



## UNIVERGE® Attendant UA5200

Fulfilling the promise of UNIVERGE®360

The UNIVERGE® Attendant UA5200 provides cutting-edge technology to deliver the very latest in advanced call-processing capabilities and productivity enhancements to attendants. This new attendant solution enables your attendants to make the very best impression on callers.

### *NEC is an Attendant Leader*

NEC Unified Solutions has long been a leader in advanced attendant solutions. And now, with the market shifting towards IP telephony, it is more crucial than ever that your attendants have access to the most advanced IP voice-data attendant solution. The UA5200 combines NEC's vertical market expertise into a single modular product through Instant Access Modules.

Vertical applications for enterprise, medical institution, call center, higher education and hospitality environments combine in this modular product offering.

### *At a Glance*

- NEC is an Attendant Leader
- Customers' impressions start with how calls are handled
- Attendant productivity improvements
- Instant access to vital information
- Instant Access Modules

### *Customers' Impressions Start with How Calls Are Handled*

Most organizations have calls that go to centralized answering locations (e.g. main listed number, dial "0", timeouts, etc.). Because these calls are often sensitive, the attendant position is crucial to any organization's public perception—and that makes the console your attendants use so important. The easy-to-use UA5200 attendant console makes your attendants and your organization look good. The UA5200 utilizes the latest technology including:

- **IP mobility** enables attendants to be located anywhere on the WAN as long as they have IP connectivity.
- **Presence/Status** indicates when people are at their desks and tells you where they are when not at their desks.
- **LDAP integration** reduces administrative time and makes it easy to stay on top of changes in your organization's call directory.
- **SQL 2005** provides the most up-to-date corporate database application.
- **.NET Environment** offers compliance with the latest web-based functionality.
- **Dterm and SoftPhone Compatibility** provides full-featured phones.
- **TDM Inter-operability** supports complete compatibility with traditional Time Division Multiplex legacy telephony systems.

With IP mobility, attendants are no longer tied to a hardware console and can work from any location (including their homes) supported by the corporate IP network. It also provides business owners access to cost effective business continuity features – a component of all NEC IP Telephony solutions.

## Attendant Productivity Improvements

The UA5200 is loaded with productivity improvements to allow attendants to process calls better and faster than before. Some of the improvements include:

- Call-in-Queue Display
- ACD Agent Mode
- Touch Screen Monitor Support
- Fewer transfers and holds are required while attendants search for information
- Delineated hierarchical levels of users
- Updated and consistent information is passed to all attendants
- Displays multiple contact points in a Contacts Details module with click-to-contact buttons.

All of these improvements result in faster call handling and an improved response time to both internal and external customers.

## Instant Access to Vital Information

Too often, critical contact information, messages, team availability and emergency procedures are scribbled on sticky notes, scraps of paper or pages in three-ring notebooks. The result is chaos during emergencies, excessive call transfers, callers lost in voice mail and general caller dissatisfaction. The poor impression that results can contribute to lost customers and clients. The UA5200 solves this problem with Instant Access Modules that make it easy to collect and organize all the crucial information attendants must know to do their job.

## Instant Access Module Benefits

NEC Unified Solutions has added customized Instant Access Modules to meet the specific needs of a wide variety of industries, giving the UA5200:

- Added flexibility
- Better support of the entire product line
- A lower total cost of ownership

Instant Access Modules make it easy to collect information, which can then be presented to attendants instantaneously in an organized, readily-useable form. They include:

- **Directory** module provides attendants with complete contact details for everyone in the organization with an extension. The attendant can filter information by organization, location or entry type. Entry types include: employee extensions, internal numbers, or groups (student, physicians, patients, etc.). After attendants have searched on a primary field, they can sort by a secondary field.
- **On-call** module displays selected work groups and those currently either on call or in the office. The on-call screen also displays backup contacts and group details, and lets you know when each person was last contacted. The interface provides click-to-call on all entries. In addition, the On-Call Admin View provides a web interface that makes it easy to manage on-call schedules.
- **Message center** module enables attendants to provide answering service functionality. Messages can be taken for individuals or groups, and all activity is logged for administrative purposes.
- **Procedure** module lists steps for the attendant to follow in case of specific emergencies such as “code red” situations in a hospital or government facility.



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