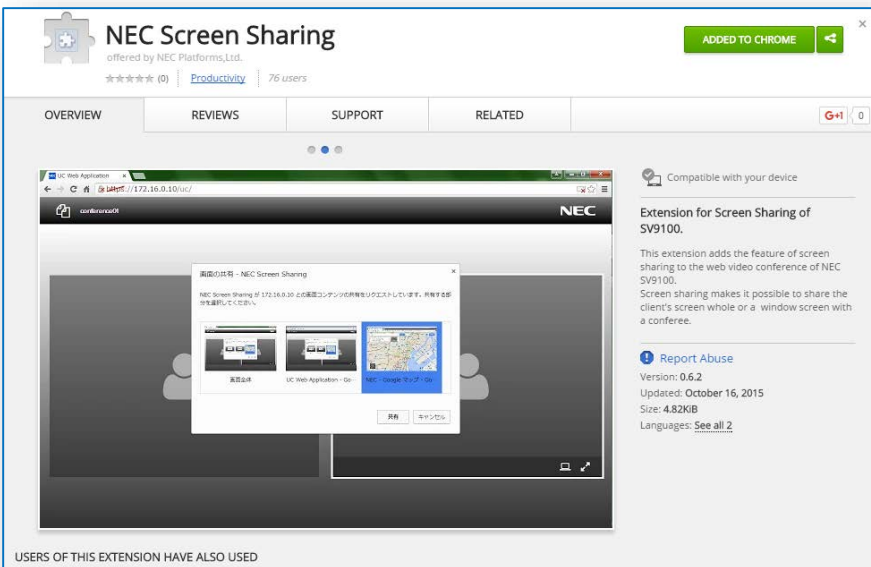
- Detailed Reports
 - Extension Call Details
 - Phone Number Details (Cradle to Grave)
- Summary Reports
 - Departments Call Summary
 - Extension Summary by Departments
 - Extension Call Summary
- Other Reports
 - Trunk Utilization



Video Conferencing powered by WebRTC

Video Conference with WebRTC supports video conferencing, voice conferencing and screen sharing.

- Simple internal video conference with no application desktop software to install
- Four conference groups are supported at one time
- Eight users can participate in a conference group
- The maximum number of supported users is 32



UNIVERGE SV9100 - Advantages

Faster

New CPU with Faster Processing

Drives Network Expansion

Improved CTI and Video

LUA Onboard Applications Manager

InGuard – Fraud Prevention

InControl – Browser Call Accounting

PhonePro – Self Admin

PMS – Updated Hospitality Integration



InGuard Built into SV9100 CPU – Optional License

Monitors SMDR (call logging)

Identifies Potential Fraudulent Activity:

- Example: More than [50 outbound](#) calls are made within a [60](#) minute period from the same [extension](#)

Notifies:

- Email alerts are first sent to defined addresses warning of possible fraudulent activity
- Notified User Replies with specified [ACTION](#) or
- No Reply sets second limit for [ACTION](#)
 - Example [100](#) calls from the same [extension](#)

Takes Action:

- Automatic Blocking Action is Carried Out
 - Example: Place the [Extension](#) in a [Restrictive toll Restriction Class](#) - or -
 - Block a Number from Being Dialed



Phone Name

Call Forwarding

Button

Programming

InMail Voicemail
Options

Language

Ring Tones

Interactive Help
Files

Print Labels

- Plain Paper

- NEC Label Sheet

The screenshot displays the 'PhonePro Browser Self Admin Tool' interface. It is divided into several sections:

- Call Forwarding:** Features a dropdown menu for 'Options' currently set to 'No Call Forward' and a text input field for 'Forwarding#'.
- Button Programming:** Shows five phone icons, with the third one highlighted in orange. Below the icons are 'Add-on Module' and 'Print Labels' buttons. A table titled 'Phone Type: 12-button' lists 12 buttons, each with a name and a green checkmark indicating it is programmed. The names are: Jim (1), Erin (7), Bob (3), Park 01 (9), Bill (5), and CAP 0101 (11). A legend states '✓ means the button is programmed'.
- InMail Options:** Includes a 'Voicemail Email Address' field (set to 'not set'), an 'Email Save/Delete' dropdown, a 'Playback Order' dropdown (set to 'First In/First Out'), and an 'Automatic Save/Erase' dropdown (set to 'Save').

LUA Property Management System Integration

SV9100 Hospitality Support

- CPU Based LUA PMS (Property Management System) Integration
- Supports Third Party Property Management Systems
- New Features for SV9100 Hospitality
 - Custom Wakeup Message with Time
 - 1 Touch to Snooze Callback



UNIVERGE SV9100 - Advantages

Flexible

New Flexible Options for Enhanced Productivity and Business Improvements

InVPN Server Blade for up to 100 VPN Connections

Flexible Outbound Caller ID

Full Functionality Support for NEC's New Telephones

DT800 & DT400 (SV8100 Supports Retro-Mode Only)

SIP Trunk Enhancements

T.38 Fax Pass Through

Up to 5 Profiles for Multi Carrier Support

SIP Conference Support

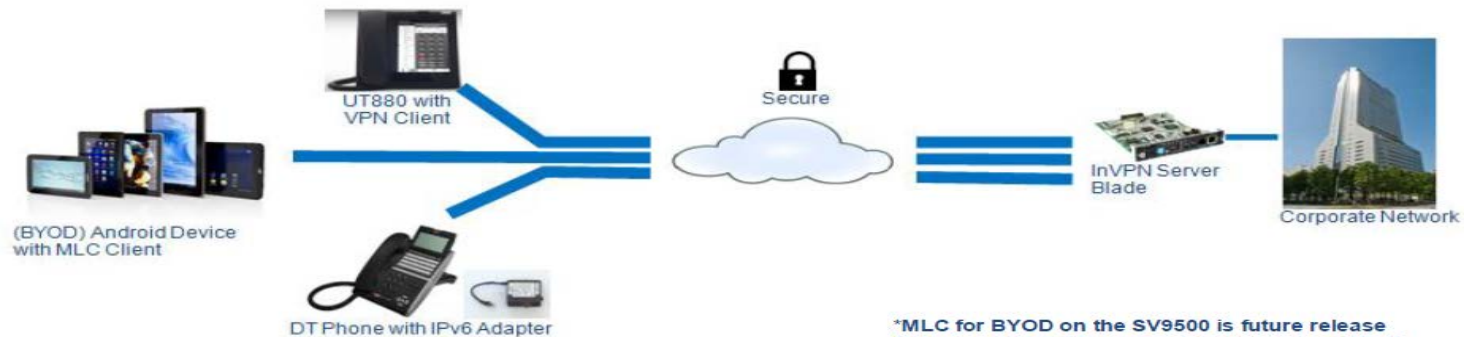
PC Pro Easy Edit – *Simplified System Programming*

InVPN Server Blade

InVPN Server Blade - Customer Benefits

- Supports up to 100 simultaneous VPN connections per InVPN Server Blade
- Provides a cost-effective way to easily establish secure communications at remote locations/offices & Teleworkers
- Enables better productivity by giving employees the flexibility to communicate easily when they're on the go

Example: New InVPN Server Blade Design



*MLC for BYOD on the SV9500 is future release
*MLC for BYOD not compatible with iPhone/iPad

SV9100 Multi-Device Support/Twinning

Up to 7 devices can Ring Simultaneously with Mobile Extension

The desk phone user chooses which numbers ring

Incoming Caller ID pass Through

Utilize System Features when Remote

- Send User's System Caller ID for Outbound Calls

*Multi Device New for
SV9100*



SV9100 Flexible Outbound Caller ID

New for SV9100

- Users can now select the Calling Party Number (CPN) where they would like to be delivered on an outbound call by [using a function key](#)
- Feature is enabled by pressing an assigned function key
- Multiple CPN Notification keys with different additional data can be assigned on the same terminal
- [Perfect for Outbound Telemarketing!](#)



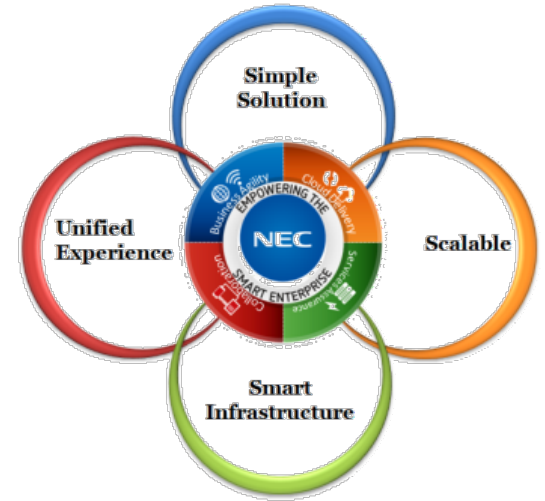
SV9100 Flexible Outbound Caller ID

New for SV9100

Use Case Example: Marketing Campaign – enhanced by the ability to select the Calling Party Number (CPN) to send on an outbound call by using a function key



Summing it Up...



UNIVERGE SV9100 Migration Incentives

NEC has announced significant incentive promotions to make the move to SV9100 easy and cost effective...

Bigger

Expanded Size and Horsepower

Better

*UC is now Included
Many Enhancements to Core Applications*

Faster

New CPU with Faster Processing

Flexible

Flexibility for Enhanced Productivity and Business Improvements

