UNIVERGE® SV8100 Desktop PC Assistant

Fulfilling the promise of UNIVERGE®360

UNIVERGE®360 is a comprehensive, global approach to integrated communications that brings networks, systems, devices and applications together. The employee's role is used to determine the best method of communication. UNIVERGE® SV8100 Desktop PC Assistant is a perfect example of UNIVERGE®360 in execution.

PC Assistant enables workers to get more done in less time by giving them the ability to manage telephone sets on their desktop PCs. With just a few clicks of the mouse, users can easily access features such as speed dialling, call management, contact lookup and they can benefit from seamless CRM integration.

At a Glance

- Simple interface for easy multitasking
- Flexible, efficient directory
- CRM integration
- Call logging and recording

A simple interface for easy multitasking

Rather than remembering feature codes, SV8100 users with PC Assistant click easy-to-understand icons on their computer screens for functions including Hold, Transfer, Conference, Park, and Barge-in.

The PC Assistant also simplifies call management by keeping track of current call status. For example, when no call is active, the Answer, Transfer, and Conference icons are dimmed and cannot be selected. While an incoming call is ringing, the answer and redirections are available. When a call is received, it can be answered with the PC Assistant or with your desk set. Either way, once a call is answered, icons for all available features become active. This simple interface is clear and easy for users to understand.

The PC Assistant interface screen can be docked anywhere on the PC screen, making it easy to hide out of the way when you don't need it and are working on other tasks. In the Docked Mode, the Assistant bar can be attached to the top or bottom of the screen. In the Auto Hide mode, the Assistant hides where it is docked until the pointer is moved off the screen. Headset operation is also supported.

A flexible, efficient directory

PC Assistant makes it easy to look up a telephone number and place a call. The PC Assistant's search function narrows the database displayed, as the name is typed in the search box. So, when the user zeros in on the correct name, he or she can automatically dial any of the party's listed telephone numbers with one mouse click.

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PC Assistant also maintains a flexible and accessible directory of employees, company contacts and personal contacts. Personal contacts are only visible to the user entering the data, but the information in the Contact and Directory tables is available to all PC Assistant (and PC Attendant) users. Each entry in the database can contain detailed information, including name, email address, company name and other pertinent information.

Information in the database can be configured to display as the user wishes and can be easily sorted by clicking and dragging. So, if the user only wants to see telephone numbers and email addresses in the directory, the database can easily be configured to display only that information with just a few clicks. Printing a company directory is as easy as selecting an available printer on the PC.

CRM integration

PC Assistant integrates with popular contact and CRM applications to leverage their information. SV8100 systems can be configured to perform a search in the user's Outlook database when a call comes in and to display an Outlook contact window with the caller's contact information. This feature dramatically improves customer service and satisfaction by enabling users to reference existing customer information rather than collecting it again. This improves the customer experience, speeds transactions, and reduces the likelihood of data entry errors.

PC Assistant users can dial calls using Outlook by simply opening the Outlook contact window and clicking Dial. Once the dialled call is answered, all of the SV8100 feature icons for active calls are available. Users can disconnect a call through either PC Assistant or Outlook. An other possibility is to highlight a number in any application and press a key to dial.

Call Log and recording

PC Assistant automates call logging as every call made or received on the desk phone while PC Assistant is running, is entered into the Call Log. Call Log keeps a complete record of all calls made (even those made manually). Additionally, calls can be recorded to the Call Log and saved as a .wav file. Voicemail and missed call alerts are also possible.

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

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