

NEC's Enhanced Unified Communications Desktop Client

UNIVERGE® UC700



The UC700 is one of NEC's most innovative desktop productivity applications.

The UC700 Desktop Client combines mobility, rich presence, communication history, instant messaging, call control, voice and video conferencing, and collaboration into one powerful, easy to manage solution.

This application is an important part of NEC's UNIVERGE360 approach to communications, which enables you to tailor communications to fit each employee's role. This marriage of adaptable technology to an employee's daily business activities helps any organisation become more efficient, responsive, collaborative and productive.

Presence Information at a Glance

The UC700 Desktop Client enables you to see with a quick glance whether your contacts are available. Its Contact List uses attractive status icons of different colours to indicate each contact's availability. The Contact List also shows you your colleagues preferred method of contact.

Integrated Microsoft Office Outlook Toolbar

You choose how you want to use the UC700 Desktop Client - either as a standalone application or integrated with your Microsoft Office Outlook.

At a glance

- Presence information at a glance
- Integrated Microsoft® Office Outlook® toolbar
- Individualised contact rules
- Personalised status information
- Intuitive call control and conference management
- Instant Messaging for quick communications

By using the UC700 Desktop Client for Microsoft Office Outlook version, you eliminate the need to run a separate client. An intuitive toolbar makes changing your presence status, adding a personal contact, initiating a conference, viewing another's status and calling contacts in your corporate directory quick and easy.

Individualised Contact Rules

The UC700 Desktop Client features Contact Rules that enable you to assign different call treatments for individuals based on their set presence status. Using these rules enables the person calling or messaging you to reach you the first time that they try. It increases productivity by reducing the amount of time waiting for a return call or email. This advanced application also places no limits on call treatments. There is no longer a need to define these treatments at a group level.

Personalised Status Information

The UC700 Desktop Client doesn't just reveal your contact's availability; it also provides additional information about the contact's status. Users can select from one of the pre-defined status choices, such as Away from Desk, In a Meeting, Out of Office, etc., or create their own custom status message. Your status and rules can follow your Microsoft Outlook calendar so you don't miss important conversations with designated callers while in a meeting or out of the office on business. Rich presence provides more information to employees to enable them to make informed decisions about when and how to contact you.

Call Control and Conference Management

The UC700 Desktop Client includes an easy-to-use graphical interface for Call Control with context-enabled icons, which enables any user to immediately reap the benefits of the solution. You can click to dial directly from your contact lists or automatically dial the appropriate number based upon the recipient's status.

The interface displays a popup window for incoming calls that gives the user the choice of accepting the call, immediately sending the call to voicemail, or redirecting the call to another phone – all with the single click of a mouse.

Additionally, its Conference Manager provides a graphical interface that enables you to select participants and groups from a Contact List or directory. Once all participants have been selected, the Desktop Client calls each participant (using his or her contact rules) and moves the call to the audio conference bridge. Icons within the Desktop Client show who is attending.

Instant Messaging for Quick Communications

The UC700 Desktop Client also provides Instant Messaging for short, immediate communication with colleagues. In order to ensure compliance with certain standards, these messages are stored in the Communications History file with the other call events.

The UC700 Desktop Client improves the effectiveness of your communication and facilitates quicker decision making. As a result, business expenses are reduced and both productivity and customer service are improved. It's a powerful tool for working with your peers and getting things done as quickly as your business demands.



UNIVERGE®360 is NEC's approach to unifying business communications. It places people at the centre of communications and delivers on an organisation's needs by uniting infrastructure, communications and business.

For more information, visit www.nec.com.au, email contactus@nec.com.au or call 131 632

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