UC for Enterprise Attendant for Business (UNIVERGE® UA5200)

At a Glance

- A cost-effective way to increase attendant productivity
- On screen call control with flexible routing
- Seamless integration of presence-enabled directory with click to call, e-mail, SMS and IM
- Optional threat recording, 911 alerts, on-call schedules, message taking and procedure management

Overview

Businesses need a cost-effective attendant console that makes their workers more efficient while improving their customer service. NEC's UC for Enterprise (UCE) Attendant for Business (UNIVERGE UA5200) was designed specifically to optimize business performance and boost a business's standard of service.

As part of the UCE suite of applications, the UCE Attendant for Business provides cutting-edge technology that delivers to you the very latest in advanced call-processing capabilities and productivity enhancements. It gives you specific tools, based upon each user's role, to make your staff more productive without increasing your costs.

Solution

A Cost-Effective Way to Increase Productivity and Security

UCE Attendant for Business promotes optimal call management for your business by delivering the tools necessary to manage heavy call volume. Repetitive activities such as answering and transferring phone calls are instantly streamlined. Additionally, it provides you with extra functionality that utilizes the existing Dterm® Play/Record feature to improve productivity and enhance security. Basic features include:

- Calls in-queue display with multi-tenant answering
- On screen, presence-enabled directory and flexibly organized speed dials
- Skills-based directory search
- Intuitive user interface, customizable for frequently used features and preferred color themes
- Shortcuts and optional custom keyboard for quick call processing
- Distributed Park/Page to optimize performance
- Attendant banners for fast distribution of up to the minute, consistent information to all attendants
- Multiple contact points and click-to-contact buttons

- Instant Message staff members to increase productivity
- SNPP and TAP paging support
- Customizable incoming call alerts and behavior

Optional additions include:
- ACD queuing allowing centralization of tasks
- Call and threat recording
- Personalized automated attendant greetings based on called number and time of day
- On-Call schedules to contact the right personnel, even after hours or on weekends
- Procedure Management for quick access to established processes for any given situation
- Message taking to communicate with mobile staff
- Emergency On-site Notification – Listen- and conference-in to 911 calls placed on property

Flexible Call Routing

UCE Attendant for Business enables you to choose the type of call routing that best fits your organization's requirements. You can choose to route calls via an Automatic Call Distribution (ACD) mode or a loop mode. This routing flexibility allows you to tailor the system specifically for your business.

Call and Threat Recording

With UCE Attendant for Business, your attendant can record calls either automatically or on demand. If programmed to automatically record calls, calls received by the operator are stored on the attendant's PC or on a network hard drive. If the attendant wishes to save a specific call, he or she can utilize the feature's Save Recordings option to save the current call - this is exceedingly useful in the event of an emergency or threatening call.

Automated Attendant Greetings

This feature provides a greeting to the caller in the attendant's own voice. It can also automatically play back pre-recorded voice greetings over the operator's handset or headset. These greetings are linked to each operator's login, so that the correct greeting is played even if the console is shared. The greeting can also be changed based on the time of day or the telephone number the caller is phoning from. This feature is especially useful for operators in multi-business environments.

Seamless Integration of Directory Data

The UCE Application Platform automatically imports all user information from UCE Manager and maps existing contact methods and data such as organization. After this initial synchronization, the UCE Application Platform automatically receives modifications to the UCE Manager user information and changes the appropriate fields accordingly. Integration to LDAP provides an additional layer of automation for a single point of entry and an always up to date directory.

Additional UCE Attendant Features

UCE Attendant for Business integrates with the UCE suite of applications, providing a complete user experience throughout your organization:

- **Rich Presence** information which integrates with other presence-enabled applications such as UCE's Empowered User that can gather Microsoft® Exchange or Lotus® Domino® calendar information. The directory and speed dials show the attendant the status of each user as well as the user's return date and time. The attendant can also change user presence information, if desired.

- **Skills-Based Directory Search** enables attendants to quickly find the person most suitable to assist the caller.

- **Color-Coded Directory Entries** that give the attendant the ability to see different entry types, user statuses, organizations or locations at a glance. The color codes offer flexible configuration, and the system administrator has the option to force the attendants into a single color scheme or to enable them to program their own color codes.

- **User Message Taking** which lets the attendant take user messages and sends them to those users via email or phone. When a user has an unread message and calls from his or her listed phone number, a pop-up display alerts the attendant. The attendant can then provide the user with the message. Additionally, the user's Message Waiting Light lights up on his or her telephone when he or she has a message.

- **Instant Message** capabilities allow the attendant to communicate with other employees while handling a call. It offers them a quick and efficient way to interact with others in the organization while remaining on the call.

- **Emergency On-Site Notification (E-OSN)** notifies attendants through a screen-pop and a configurable audible alert when a 911 call is placed. In addition, it enables attendants to listen and conference in to monitor an active emergency call to ensure an immediate and accurate response. The E-OSN tab can also be turned red as a visual indicator when there is an un-acknowledged emergency call.

- **SNPP Support** provides the attendants the capability to send a Short Text Message (SMS) to physicians and employees using SNPP.

The cost-effective UCE Attendant for Business's advanced features and assurance of continued support can enhance the productivity of your staff and help keep your customers happy. Now is the best time to take advantage of this productivity-enhancing application.