UNIVERGE SV9100 MyCalls

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The Smart Enterprise

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SV9100 MyCalls

This presentation will give an overview of MyCalls for the SV9100.

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MyCalls brochure
Release Overviews
Manuals

MyCalls Product Area
Management-Systems/MyCalls

The entry-level version of MyCalls is included with the SV9100 for the first 12 months. It provides a wealth of valuable information, in particular, a real-time view of call activity in easy to view screen displays.
MyCalls logs every call made to and from your system, including missed or abandoned calls, which can mean dissatisfied customers and lost sales. A wealth of important information is stored about call activity, for example source and destination telephone numbers; duration of calls; time of calls; extension activity and caller waiting times.

MyCalls Basic expires after 12 months, users should then purchase MyCalls Call Manager.

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MyCalls Call Manager

Licensed Application

Real time overview of the telephone system – Call logging, costing, real time status, unreturned calls, traffic analysis, reporting and Toll Fraud detection and many more

Alarms can alert when a rule or series of rules are been broken to prompt the administrator to take action – Management by exception

Flexible grouping of devices – Trunks, extensions, DID's or users

Director's Report – key performance summary automatically e-mailed

Key benefits

➢ Enhanced Reporting

➢ Enables the ability to add additional MyCalls features – Additional Users, Call Recording, Enterprise

➢ Netlinked SV9100 systems can be monitored using a single Call Manager (additional MyCalls Netlink Node licenses required)

MyCalls Enterprise

Licensed Application to enable MyCalls Call Manager or Call Centre to be installed at multiple networked SV9100 systems.

Key benefits

➤ Non-Netlinked SV9100 systems can be monitored (additional licenses required)

MyCalls Call Center

Licensed Application to enable Call Centre monitoring and supervision.

Up to 1024 Agents can be monitored (concurrent licensing).

Agent control allows the agents to be logged in/out via MyCalls User or Desktop User Applications.

Key benefits
- ➢ Real time view of the agent activity
- ➢ Calls in Queue, Alarming, Service Levels and more
- ➢ Enables the ability to add additional MyCalls features – Additional ACD Supervisors, Wallboards, Agent Control, call recording, Enterprise

MyCalls Call Agent Control

Use the MyCalls application to login an agent to take ACD calls.

ACD Supervisor has the ability to control the status of multiple agents

Key benefits
- ➤ Unavailable and Completion codes
- ➤ Additional reporting features
- ➤ Manage skill sets when Skill Based Routing is in use

MyCalls Call Center

Licensed Application to enable Operator/Receptionist features.

Highly visual interface for efficient call handling.

Key benefits
- Calls are presented with Caller ID, phonebook information and previous call handling
- Drag and drop calls from any number of queues
- VIP Caller priority
- Click to e-mail and Instant Messaging
- Queued, Parked, Transferred and Waiting calls
- Company Directory
- Presence status for all users
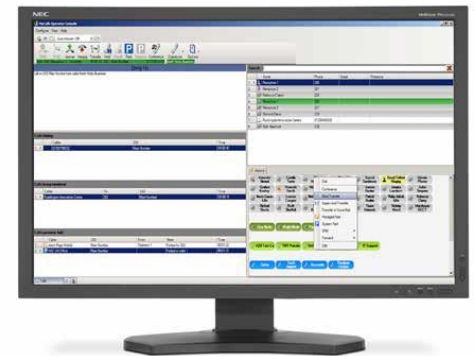
MyCalls Call Desktop Lite

Included with the SV9100 for 512 users, offers similar functionality to MyCalls Desktop except for Advanced call control, presence, unreturned calls, only 10 DSS (Speed Dial & Busy Lamp) keys and screen pop to various CRM's.

Can be upgraded to MyCalls Desktop

Key benefits
- ➢ Call Control – Basic telephone functions from your desktop
- ➢ Free Dial – Highlight a telephone number in any application and click to dial
- ➢ Customise the desktop – Range of functions available
- ➢ Simple operator functions
- ➢ Phone book, Call log, 10 configurable keys
- ➢ Hot desk support
- ➢ Screen pop (Microsoft Outlook only)
- ➢ Instant Messaging
- ➢ Call recording (MyCalls Call Recorder required) with PCI compliance

Call Information   Call Count

Call Control Bar   10 BLF / Speed dials

Call Log   Address Book
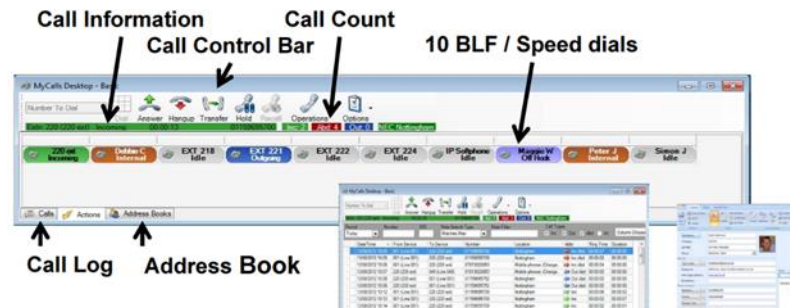
MyCalls Call Desktop

Extra functionality to Desktop Lite.

Licensed for 5, 10, 25, 50, 100, 512 users.

Key benefits

➢ Call Control – Advanced telephone functions from your desktop (includes Park, Conference, DND, Call Forward, Camp-on and Broker)

➢ Un-returned calls

➢ 1000 configurable keys

➢ Screen pop (Microsoft Outlook, Act!, Goldmine, Maximiser, Microsift CRM, Sales Force, Sage Line 50)

➢ Macro Scripting optional for bespoke CRM integration (license required)

NEC Enterprise Solutions – NEC SV9100 MyCalls

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MyCalls Call Recorder

Trunk side call recording for Analogue, ISDN BRI, ISDN PRI and SIP trunks.

Internal call recording of IP extensions

Recording rules and secure encryption satisfy current rules on safe storage of customer data, including PCI DSS standards.

Key benefits

➢ Call recording are quick and easy to find within the MyCalls Application and can be played back from reports
➢ Advance playback options (license required)
➢ Auditing of call recording (license required)
➢ Take credit card payments with stop/start recording
➢ Easy Export (WMA or WAV)
➢ Archive recordings
➢ Encrypted recordings

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NEC brings together and integrates technology and expertise to create

the ICT-enabled society of tomorrow.

We collaborate closely with partners and customers around the world,

orchestrating each project to ensure all its parts are fine-tuned to local needs.

Every day, our innovative solutions for society contribute to

greater safety, security, efficiency and equality,

and enable people to live brighter lives.