

Orchestrating a brighter world

NEC

Smart Communications for Small and Medium Business

# UNIVERGE® SV9300 Communications Solution



# NEC has built smart SMB solutions that leverage technologies to optimize business practices, drive workforce engagement, and create a competitive advantage.



## At a Glance

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- Future-proof Unified Communications solution for the multi-gen workforce
- Simplified user licensing
- Excellent warranty
- Low Total Cost of Ownership
- Vertical market-specific solutions
- Voice/UC/UM fully integrated
- Comprehensive contact center suite
- Broad range of mobility applications/devices
- Wide range of end-points
- Delivers on NEC's green initiatives
- Safeguards your investment
- Multi-Line SIP Client, Multi-Carrier Support

## Choose the UNIVERGE SV9300

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Interruption of communications services means downtime for your business, customers, and loss of revenue

Today's economic environment is a challenge for businesses of all sizes. To stay competitive, SMBs need the right tools to be more efficient, flexible, and productive.

Competitive businesses come in all sizes, but successful enterprises always have one thing in common: great teamwork. In the age of increasingly disparate working locations and job complexity, communications play a crucial part in achieving business success.

Today's smart SMBs must be powered by smart solutions. That's why NEC provides you with the broadest range of industry specific communications solutions—so you can easily make quicker, more informed business decisions, drive loyalty, and keep ahead of your competitors.

NEC's UNIVERGE® SV9300 is the unified communications solution of choice for SMBs that don't want to be left behind.

Our UNIVERGE SV9300 platform is a powerful communications solution that is designed to fit your needs, and provides competitive businesses with the high-efficiency and easy-to-deploy technology that they require.

Reliable, scalable, adaptable and easy-to-manage, the SV9300 is built on cutting-edge technology that supports voice, unified communications and collaboration, unified messaging and mobility.

## SV9300 UC for Enterprise (UCE) Suite of Applications for SMBs Include:

- Presence
- Call Control
- Instant Messaging
- Group Chat
- Mobility
- Collaboration
- Voice/Video Conferencing
- Microsoft® Outlook® 2010/2013 presence integration
- Organization/Skill search
- Multiple ringing of devices
- Move call among multiple devices

## Make Collaborating easier with UC

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### Unify Your Communications, Messaging and Collaboration

NEC's SV9300 UC for Enterprise (UCE) suite of applications gives you the communication tools you need to streamline communications and information delivery. With this powerful, manageable solution your information is centralized and messages unified, so your employees can efficiently manage day-to-day business and communications easily.

SV9300 UC's empowered user is able to dictate and manage how, when and where he/she wants to be reached via the desktop and mobile clients. And with the help and inclusion of single number reach, an integrated softphone, call forwarding and voice/video conferencing and collaboration you can ensure that your customers can reach whomever they need to, when they need to. It also provides you with the option of using the desktop client as a standalone application or integrated with your Microsoft® Office Outlook® client.

With SV9300 UC, your employees retain ownership of their communications. They can set their schedule and their phones rings accordingly, or launch a meeting or customer service session and manage it directly from their desktop. SV9300 UC gives your employees exactly what they want, unencumbered communications that they control.

## Unify Your Messages Easily

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Communication between you and your customers should never be difficult.

Your customers expect to be able to get in touch with you easily. They don't want long wait times and they will demand smart contact capabilities. To be responsive to these needs, your employees must have tools at their disposal that help eliminate long call holds, incorrect call routing, and lost messages.

### Maximize Customer Satisfaction

NEC's Unified Messaging (UM) solution is the answer for small and medium businesses wishing to maximize customer satisfaction. As customers call your business, an instruction menu announcement will play providing them with a choice of dialing options. From there, they can simply direct themselves to the party whom they are calling without an operator ever putting them on hold.

### Automate Your Communications

The SV9300 UM system automates your communications by providing your business with one voicemail system complete with integrated voice messaging capabilities and automated attendant features. Our UM solution increases user productivity by providing them with enhanced call control and an easy-to-use management interface.

With the additional productivity features that UM provides, your users will be able to save, delete, or keep as new any voice message that has been forwarded to your email system, letting you empower your team to simplify message management and streamline business communications on their own—right from their Interactive Softkeys.

## Voicemail Features:

- Conversation Recording
- Answering Machine Emulation
- Fax Detection
- Find-Me/Follow-Me
- Cascading Message Notification
- Email Notification Save/Delete/ Keep as New Support
- Centralized Voicemail
- Interactive Softkeys
- Message Count Display
- Programmable Voice Prompts
- Download Selected Messages to a PC as .WAV Files
- Message Forwarding
- Remote or Local Message Notification (on or offsite) and more...

## Automated Attendant Features:

- Answer Schedule Tables
- Park and Page
- Capture Caller ID
- Single Digit Transfer
- Multiple greetings based on time of day/night, day of week, holiday and incoming outside line.



## Provide Smart Mobility Options

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Organizations need mobile applications with enhanced communications tools for on-the-go employees.

### Stay Connected in Any Location

NEC offers many mobility solutions designed to fit specific needs. Our SMB Mobility solutions have been designed to give your employees freedom and flexibility through the use of one phone extension and voice mailbox that travels with them and provides them with access to a wide range of UC capabilities.

SV9300 UC Mobility allows users to set up their phones to ring on the device of their choice. The phone is also set up according to pre-set rules that consider your current status/ availability, and who is trying to reach you.

Regardless of where you are or who is calling, your office extension will always be your single number. And, with the addition of the SV9300 UC's mobility application, you can provide your employees with enhanced coverage on their mobile devices (iOS and Android) anywhere there is Wi-Fi or 4G. Your employees will gain a consistent user experience and tool-set, regardless of which smart device they are using — Apple® or Android™, tablet or mobile phone.

### Mobile Features Include:

- Single number reach and centralized, visual voicemail
- Enhanced Mobile Presence features
- Federation with other UC applications/platforms enabling real-time access to communications and presence data from external systems
- Native Apple iPhone® and Android applications including IM and optional video/collaboration integration
- An easy-to-use interface for setting contact rules and changing status
- Enterprise dialing, presence-enabled directory and call history via desktop, web-enabled cell, or iPhone/Android phones
- Seamless, uninterrupted call transfer between mobile and desktop phones
- Integrates seamlessly with mobility applications for dual-mode capabilities
- Quick messaging for social networking with colleagues
- Increased customer satisfaction



## Run a Smart Contact Center

Today's customer expects to be able to communicate with your business on their own time, in whatever way they choose.

The SV9300 Contact Center Suite provides you with all the tools necessary to make each interaction between your business and your customers quick and easy. Between improved response times, reduced abandon rates, lowered operating costs, and increased revenues, both you and your customers will see a rapid return on your investment.



### 5 Reasons to choose UNIVERGE SV9300 Contact Center Suite

- 1 **Improve your customer service** - Skills-based routing means callers experience quicker, more efficient service
- 2 **Measure and manage your team** - Judge your team's performance on a daily basis with customized reports
- 3 **Keep your customers satisfied** - The Callback feature means customers who are unable to hold can leave a message and receive an automated call back
- 4 **Deliver multimedia easily** - Multimedia Queuing delivers all communications—fax, email, web chat messages, and more—to your agents in a prioritized, familiar way
- 5 **Motivate your team** - Dynamic wallboards encourage healthy competition between agents, with performance levels displayed in real-time

# Tailor Your Communications by Industry

**Communications technologies should cater to your needs, not the other way around.**

NEC has a rich history providing communications technology solutions tailored for Hospitality, Healthcare, Education, Government, Finance, Manufacturing, and Transportation based organizations. If you're looking for a communications solution that meets your industry's individual needs, we're the people to talk to.



**In Your Hotel**

A hospitality environment presents the ultimate challenge for customer service employees, and the SV9300 caters to these needs perfectly. With the demand for a mobile connected workforce growing in the hospitality industry; efficient communications are critical to maintaining high-quality guest services. SV9300 users get access to robust hospitality centric offerings such as the SV9300 UC Attendant's HotSOS integration which optimizes hotel operations and improves efficiency. Your staff will be able to be productive regardless of location — resulting in increased responsiveness to guest needs.



**At the Hospital**

Every Hospital administrator wants to streamline clinical workflows and enable better patient care. The SV9300 lets hospitals meet the challenges of healthcare information sharing head on. From managing the flow of the patients in the reception area, to ensuring that physicians, nurses and staff can be reached from one phone extension wherever they may be in the hospital. The SV9300 is a unique solution that reduces the administrative and process-driven strains on your IT system, so your staff can get back to what they do best: caring for patients.



**For the Government**

International and regional airports experience many emergencies in today's ever changing way of life. Quick response times and emergency department communications are vital when reacting to emergency situations. The SV9300 airport emergency kit brings all emergency departments together in a time of crisis when time and personnel need to be coordinated with precision.



DT430 & DT830



DT430 & DT830  
Dual Display  
(Desi-less)



DT430 & DT830  
Dual Display  
(Desi-less)



UT880

## Supply Freedom of Choice

A premium desktop phone for every member of your organization.

Running your business on an outdated system or forcing employees to use old devices that are ill equipped to handle their multi-faceted communications needs is bad for business. That's why the SV9300 platform supports the latest range of NEC desktop and mobile endpoints, including the DT800/DT400 series terminals, voice over WLAN and IP and Digitally Enhanced Cordless Telephone (DECT) mobile handsets.

### Call from your Desk Phone

*For those interested in keeping handsets stationary:*

NEC's innovative desktop endpoint design is intended to deliver maximum deployment flexibility, while a wide range of choices allow for multiple combinations that fit any and all business niches or personalization requirements.

### Call from your Personalized Mobile Phone

*For those interested in providing a mobile handset:*

NEC's WLAN and DECT telephones give your employees secure, crystal-clear communications as they roam about your company's premises or anywhere else there is coverage, while providing all of the features and functionality of a desktop phone with standard mobile enhancements such as text messaging, push-to-talk, programmable keys, and integration with third party applications.

## 5 Reasons to choose UNIVERGE Desktop Telephones

- 1 **Wide-Range of Choices** - choose from IP or digital, 2-line keys to 32+ or DESI-less, grayscale, color or touch-screen display, custom keypads, plus more
- 2 **Customizable function keys** - can be adapted to the exact individual requirements of your business
- 3 **User-friendly interface** - little or no staff training required
- 4 **Wireless Adapter\*** - allows placement of telephones anywhere within range of wireless network
- 5 **Bluetooth Connection Adapter\*** - enables users to receive and place calls through either their smart device or desktop telephone

*\*Adapters supported on certain models*

# Smart Scalability - Scale More Efficiently

From intelligent call handling to rich UC and collaboration, SV9300 UC delivers.

## Grows with your business - Stations: 2048 ports per system



## Handsets for every work situation - IP DECT, WiFi, & Terminals



## Business boosting applications - Extend your communication



UC & C



Call Management



Unified Messaging/  
Mobility



Contact Center



Attendant



Management

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NEC Corporation  
[nec.com](http://nec.com)

North America (USA & Canada)  
NEC Corporation of America  
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