White Paper

Empowered by Innovation NEC

UC for Business - Networked Presence and Voice Messaging

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Introduction

Extend the visibility and functionality of office communications to key branches with NEC's UC for Business Networked Presence and Voice Messaging solution.

NEC's UC for Business Networked Presence and Voice Messaging solution allows users to view and access offsite users as if they were part of the local system.

Overview

About Networked Presence and Voice Messaging

The UCB Networked Presence and Voice Messaging module allows up to five sites and 2,500 users in different geographic locations to send, reply and forward messages to individual recipients and distribution lists across the network, as if they are one central site.

Users know whether anyone in the wider company is available at a glance.

Desktop and Console users can view the phone status (on or off hook), Presence Profile, forwarding status and the number of new faxes or messages for users at networked sites.

They can call a remote user by simply clicking on their Presence button, click and transfer a caller and effortlessly create conference calls.

General company-wide communications are improved due to visibility throughout.

The ability to handle a call right through to the correct destination first time improves call handling and is seamless to callers. When call handling improves, customer satisfaction improves.

The module allows users to share Caller Identification, Reply To/From, Send Message, Distribution Lists, and Message Waiting flags between sites.

How does it work?

UCB 's Networked Presence and Voice Messaging module allows voice messages to be transferred between one or more sites. All users in the remote company are available in the company listing on the local server.

Installed on a Wide Area Network (WAN), Networked Voice Messaging uses Transport Control Protocol/Internet Protocol (TCP/IP) to transmit information from server to server across the WAN.

Business Drivers

There are significant business drivers for implementing the UCB Networked Presence and Voice Messaging solution:

- **In today's competitive business environment, presence information and visibility for all users create significant customer wins. Information saves time and saving time saves money. Knowing when a user in another office is actually at their desk and likely to take a call provides both resource and financial savings.**
- **Many companies with multiple branches or offices require consistent platforms to add efficiencies to business processes. Consistency in telecommunications leads to consistent handling practices and standards.**
- **Seamless architecture to the caller improves perception of the company.**
- **Quantifying performance standards company-wide results in common standards of practice and customer service.**
- **Maximizes capital investment.**
- **Supervisors with team members across more than one location can utilize distribution lists that include networked voice mailboxes.**
- **Users within a voice messaging network will save time by using network-wide mailbox listings.**
- **Transfer of calls between sites can be handled efficiently and seamlessly. 'At a glance' information is critical to provide callers with accurate information.**
- **Blind transfers or transfers to destinations that are busy are becoming increasingly more unacceptable to callers.**
- **Viewing the status of users at other sites improves communication, team morale and productivity between multi-site companies.**
- **The ability to request notification of availability when users across the network are off the phone or return their desk adds enormous efficiency to any global organization.**

Features

Users have the following functionality with UCB Networked Voice Messaging and Presence:

- **Networking allows voice messaging functionality to work across up to five networked sites.**
- **Voice Messaging can be used to send, reply and forward messages to individual recipients and distribution lists across the network.**
- **Users can send and receive voice messages to/from users at remote sites. Up to four "companies" can be configured as "networked companies" to exchange voice messages between users.**

- All users in the remote company will become available in the company listing on the local server.
- Caller Identification – User at Site A logs onto their mailbox locally and leaves a message for a user at Site B. When B listens to the message it is announced as 'Message from <User Name>.' [1]
- Reply Identification – The Site B user can then reply to the message. When the reply arrives back to Site A, it is announced as 'Reply from <User name>.'
- Send Message – The user at Site A can send a message directly to a user at Site B from option 4 on the main voice messaging menu.
- Distribution Lists – Can include all mailboxes within the voice messaging network, including remote users.
- Select by Name – All mailboxes, including remote mailboxes, are available through the select by name option when sending a message.
- Urgent/Private/Return Receipt – Users can mark messages for remote mailboxes urgent or private or with return receipt; these flags will be reflected at the destination site.

The following features are available to Desktop and/or Console users:

- Users can view the Presence of up to 2,500 users across the UCB network from their Presence page, including meetings, in/out of office and working at desk.
- Users can call the remote extension by simply clicking the Presence button.
- Users can request notification of the availability of Executive Desktop users across the network (detected from mouse, phone or keyboard activity). [2]
- Networked Presence displays the following information:
  - Phone status (on/off hook; ringing)
  - When an extension is forwarded (to Voice Messaging or some other extension) [3]
  - The current Presence Profile
  - The number of current messages in the mailbox

Benefits

- Users know whether someone at a remote site is available at a glance.
- Users can easily send, reply and forward messages to/from users at remote sites enabling them to communicate as if they are one central site.
- The current Presence Profile provides information as to why a remote user is unavailable and when they will be back.
- Calling remote extension users is easily available by simply clicking on their Presence button without the need for a separate extension list.
- Standards can be easily implemented throughout the company.
- The ability to include all mailboxes in both Global and Personal Distribution Lists enables users to easily send and forward messages to these distribution lists, including remote users.
- All mailboxes are available to callers using the Dial by name search function. This enables callers to reach anyone in the company regardless of their geographical location.
- Unified Messaging and Desktop remote users will automatically inherit the voice messaging user identification and message flags (urgent or private).

System Requirements

Customer Site Requirements

- UCB Networked Presence and Voice Messaging uses email transport and requires Microsoft® SMTP Service. Firewall and network settings must permit the necessary traffic between all networked servers. This may include standard CTI Server IP ports and/or standard SMTP email.
- Networked Presence and Voice Messaging requires 500KB/minute of network bandwidth.

1 When the calling line ID is available, it is played in the voice message when the remote user calls a phone on the network and then leaves a message when the phone forwards to Voice Messaging.
2 Presence must be activated at the destination Desktop; requires an Executive Desktop/Insight license.
3 Please note the ability to show Forwarding status (blue arrow and destination) is dependent on PBX type.

Example

A star indicates 'At my Desk' – the person is currently using their keyboard, mouse or telephone; a clock indicates 'Away from my Desk' – all of these tools are currently idle.

1. New Zealand is the local networked site; it's 9:55 a.m. Friday. Local Presence buttons show all status details, including agent status and ETR.
2. At the remote site in California, it is 2:55 p.m. Thursday. Remote presence buttons show phone, Profile and mailbox status. Brad is working at his desk.
3. At the remote site in Melbourne, it is 7:55 a.m. Some users are already in the office for the day.

Please note that the ability to show Forwarding status (blue arrow and destination) is PBX dependent.

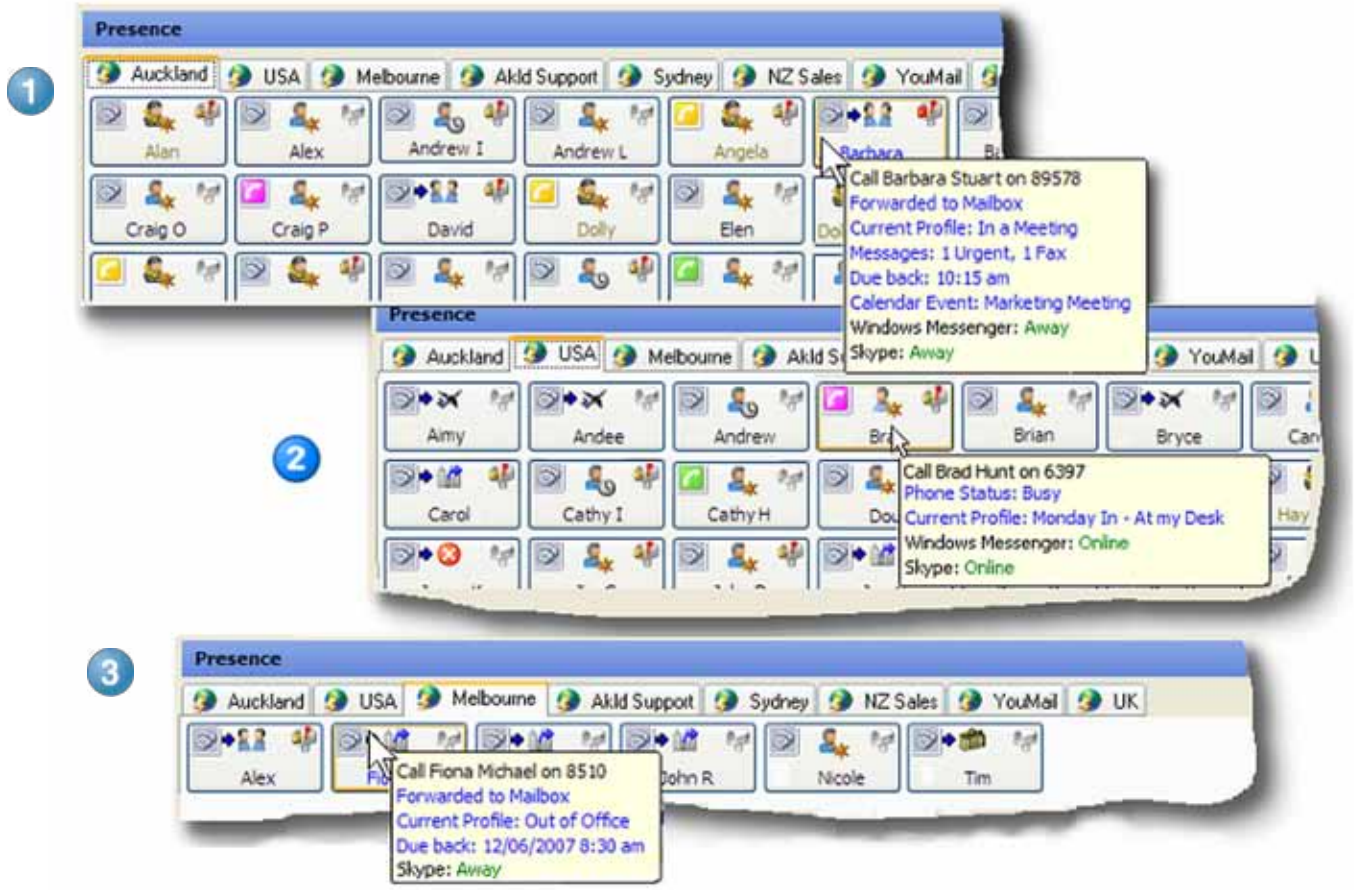

Figure 1. **Presence pages for three networked sites with the local site shown at the top.**

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