

UNIVERGE 3C™ UC Client



NEC's UNIVERGE 3C UC Client redefines the way a business and individuals communicate – enables anywhere, anytime access from any device



At a Glance

- A powerful software-based unified communications (UC) and collaboration solution
- Offers a complete suite of user-centric UC and collaboration applications for personal communications management
- Enables anywhere, anytime access for increased efficiency and productivity
- Offers easy-to-use, standards-based Instant Messaging (IM)
- Provides a consistent user experience across multiple devices
- Offers soft media phone communications
- Enables productivity gains and cost reductions through UC and collaboration efficiencies
- Enhances user mobility by providing universal services access from a wide-range of mobile devices
- Allows calls to be easily transferred from one device to another without interruption

Overview

Today's economic environment is a challenge for businesses of all sizes and to stay competitive they need to have the right tools that enable them to do more with less without compromising customer service. They must find ways to be more efficient, yet at the same time, remain flexible and reduce the overall cost of doing business.

With the right communications solution, a business can make a huge impact to their bottom-line and to individual productivity. With NEC's UNIVERGE 3C UC Client, a business can decrease overall expenditures while improving individual productivity, responsiveness and accessibility. It redefines the way a business and individuals communicate.

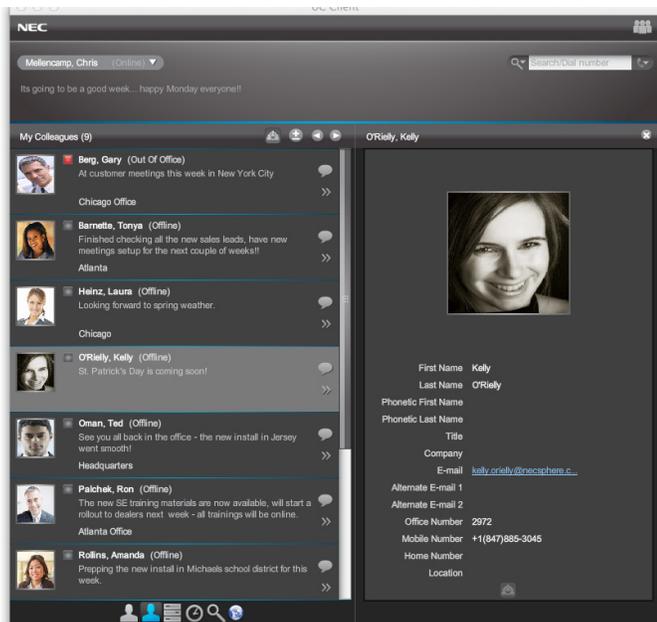
This comprehensive solution provides you with the necessary agility for today's ever-changing work environment. It provides an intuitive desktop/mobile device solution that simplifies communications management and enables complete mobility. Its rich set of features enable you to tailor your communications to your specific business needs plus have total control over how, when and where you choose to be reached. It delivers integrated communications that enhance your organization's productivity and collaboration capabilities.

Solution

Anywhere, Anytime Access for Increased Efficiency and Productivity

UNIVERGE 3C UC Client helps your business streamline communications and information delivery. Through its integration of multiple media types and devices, productivity gains and efficiencies are created. Users do not have to go from one application to another or from one device to another. It provides users with intuitive communication management tools and quick access to the information that they need.

Travel costs can be reduced and information exchange can be expedited through the use of the comprehensive voice, video and web collaboration tool, which can be accessed via the UC Client. By employees being more accessible, customer satisfaction levels improve. They are able to obtain the information that they need, when they need it. The UC Client also promotes business continuity and lowers operational costs through its support of remote workers.



UC Client provides detailed contact information

The comprehensive set of user-centric communication and collaboration features that UNIVERGE 3C UC Client delivers, are easy to learn and use. Capabilities include the following:

- **Rich Presence** allows users to locate and identify another user's availability and contact them via their preferred method. Users can easily configure their presence status to include detailed information, such as the location of a meeting, an alternate means of contact or a customized away message. It also provides a privacy setting that allows users to be logged in, but appear offline.
- **Scheduled-Based Presence and Availability** enables users to route calls to the most appropriate telephone – desk, mobile or home office – based on their schedule or specific rule they have set.
- **Unified Messaging** enables instant access to email and voicemail messages from one inbox - messages can be retrieved from any location, using a desk phone, computer, tablet or mobile device.
- **Single Number/Single Mailbox Access** saves users time by allowing them to combine mobile and office phone messages into a single mailbox, have a single phone number to distribute to customers and colleagues and transfer calls from their desk phone to their mobile device without interruption.
- **Microsoft® Office Outlook® Integration** synchronizes meeting calendars, journaling and contact groups into user call functions along with unified messaging functionality.
- **Audio Conferencing** enables users to easily set-up three-party conferences quickly or up to 384 participant conferences based on additional options available.
- **Desktop Video Conferencing** allows users to send, receive and manage video conferences (includes integration into third party video devices, i.e. conference video, tele-presence, desktop video terminals).
- **Instant Messaging/Chat** provides a communications alternative that is less-intrusive than phone or video conferencing and enables the quick exchange of information.
- **Softphone** functionality allows employees to use their computers to send/receive calls, perform desktop video conferencing, and use advanced call forwarding and web-browser dialing.
- **Comprehensive voice, video and web collaboration** - equips your employees with the tools they need to help them improve efficiency, lower spending by reducing the need for travel and stay informed. It enables:
 - Quick and easy access to meetings from multiple devices and applications – your desktop UC Client, Outlook calendar, iPads®, tablets, instant messaging/chat window plus more
 - Multiple-party video display, presentation/file sharing, whiteboarding and remote controls
 - Users to select from multiple language and time zone choices
- **Online Smart Directories** provide a desktop view of all extensions and availability within the enterprise.
- **Point-and-Click/Drag-and-Drop Call Management** allows users to perform most call functions directly from the desktop.



The UC Client works on a wide variety of Smartphones, mobile devices and laptops for universal services access from any location

- **Plus much more...**

UNIVERGE 3C also integrates with Microsoft® Exchange® and Active Directory® to provide a powerful, fully-featured unified communications solution for enhanced efficiency and productivity. This set of tools is included at no charge and is bundled within the voice license.

Support for Mobile and Remote Workers

UNIVERGE 3C UC Client offers enhanced user mobility solutions to enable your workers to stay connected and productive from any location.

- UNIVERGE 3C's softphone is an invaluable endpoint option for mobile and remote users and offers them many of the same features they have come to expect from their desktop phone. It turns a networked PC into a virtual business telephone, which allows travelers and telecommuters to take their phone extensions with them to other locations. It works remotely without a Virtual Private Network (VPN) to enable users to work from any location. It also can be used as an alternative for a desktop phone.
- The UC Client works on a wide variety of Smartphones, mobile devices and laptops, to provide universal services access to all of its productivity-enhancing features from any location at any time. Apple®, Windows® and Android™ operating systems are supported.
- Call twinning is supported to help extend a user's reach without having to set extensive call forwarding rules. A user, through the UC client, can easily configure their phone to ring one or multiple devices at the same time, including mobile and wireless devices.
- Calls can be easily transferred from one device to another without interruption.
- Works with NEC's fixed mobile convergence uMobility™ solution to provide seamless roaming on and off campus – calls can be transparently bridged from your business's Wi-Fi to cellular networks and back again via a Smartphone. (Optional)

- **Create Customized Automated IVR Messaging** to enable callers to go through menu trees using Dual Tone Multiple Frequencies (DTMF) to get information – speeding up processes and saving money.
- **Automated Attendant** provides reliable 24x7 call routing, which allows callers to reach the appropriate person using speech interface or DTMF - freeing up resources to work on other projects.
- **State-of-the Art Speech Recognition** provides users with an intuitive speech interface that easily allows them, through simple voice commands, to manage their calendar and contacts, dial contacts by stating their name, and perform hands-free call transfer plus more. (Optional)
- **Interactive Call Screening** offers users a virtual personal assistant which announces the caller and lets users choose to accept, acknowledge or transfer the call. (Optional)
- **Call Recording** can be accomplished either on-demand or using preset automation. Recordings can be saved to a local directory or automatically placed on remote resources [servers and/or Storage Area Networks (SANs)], for greater control. (Optional)

Orchestrating a brighter world **NEC**

For more information, visit th.nec.com

NEC Corporation (Thailand) Ltd.
159/37 23rd Floor and 159/38 24th Floor, Serm-mit Tower,
Sukhumvit 21 Road (Asoke), Klongtoey Nua, Wattana,
Bangkok 10110, Thailand

TEL: +66-2259-1192 FAX: +66-2259-1199

For inquiries, please contact our call center: +66-2204-9600

th.nec.com