

# UC for Business - Knowledge Worker



## At a Glance

- Ideal for most employees, department 'experts' and managers
- Unifies all communications in one application
- Intelligent productivity features
- User-friendly Microsoft® Outlook® and IBM® Lotus® Notes® integration
- Advanced Presence application
- Automated screen-pops
- Email calendar integration
- Microsoft Office Communications Server (OCS) gateway
- Add-ons include Executive Mobile and Executive Conferencing

## Overview

NEC's UC for Business (UCB) Knowledge Worker improves productivity for all employees by consolidating management of phone calls and faxes with voicemail, staff presence and internal chat, all from the PC.

Knowledge Worker is available in two versions. The Executive Desktop version allows executives and knowledge workers to manage their communications from their PC desktop. Phone calls, voice and fax messages are all handled more efficiently and more productively. The Executive Insight version supplies desktop functionality to existing Microsoft Outlook users, providing management of phone calls, voice messages and faxes alongside their emails within one application.

The Executive Mobile add-on application allows field sales teams, managers and home workers to access Knowledge Worker functions

from their mobile phones or lap top. Users can be reached with a single number no matter their location.

The Executive Conference add-on application gives users new levels of convenience and speed. The easy-to-use interface allows up to 32 participants on a call. Attendees can be split into private groups and moved between private and public conversations. Executive Conference saves on costly conference bridges, and travel time and costs. All attendees' names appear on screen and the current speaker is highlighted. Simple and secure MP3 recordings can also be easily made, accessed and archived.

## Solution

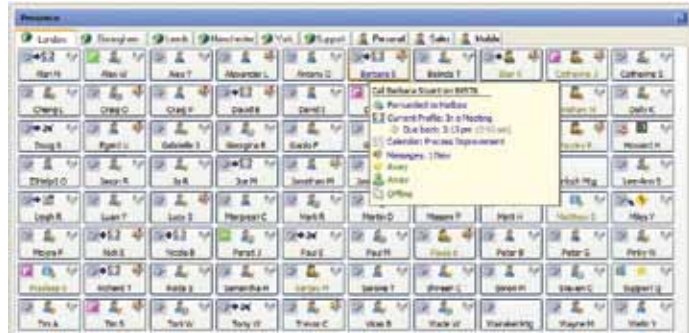
### Unifies All Messaging

Knowledge Worker provides users access to emails, voice messages and faxes from within a single convenient point – their email application. Heavy users of email, voice and fax messaging will experience a significant increase in their productivity by eliminating the time spent accessing multiple messaging applications. Unified messaging is also ideal for employees who are often away from their office, giving them a single point of access for all messages.

### Provides Real-Time Location Information

Rich Presence is the heart of Knowledge Worker. It gives users a bird's eye view of the organization by providing real-time information on the whereabouts and availability of staff, regardless of their location. Colleagues can be reached more quickly, saving time and avoiding endless voicemails. A user's ability to quickly find the person they need to close a sales call or resolve a customer service inquiry can be the difference between making or breaking a sale.

Automatic individual voicemail greetings can be created each time a user leaves the office, along with expected date/time of return. Rich Presence also allows users to view the status of all other users; allows for return notification requests so people know when the person they wish to speak to becomes available; displays the subject of current appointments to help keep operators, receptionists and assistants informed; and enables one-touch speed dialing from the company directory.



Presence buttons display detailed information including Instant Messaging, calendar appointments and return time

## Integrates Calendars

Knowledge Worker can be synchronized with Microsoft Outlook and IBM Lotus Notes® calendars to ensure callers automatically receive a customized pre-recorded voice message when someone is unavailable, e.g., in a meeting, out of town, etc. Appointment details can also be displayed to other Knowledge Worker or Operator Console users, including an estimated time of return.

## Enables Caller Information

Information on an incoming call automatically pops to the user's screen enabling calls to be answered more professionally and efficiently.

## Produces Incisive Activity Reports

UCB can produce incisive communication activity reports focusing on specific individual company requirements. This feature is ideal for measuring staff productivity, troubleshooting missed calls, key performance indicators and more.

## Features Overview

Call Control Features	Voicemail Features	UCB Features	
Answer	Convert to Conference	Auto Answer	Multiple Call Handling (MCH)
Answer Park Hold	Mailbox Redirect	Call Forward	Normal Park
Blind Transfer	Message Waiting	Call Handoff/ Retrieval to Mobile	Query Override Display on Phone
Call Waiting Message	Record Conversation	Executive Conference	Record Conversation to UCB mailbox
Cancel Transfer	UCB Key Functionality	Executive Mobile	Redirect Call (Ringing or in Conversation)
Dial		Function Keys (Proprietary Phone Soft Keys)	Send Message to a Digital Phone
Forwarding		India Modifier Display Name on Phone	Supervised Transfer
Hangup		Intrude on a Monitored Call	Swap Held Call
Hold		IP Hotdesking	Transfer to Voice Messaging
Park For		Multi-lines Supported	
Park Hold			
Receive Message to Display			
Retrieve			
Supervised Transfer			
Swap Held Calls			

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