Dear Associate
UNIVERGE SV9100

New Product Release

Portfolio update   No: 2014-062   December 12, 2014

UNIVERGE SV9100 MyCalls 4.5

Introduction

This Dear Associate informs you of the availability of MyCalls 4.5 on the SV9100.

With this release MyCalls continues to provide new and enhanced features, helping you to increase your business opportunities.

The following items are available in the MyCalls 4.5 software through upgrade or initial install:

➢ **UC Ready**
Desktop Application provided free with every system: Deskphone call control with Screen pop integration with Microsoft Outlook

➢ **Operator Console**
A powerful yet easy to use application, that puts the operator in control. Enables greater management of calls and employees for enhanced customer service.

➢ **Presence**
Provides a bird's eye view of your colleagues availability and status activity enabling visibility and management of your whole workforce on a single screen, even change your presence status form your mobile phone.

➢ **Instant Messaging**
Helping users communicate far more quickly than emails, enabling a more responsive workforce. Ideal for individuals or user groups, IM is especially useful for urgent requests, even when users are on a call.

➢ **Stop/Start Call Recording**
Allow a pause to be made in the recording when sensitive information being spoken, such as Credit Card details. This can be performed manually or automated to occur when a particular field is entered in your CRM.

➢ **New Terminal range**
Supports the new range of DT400 and DT800 terminals. Also continues to support the DT300 / DT700 terminals

➢ **Predictive Abandonment**
Predict the probability that a queuing call has of abandoning by looking at historical statistics of your call centre. Allowing you to react by logging more agents in in that queue, reducing the number of missed calls.

➢ **Other features include: MSI Installer, CRM 2013 Support, Barred Call display, Billing Granularity:** Refer to SV9100 MyCalls 4.5 Release Overview for further details of these and all the items above.

www.nec-enterprise.com

Operator Console

Availability and Ordering

The UNIVERGE SV9100 MyCalls 4.5 will be available December 8th 2014. For availability in your market please contact your NEC representative/Channel Manager

Availability may be dependent on training.

Documentation

Overviews

The SV9100 MyCalls 4.5 Release Overview is available now on BusinessNet:

Technical Manuals

The MyCalls Installation Manual is available now on BusinessNet:

User Guides

The MyCalls End User Manual can be found on BusinessNet:

Marketing Material

The SV9100 MyCalls Brochures and Data sheet will be available on BusinessNet within December.

Training

SV9100 MyCalls Desktop Suite Lite: Installation and configuration tutorial
Downloadable tutorial, intended for engineers who have no previous experience of MyCalls installation. Available December.

Class room training

New SV9100 training courses will be available as part of the release of the SV9100.

www.nec-enterprise.com

MyCalls V4.5 Console and Presence (2 days): Available from 9th December 2014
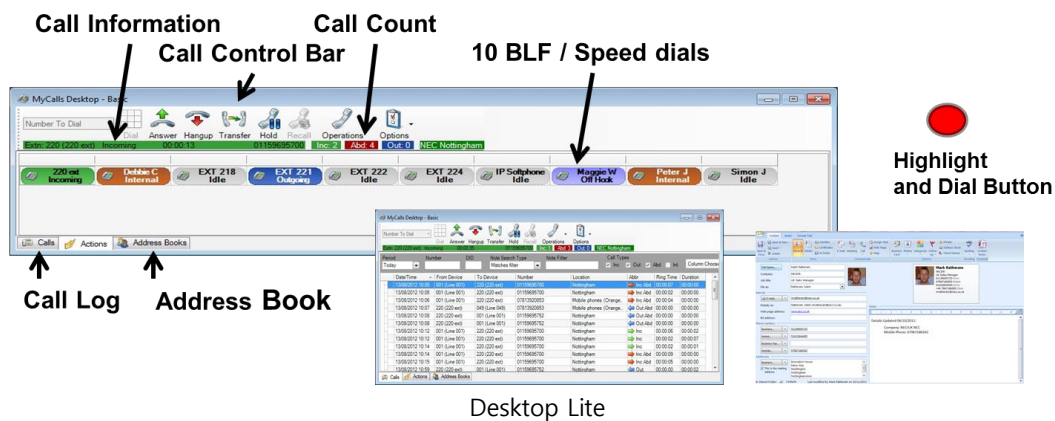
SV9100 MyCalls full suite of training (7 days): Courses available from 12th January 2015

For further details of SV9100 training courses refer to the training pages on BusinessNet:

Pricing

SV9100 MyCalls 4.5 prices can be obtained from your NEC representative/Channel Manager or Prophix.

You can find more information on MyCalls on BusinessNet

Desktop Lite

On Behalf of the NEC Enterprise Solutions Portfolio Management Team

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