

# UNIVERGE® UM8700



# UM8700 delivers best-in-class applications that can enhance a user's efficiency and productivity



## At a Glance

- Powerful suite of unified communications applications
- Increases efficiency through user and business productivity-enhancing tools
- Integrates seamlessly with current systems
- Delivers continuous high availability and disaster recovery
- Works on either a distributed, centralized or mixed environment infrastructure
- Offers deployment flexibility
- Scales to fit a growing business's needs

## Overview

In today's challenging environment, organizations need to get more work done with less resources and time. With NEC's UNIVERGE UM8700, a powerful unified communications solution built on Applied Voice and Speech Technologies, Inc.'s (AVST) award winning CallXpress®, businesses and individual users can communicate more efficiently, respond more quickly and cut down on wasted time.

UM8700 turns a business's telephone system into a productivity tool. It delivers a powerful suite of unified communications applications including advanced call processing, voicemail, unified messaging, personal assistant, fax, speech, and notification. These tools have been proven to enhance productivity of both individual users and businesses.

## Solution

### Powerful Suite Of Unified Communications Applications

UM8700 delivers best-in-class applications that can enhance a user's efficiency and productivity as well as a business's overall effectiveness in the marketplace. These productivity-enhancing tools provide users with the ability to access and manage all of their messages, whether they're in the office or on the road.

#### How Does UM8700 Increase An Individual User's Productivity?

**Unified Messaging** - lets users:

- Get instant access to e-mail, voicemail and fax messages in one inbox
- Retrieve messages from any location, using a phone, computer or mobile device
- Prioritize voice messages more easily
- See all messages at a glance

**Voice User Interface** – allows users access to their inbox from anywhere, even while driving, through speech commands:

- Access messages ("Get new messages," "Get new e-mail")
- Navigate message queues ("Next message," "Previous message")
- Process messages ("Delete message," "Forward message," "Reply to message")
- Place calls to other system users ("Ring John Smith")
- Place calls directly to phone numbers ("Dial 3334444")

## Personal Assistant

### Schedule-based Presence and availability enables users to:

- Route calls to the most appropriate telephone – desk, mobile, or home office phone – based on their schedule
- Use Find-Me/Follow-Me to ensure an important call is never missed

### Interactive Call Screening provides users with a:

- Virtual personal assistant which announces the caller and lets users choose to accept, acknowledge or transfer the call
- Unique patented Acknowledge call screening option that lets users record a customized personal message that will be played to the caller before they are sent to voicemail

### Calendar Management allows users to:

- Check and schedule meetings through intuitive voice commands – supports Microsoft® Office Outlook® or IBM® Lotus® Notes® calendars

### Single Number/Single Mailbox Access - saves users time and money by allowing them to:

- Combine mobile phone and office phone messages into a single mailbox
- Have a single phone number to distribute to customers and colleagues, rather than a mobile plus a desk phone number
- Place long distance and international calls from their mobile phones while traveling
- Transfer calls from their desk phone to their mobile when they need to leave their office in mid-conversation

### Message Notification - never miss an important message again, whether in the office or on the go, users can:

- Be notified the instant new voice or fax messages arrive via e-mail, pager, phone call or SMS text message
- Keep system administrators abreast of the status of the UM8700 system through administrative alerts via SNMP or e-mail

## How Does UM8700 Increase A Business's Overall Productivity?

### Communication Enabled Business Processes (CEBP) -

provides powerful tools that build highly advanced call notification and interactive voice response (IVR) applications to improve business productivity. Users can:

- Click to Call their contacts from within Microsoft Outlook contacts or Lotus Notes address book
- Use automated applications to provide faster, more consistent information to their customers 24x7
- Remove the cost of expensive labor by offering self-service applications
- Reduce human error

### Outbound Call Notification - users can set up customized automatic notification calls such as:

- Appointment reminders to patients from a doctor's office
- School notifications communicating information about cancellations or event schedule
- Emergency alerts to make people aware of a crisis situation
- Telemarketing campaigns and sales follow-up calls to generate more business
- Status of service alerts – for example, flight delays, order status or payment due

### Create Customized Automated IVR Systems - by having callers go through menu trees using DTMF to get information, businesses can save money and speed up processes. It's perfect for such applications as:

- Bank by phone, account status or billing
- Automatic financial reporting
- Campus directory
- 24-hour reporting line or technical support
- Store or employee locator

### Automated Attendant - callers can reach the appropriate person using a speech interface or DTMF. It provides reliable 24x7 call routing for applications such as:

- Operating hours
- Driving directions
- Corporate directories
- Audio menus
- Fax libraries

### Legacy Voicemail Replacement – UM8700 is a perfect solution for replacing a discontinued voicemail system. It allows businesses to:

- Take advantage of state-of-the-art and legacy features
- Meet scalability challenges and consolidation objectives through sophisticated system networking and global user administration capabilities
- Use the telephone interface their employees are comfortable with by mimicking the command structure from Octel® Aria®, Octel Serenade®, Mitel® NuPoint with Centigram Interface, Nortel® Meridian Mail, and Avaya® INTUITY™ AUDIX®
- Manage their communications server and voicemail system from a single interface
- Upgrade to advanced unified communication features at their own pace with modular licensing
- Transition to IP telephony when they're ready, with an IP-Future Proofing Guarantee



## Does UM8700 Integrate Seamlessly With Other Systems and How Does It Save Businesses Money?

Since UM8700 works with systems that a business already has in place (i.e. telephone and email systems, and data infrastructure), it is the one of the most cost-effective solutions on the market. No other solution offers a higher level of interoperability. It allows businesses to leverage their existing investment and still increase productivity, rather than spend money to rip and replace parts of their existing communications infrastructure.

It seamlessly integrates with all major telephony vendors, including NEC's UNIVERGE SV8300, SV8500 and Spherica communications servers. It is also one of the few solutions able to support multiple integrations – both traditional TDM and IP – on a single server.

UM8700 also easily integrates with virtually any email system including Microsoft® Exchange, IBM® Lotus® Notes®, Novell® GroupWise®, Google™ Gmail™, Mirapoint®, and any IMAP compliant system. Even if a business utilizes multiple email systems, UM8700 delivers unified messaging where other competitors cannot.

## Does UM8700 Deliver Continuous High Availability and Disaster Recovery?

UM8700 protects a business's most mission critical communication applications 24X7. Through a robust multi-server architecture, it is designed to maximize uptime, keep users constantly connected and provide IT administrators with the confidence that their system remains healthy.

This multi-server architecture contains two parts; the system server which is the brains of the operation and the call servers, which act as the workhorses. Combine that with Neverfail® for the highest level of resiliency and a business gets a fully-synchronized hot standby system server with automatic failover for high availability and a fully-synchronized warm standby system server at a remote location for disaster recovery. UM8700:

- Predicts issues and corrects them before they have impact through proactive real-time monitoring of hardware, software and networking environments
- Keeps users seamlessly connected without human intervention with automatic failover
- Keeps UM8700 applications running
- Sends real-time notification alerts to system administrators

## What Type Of Infrastructure Does UM8700 Work On?

A business may have one PBX and one voicemail system per physical site – or it can have a centralized voicemail platform. Whether a business's telephony infrastructure is distributed, centralized or a hybrid of the two, UM8700 offers businesses the flexibility to set up the system the way it works best for them.

## Does The UM8700 Have A Flexible Architecture for Easy Deployment?

Businesses have their own set of priorities for storage, access and security, so it's important to select the right unified messaging architecture to meet their specific needs. As businesses evolve and rules change, administrators need to have the flexibility to adapt to those changes. While most other solutions only offer one or two types of architectures, UM8700 offers four different types. It can be configured as server-based (single store), client-based (dual store), secure, and simplified, or a combination based on a business's needs. Each architecture has distinct advantages to help an organization grow and manage their approach to compliance and confidentiality.

## Will The UM8700 Scale To Fit A Growing Business's Needs?

Whether an organization is growing or they are looking to centralize their solutions for easier IT management, it is important to invest now in solutions that can scale with their changing requirements. UM8700 ensures that businesses are prepared for change by providing incredible scalability of up to 384 voice ports.

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