

UC for Enterprise Application Platform (UNIVERGE® OW5000)



At a Glance

- The foundation of NEC's UC for Enterprise applications
- Productivity enhancing presence
- Corporate directory features for quick, easy access to colleagues
- Communication logs to ensure availability of call information
- An industry-standard platform for improved interoperability and simplified development

Overview

NEC's UC for Enterprise integrated suite of applications enables greater efficiency and higher productivity through the convergence of communication channels and business processes. It uses a combination of technologies, devices and services to achieve this goal, and is supported on a powerful, industry-standards platform, the UC for Enterprise Application Platform (UNIVERGE OW5000).

This powerful platform fuses communications tools like presence, status, unified messaging, instant messaging, mobility, collaboration and voice/video conferencing into one comprehensive customizable unified communications (UC) solution for any business.

Solution

The Foundation of NEC's UC for Enterprise Applications

The UC for Enterprise (UCE) Application Platform is the foundation for a robust set of UC applications. It also provides tools that can be leveraged for the customization and integration of applications as well as the development of computer-enabled business processes.

NEC's suite of UC applications, including UCE Mobility, UCE Desktop Client, UCE Agent, UCE Emergency On-Site Notification and UCE Attendant all utilize the UCE Application Platform as their foundation, and UCE Management can be used for a single point of entry and administration.

With NEC's UCE Application Platform, those who use NEC's IP communications solutions have access to more interoperability choices than ever before. Because this Application Platform includes an open application programming interface (API), integration with third party products, is easier than ever.

This application platform is key to NEC's larger strategy of UNIVERGE®360 role-based communications, by providing industry-focused business solutions that meet the specific needs of healthcare providers, higher education institutions, the hospitality industry and government organizations.

Productivity Enhancing Presence

Thanks to NEC's UCE Application Platform, rich presence allows the visibility of coworkers' availability and status as well as the devices they prefer to be contacted on. Knowing if someone is available before a call is placed can significantly reduce unanswered calls and unnecessary voice mail. In this way, presence can improve everyone's productivity.

Corporate Directory Features for Quick, Easy Access to Colleagues

Corporate Directory is an application that enables NEC's IP communication solutions users to access a corporate-wide directory on their telephone display. With Corporate Directory, users can search the entire directory for a telephone number or search the directory of a specific division or department.

Once Corporate Directory locates the name or location that is requested, it displays the information on an NEC IP telephone. Users can then place or transfer a call to the telephone number corresponding to that entry.

Database entries are stored in the same database used by other applications. Queries to the database are dynamic. Any changes to directory items are immediately available in Corporate Directory.

Communication Logs to Ensure Availability of Call Information

Communication logs track incoming and outgoing calls – whether the calls were answered or missed. Not only are voice communications logged, with the addition of UCE Desktop Client, incoming and outgoing Instant Messages are as well. With communications logs, a user will always know who tried to communicate with them and when. All communications logs are integrated into one and available to UC for Enterprise application users.

An Industry-Standard Platform for Improved Interoperability and Simplified Development

NEC's commitment to industry standards is a key component of our focus on developing long-term customer relationships. NEC strongly believes in protecting customer system investments by actively promoting application interoperability – no matter what protocol is being used.

Applications have emerged as the way to improve productivity and enhance the end user experience. NEC's UCE Application Platform provides the tools that businesses need to develop the enhanced applications and business solutions they require. Its industry-standards platform offers a wide variety of application services and programming interfaces that improve application development.

If a business requires assistance with developing applications to specifically fit the needs of their organization, NEC can proactively work with developers through the UNIVERGE Solutions Partner Program to tailor products and services that meet their specific needs. Information about this support is available at www.necam.com under the Partners tab.

Specifications

Key Features
<ul style="list-style-type: none">• Web services supporting Software Oriented Architecture (SOA)• SIP / SIMPLE API• LDAP integration• NEC OAI• Call state notifications• Multiple PBX integration• SQL database integration• Built-in administration• Log viewer• Contact Center API (Infolink)
Voice Platform Compatibility
<ul style="list-style-type: none">• UNIVERGE SV8500 Communications Server• UNIVERGE SV8300 Communications Server• UNIVERGE SV7000 Communications Server• UNIVERGE NEAX 2400 IPX• UNIVERGE NEAX 2000 IPS
Protocols Supported
<ul style="list-style-type: none">• SOAP /XML / .NET• SIP / SIMPLE• NEC OAI• TAPI• Programming languages: C++ and Java

The UCE Applications Platform (UNIVERGE OW5000) is a core component of the NEC's UC for Enterprise solution and along with other NEC applications, delivers a feature-rich UC solution.

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