



Empowered by Innovation **NEC**

# UNIVERGE® SV9100 COMMUNICATION SOLUTION



Empowering the Smart Workforce

[www.russell-telecom.co.uk](http://www.russell-telecom.co.uk)

# Change the way you work with **NEC UNIVERGE® SV9100**



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Competitive businesses come in all sizes but usually have one thing in common: great teamwork. And in the age of increasingly disparate working locations for employees, communications play a crucial part.

Get the most out of your workforce with the SV9100 from NEC. It's designed for real people and real business and gets your team working together from day one:

- > Make quicker, better informed business decisions without waiting for the next weekly office meeting
- > Respond more quickly and efficiently to customer requests to drive loyalty and keep ahead of your competitors
- > Empower your workforce with Smart Communications

## Make a smart investment

- > Unsurpassed warranty for peace of mind
- > Future-proof technology that meets the need of the multi-generational workforce
- > Recognized with the highest Customer Satisfaction among UC vendors\*
- > Lower total cost of ownership\*\*

## Work with smart IT

- > Works as a digital system, IP system or a combination of the two
- > SIP technology provides disaster recovery
- > Easy integration with email apps incl. Microsoft® Outlook® & CRM integration e.g. Salesforce

\*According to Nemertes 2014

\*\*According to the Stein Technology Consulting Group (STCG) report 2014  
– NEC rated lowest in Total Cost of Ownership over 5 years & Nemertes TCO Report 2013

# Russell Telecom

Celebrating 30 years in business

RUSSELL TELECOM is a leading telecommunications provider, headquartered in Gateshead, Tyne and Wear. More than 5,000 customers across the UK choose us for state-of-the-art products and tailor-made solutions.

Our proven track record and extensive experience - 30 years in the telecoms market - enables us to deliver successful solutions to partners and clients nationwide.

Our customers include some of the UK's biggest names across the public and private sectors such as the National Probation Service and English Heritage. Their testimonials speak highly of our commitment to their needs has meant that our loyal customer base is growing all the time.

We are proud of our long-standing partnership with NEC Enterprise Solutions. Our accolades with them include Outstanding Customer Service, Excellent Performance and Excellent Customer Service. This teamwork ensures that we can offer you the most cutting edge solutions, from entry level phones to sophisticated network systems.



Russell Telecom has over 50 highly-skilled employees working out of our headquarters at the prestigious Watermark development in the heart of the North East and at our second office in Morley, West Yorkshire.



“We would like to congratulate Russell Telecom on 30 years in business. Russell Telecom’s commitment to technical excellence is, quite simply, great news for all its customers”

Andrew Cooper Sales Director, NEC Enterprise Solutions, partner to Russell Telecom

# The Smart Workforce

Keep working, stay connected



## In the office

During a working day, employees are actively in and out of meetings, moving around the office and other departments. Stay in touch with the flexible options the SV9100 offers to ensure calls are delivered regardless of location:

- > Keep talking – Stay connected with NEC's Bluetooth handsets which can be paired with mobile phones for the ultimate in flexible communications
- > Hot desking – Allows handsets and desk space to be shared by a number of employees, helping keep costs down
- > Call recording functionality – Resolve disputes instantly, avoid litigation, stop-start recording for credit card orders, telesales training tool and more!

## In the boardroom

- > Flexible boardroom meetings – Audio and video conferencing capabilities for maximum convenience and spontaneity
- > Increased communication 'visibility' – Call management tools provide a real-time snapshot of caller activity and customer service levels across the company
- > Remote management – Key call performance summary reports can be automatically emailed as a PDF to your directors



## At the reception desk

The shop window to your business – here's how to create a smarter reception area:

- > Lower costs – NEC Door Phones can enable other team members to easily man reception duties during quieter periods, saving on overhead
- > Save time – With Click-to-dial, quickly connect to the person you need to reach
- > Greet your callers by name – Caller ID enhances your customer service



### Your mobile sales team

For your sales team and teleworkers, travelling to and from various business meetings, having more than one method/number for communications can be time consuming and confusing. Salespeople have to be in the know – all the time, no matter where in the world they are.

- > Mobile Extension – Allows a user to be contacted on a single number, regardless if a call is taken on their desk phone or mobile
- > Mobile calls – Can be recorded as you would a desk phone call

### At the warehouse

Communications need to be just as advanced in the warehouse as in the office. Gone are the days when an old mobile handset will suffice.

- > IP DECT handsets – offer a wide range of choices and advanced feature sets to remain connected in all departments
- > Safety features – Include Man Down, Location Detection and more



### Your homeworkers

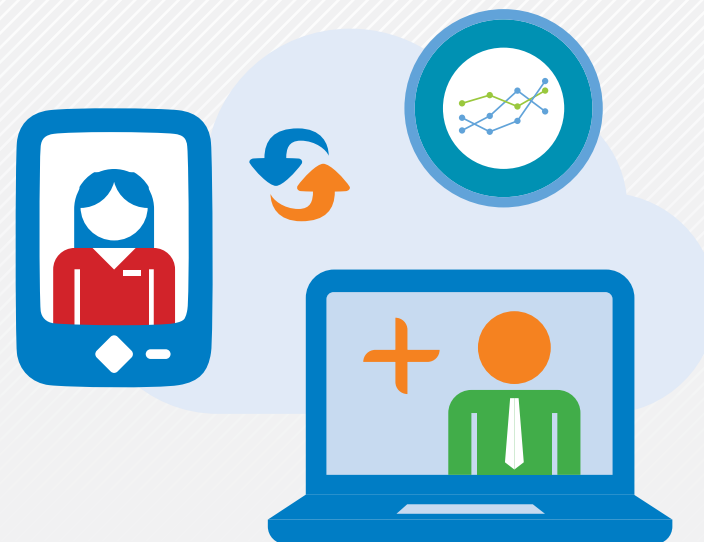
Users can enjoy a complete phone user experience from their home office plus greater working flexibility. Individual and business benefits include the cost and time savings of travel and even the associated costs of workspace.

- > Desktop telephones – Provide access to system features from the home, e.g. company directory, call transfer and more
- > Video conferencing – Face to face communications with colleagues and customers



# Smart Mobility

Communicate Anywhere, Any Time



## On the road

Treat your smartphone like your deskphone with Mobile Extension. Enjoy the SV9100 system features while you're on the move.

- > Remain contactable through one extension number wherever you are – reduce voicemails and 'telephone tennis'
- > Use system features on the move – including call back, transfer and caller ID
- > Call recording capabilities on your mobile – your peace of mind is no longer restricted to just landline calls

## Mobile office

For flexible calling options, pair up your mobile with the Bluetooth deskphone adapter:

- > Bluetooth adapter provides a collaboration between a smartphone and your deskphone
- > Seamlessly continue a call started on your deskphone on your mobile



## Larger sites & campuses

Ideal for campuses and other large premises environments, WiFi handsets have advanced wireless features for organizations on the go.

- > Seamless roaming within multiple business locations
- > Cost reduction through simpler IT management
- > Multi-line operation



“Increase your customer service levels and you’ll increase your business”



### Introducing mobile integration

Combining WiFi, Fixed Mobile Convergence (FMC) and smartphone technology, the NEC Mobile Integration is a sophisticated solution offering users seamless access to a variety of networks across the premises of an organization.

- > Single Number Reach – Provide colleagues and customers with a single phone number
- > Unified Voice Messaging – No need to check multiple voicemail boxes for messages
- > Seamless Roaming – Use a smartphone to easily transfer calls from the business’s WiFi network to a cellular network, and back again
- > Enterprise Dialing – Use a smartphone to make station-to-station or external calls

### On your premises

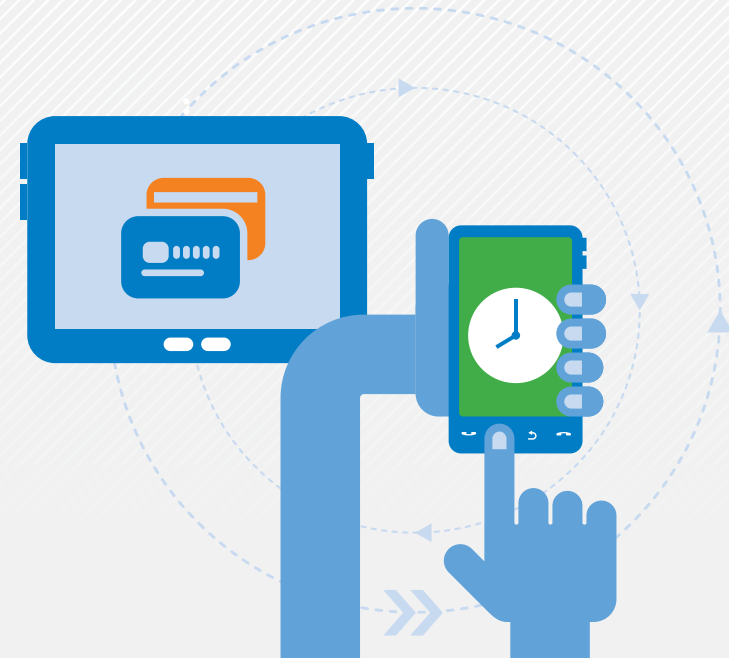
For the ultimate devices for voice, text messaging and in-house mobility - the SV9100's IP DECT wide ranging portfolio includes:

- > Security features including Man Down, Location Detection capabilities, SOS and more
- > Latest CAT-iq technology combining DECT and WiFi technology for data access on the move
- > Robust handsets for tougher environments



# Smart Call Management

MyCalls – The business boosting application suite



MyCalls provides your team with the tools to succeed in making your business more customer-centric and more profitable. From call management, call centre management, call recording and call activity analysis – real-time stats enable sharper responses to fluctuating call traffic.

## Want to ensure calls are always answered?

- > Alarms can be programmed to alert a manager or an operator when a set rule is broken i.e. call unanswered for over 20 seconds. Your alarms 'keep watch' while you get on with your daily tasks.
- > Reporting which can be scheduled or run on demand, including call costs, response times and staff telephone performance – ideal for fine tuning your service levels.
- > Multiple office branches? MyCalls Enterprise gathers and consolidates call information from all sites and can be managed from a single desktop.

## Want to increase your customer service levels?

Screen-pops speed up workflow by providing caller information even before a call is taken. Your customers can be greeted by name and handled more promptly.

## Empower your receptionist

- > Presence provides a 'bird's eye view' of your team's availability. Individuals become more reachable, enabling you to find the company expert quickly for that crucial customer enquiry
- > Call History – Provides instant reference for all inbound, outbound and missed calls instantly to see who's called
- > Drag & drop call control – Easy call management and prioritisation
- > Instant Message – Receptionists can send an urgent Instant Message to another employee e.g. an urgent call waiting or a visitor in reception





### Give your agents control

Agent control gives your team the flexibility to log in and out of ACD queues to cope with fluctuating call traffic. Up to the minute call queue information and customisable alerts allow managers and call centre staff to see their performance in real-time. Don't keep your callers waiting! Call Completion Codes encourage faster 'wrap up' times and more traceable results.

### Want to be covered?

Call recording gives you the peace of mind so you always prove who said what. Disputes can be resolved quickly and painlessly saving you time, money and hassle. Stop-start recording enables credit card bookings to be taken over the phone, plus it's also an ideal training tool for your team such as sharing effective sales calls, reviewing telephone skills and more.

Real-time call volume chart by the hour

Colleague Presence status

Number of current queuing callers

Number of abandoned calls



# The Smart Contact Centre

Advanced solutions for demanding customers



## Cool, calm and collected contact centers

Today's customer expects to be able to communicate with your business in their own time in whatever way they choose. The increase of online ordering and reduction in telephone enquiries means a contact centre needs to adapt quickly.

The SV9100 Contact Center suite provides you with all the tools necessary to make each interaction between your customers and your business quick and easy.

Between improved response times, reduced abandon rates, lower operating costs, and increased revenues, both you and your customers will see a rapid return on your investment.

## 5 ways to transform your contact center

- 1 Improve your customer service – Skills-based routing means callers experience quicker, more efficient service
- 2 Measure and manage your team – Judge their performance on a daily basis with customised reports
- 3 Keep your customers satisfied – The Callback feature means customers who are unable to hold can leave a message and receive a call back
- 4 Deliver multimedia easily – Multimedia Queuing delivers all your communications to your agents in the familiar way calls are delivered and prioritised
- 5 Motivate your team – Dynamic wallboards encourage healthy competition between agents with performance levels displayed in real-time



## The desktop telephone Reinvented

Communication continues to evolve each day, and to keep up, so must your desktop telephone. The increasing technological innovations of smartphones and tablets has led to the creation of a new breed of desktop phone. NEC's new UT880 integrates the traditional desktop telephone and an Android tablet into one device that provides you with an innovative, feature-packed desktop phone that revolutionizes your calling experience.

### UC functionality

The UT880 also provides you with access to your NEC desktop client. All UC functionality, from corporate directory, presence, and instant messaging to unified messaging and call control, is available at your fingertips.

### NEC's UT880 takes it to the next level

- > A full seven-inch color display with four-finger multi-touch capabilities
- > UNIVERGE Multi-Line client that emulates any NEC telephone
- > Open interface for application development
- > Supports SV9100 platform voice functionality and hands-free speakerphone
- > Integrated Bluetooth capability
- > Built-in camera for video conferencing
- > Android OS support
- > Multiple login support
- > USB port



## Elegantly Designed & Feature Packed

### Full Color or Gray Scale LCD

Call Data: Time & Date, Extension Name and number and incoming Call Info

Data: XML capabilities/application information when not in a call

Message Waiting Indicator Light  
Viewable from front and back of the phone  
IP – 7 Colors | Digital – 3 Colors

### Wideband Handset

### Color Options

Piano Black | White Porcelain

Soft Keys  
Voice switch controlled and features dynamically change depending on state of phone

Transparent Line Keys that Light Up  
One touch access to system features such as:  
Extension Dialing | Lines/Call Park  
Voicemail Box | Call Recording | Security

### Speaker phone

### Adjustable Stand

4 adjustments

Feature Keys  
Recall | Feature | Answer | Microphone

### Customizable Backlit Keypad

Options: ACD | Retrofit | French  
Spanish | Braille Stickers

Menu key  
Call history - redial/missed calls  
Directories | Settings: ring volume

### Microphone

Support for full duplex hands-free operation

Navigation Cursor

Hold, Transfer & Speaker Buttons



# IP and Digital Desktop Telephones

A premium deskphone for every member of your organization



DT410



DT430 & DT830



DT430 & DT830 Dual Display (Desi-less)



DT830CG Color Display

## DT410 Digital Desktop Telephone

- > 2 key non-display or 6 key display
- > Entry level phone
- > Hands-free, Half Duplex
- > Soft keys / LCD prompts
- > Directory dial key: 10 Feature Key support
- > Wall mountable
- > Message waiting indicator

## DT430 Digital Desktop Telephones

- > 12, 24 or 32 programmable keys (fixed terminals)
- > Backlit keypad
- > Backlit Line keys
- > Desi-less (8-line display) version
- > Hands-free, full duplex
- > Headset support, optional support for EHS
- > Soft keys/LCD prompts
- > Directory dial key: Navigation cursor
- > Call history
- > Bluetooth support (BCAZ)
- > Wall mountable

## DT830DG & DT830CG IP Desktop Telephones

- > 12, 24 or 32 programmable keys (modular support)
- > Backlit keypad & Line keys
- > Desi-less (8-line display) version (DT830DG)
- > Hands-free, full duplex
- > Headset support, Optional support for EHS
- > Soft keys/LCD prompts
- > Navigation cursor & Directory dial key
- > Call history
- > Gigabit Ethernet
- > USB Port – Smartphone charging, downloading images for display (Except on display model)
- > Bluetooth support (BCA-Z)
- > Wall mountable
- > XML open interface capabilities
- > VoIP encryption

## DT830 IP Desktop Telephone - same as DT430 plus

- > Network support 10/100 Ethernet
- > Backlit LCD screen
- > XML open interface capabilities
- > VoIP encryption

## DT830CG IP Desktop Telephone above features plus

- > Full color backlit LCD display - large size (105.5 x 67.2 mm)



8-line Key Module



60-line DSS Console

A woman with blonde hair, wearing a blue short-sleeved top, is sitting at a desk in an office. She is smiling and talking on a black corded telephone. In the background, there are office cubicles, desks with computers, and other people working. A white mug is on the desk in front of her.

“The SV9100 remains cost effective from 10 users to over 800 – scalability at its best!”

## Smart Scalability – Scale more efficiently

Grows with your business – From 10 to over 800 users



Handsets for every work situation – IP DECT, WiFi & Terminals



Business boosting applications – Extend your communication



UC & C



Call Management



Unified Messaging



Contact Center



Mobile Extension



Management



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