

# 10 Essential business benefits of UNIVERGE® SV9100



## Get a smarter workforce

- > Link up your office teams, homeworkers, warehouse and field-based sales team together for more a productive, reachable workforce
- > Better communications mean better informed business decisions - don't wait for that weekly meeting!
- > **Presence:** Get a 'bird's eye' view of your entire team's activity in real-time

## Future-proof your business

- > Cost effective solution from 10 to 900+ users – plenty of capacity for an expanding business
- > Latest upgradeable communication technology – protect your investment
- > **Netlink:** Add remote sites and new branches easily without the need or cost for a new system

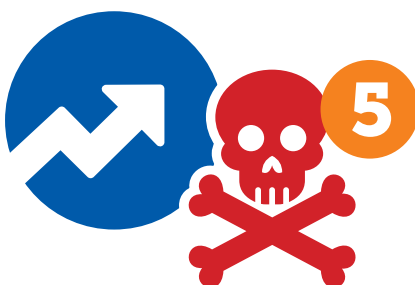


## Get free applications!

- > **Free MyCalls Basic call management app:** Includes real-time call activity display, call logging and reports
- > **Free MyCalls Desktop productivity app:** Includes Instant Messaging, Screen-Pops and Speed Dials
- > **Free Mobile Extensions:** Provides your mobile with business system functionality

## Intelligent call recording

- > Take credit card payments over the phone with PCI compliancy
- > Help prevent potentially costly litigation during a dispute with proof of who said what
- > Secure access to your recordings, playback and storage



## Defend yourself against Toll Fraud

- > Built-in application – just £99!
- > Cost of Toll Fraud to UK businesses - £1.2bn per year
- > Help prevent potentially thousands of pounds lost to fraudsters



## Stop losing business from abandoned customer calls

- > Deal with call traffic spikes more effectively helping prevent customer hang ups
- > Identify any lost calls instantly to your team for a swift follow-up call
- > **Predictive Abandonment** – Automatically identify when calls are likely to be missed and sends alerts accordingly

## Treat your customers like royalty

- > **Caller ID:** Greet your regular customers by name on a call
- > **VIP priority:** Caller Queue drag & drop to ensure your most important callers get the attention they deserve
- > **CallBack:** Offer your callers a return call to reduce their holding time (and frustration!)



## Cut your costs

- > **Audio & video conferencing:** Save on travel and accommodation costs
- > Answer more incoming enquiry calls first time, saving on call backs
- > **Multiple carrier:** Select the cheapest call rates for your business
- > **NEC Door Phone:** Enable other team members to easily cover reception duties during quieter periods, saving on staffing costs



## Manage your team's activities

- > **Presence:** Real-time snapshot of all your teams communications & meeting status, even remotely
- > **MyCalls wallboard:** Display live stats of your call centre's results
- > **Reporting:** Automated reports on call activity, abandoned call rates and call history



## Start using truly innovative handsets

- > **UT880** – the deskphone re-invented with 7 inch colour multi-touch display
- > **M155 Messenger** – Wearable wristwatch DECT, messaging and alert device: The ultimate solution for healthcare and hospitality environments
- > **G966** - the SmartDECT! A combination of DECT, WiFi and Android application support in one handset



For further information please contact your local NEC representative or:



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