UNIVERGE UM8700 delivers best-in-class applications that enhance a user’s efficiency and productivity as well as a business’s overall effectiveness in the marketplace.

Overview

In today’s challenging environment, organizations need to get more work done with less resources and time. With NEC’s UNIVERGE UM8700, 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.

Solution

At a Glance

- Powerful suite of unified messaging applications
- Increases efficiency through user and business productivity-enhancing tools
- Offers a native mobile application for Android™ and iPhone® mobile devices
- Integrates seamlessly with current systems
- Delivers continuous high availability and disaster recovery
- Works on either a distributed, centralized or mixed environment infrastructure
- Works in a virtualized environment
- Offers deployment flexibility
- Scales to fit a growing business’s needs

Increases 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

Mobile Client - offers users the ability to:
- Access all features and functionality of UM8700 on a user’s iPhone or Android mobile devices.
- Manage both personal and business communications on the same device while ensuring the security of their business data

Integration with NEC’s UC for Enterprise - allows users to:
- Synchronize their UM8700 mailbox greeting with their UC status – eliminating the need to manually change it
- Provide callers with up-to-date information on their status and when they will be available
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")

State-of-the-Art Speech Recognition provides users with:

- An intuitive speech interface that easily allows them, through simple voice commands, to manage their calendar and contacts, dial contacts by stating their name, perform hands-free call transfer plus more
- Voice-activated management simplifies user’s tasks and ensures continued productivity – and complies with the hands-free mobile phone laws enacted in many states and countries
- Ability to check and schedule meetings through intuitive voice commands – supports Microsoft® Office Outlook®, Office 365 and IBM® Lotus® Notes® calendars

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

Personal Assistant (Interactive Call Screening) enhances a user’s efficiency and productivity as well as increases a business’s overall customer satisfaction. It 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

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

Increases 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 UNIVERGE UM8500, NEAXMail® AD-64, 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
Integrates Seamlessly With Other Systems and Saves 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 NEC’s UNIVERGE SV8100, SV8300, SV8500, SIP@Net and UNIVERGE 3C™ communications servers as well as other major telephony vendors. 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 (including Office 365), 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.

Additionally, the UM8700 offers an intelligent gateway for connecting an NEC communications platform to Microsoft’s Lync® Office Communications Server (OCS). NEC understands that customers today want to keep their reliable NEC voice infrastructure, but may still be looking to facilitate Lync OCS into their voice landscape. The UM8700’s Intelligent Gateway offers numerous benefits without the need for additional client software or added third party gateways.

Delivers 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.

The UM8700 can:

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

Works on Different Types of Infrastructures

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.

Works In A Virtualized Environment

The UM8700 supports VMWare which allows for the virtualization of the system server and call server(s) when integrated via IP on a single physical VM server. By consolidating data and applications onto a single server, businesses benefit through reduced costs, simplified IT management, and minimized space requirements.

Offers 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.

Scales 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 500 voice ports.