UC Mobility (UNIVERGE® MC550)

UC Mobility enables your employees to stay connected and productive while on the go through single number reach, presence and more!

At a Glance

- Allows users to answer, ignore or release calls from their smart device's lock screen
- Enables anywhere, anytime access for increased efficiency and productivity
- Single number reach and centralized, visual voicemail
- Enhanced mobile presence
- Federation with other UC applications/platforms to enable users real-time access to communications and presence data from various external systems
- Native Apple® iPhone® and Android™ applications including IM and optional video/collaboration integration
- An easy-to-use interface for setting contact rules and changing status
- Enterprise dialing, presence-enabled directory and call history via desktop, iPhone, Android phone or web-enabled cell phone
- Seamless, uninterrupted call transfer between mobile and desktop phones
- Quick messaging for social networking with colleagues
- Increased customer satisfaction

Overview

Many employees have grown accustomed to having multiple phone numbers, voice mailboxes and communication devices. Using so many tools can reduce the effectiveness of communications and lead to lower productivity and decreased customer satisfaction. We all know the frustration of not knowing which telephone number to call or where to leave a message when we need to speak with a colleague. Imagine the frustration experienced by a customer in the same situation.

With NEC's UC Mobility (UNIVERGE MC550) solution, your employees can be reached anytime, anywhere with a single phone number and voice mailbox. The UCE application suite rings the phones you choose simultaneously according to preset contact rules that not only consider your status, but who is trying to reach you. Now you can determine how and when you want to be reached to maximize your productivity and responsiveness, even when on the go.

As an integral part of the UCE application suite, UC Mobility strengthens our approach of role-based communications by providing each employee the ability to tailor their communications to fit their role – which truly empowers your workforce. This marriage of adaptable technology to an employee's daily business activities can help your organization become more efficient, responsive, collaborative and productive.

Solution

Single Number Reach and Voicemail

UC Mobility enables your employees to be reached via a single number by transparently presenting enterprise calls to any internal or external phone number. It simultaneously rings all user-specified twinning devices based on who is calling and user status – whether the devices are wired phones, wireless phones or cellular phones - regardless of their phone type, location or service provider. With UC Mobility, users may insert internal and external phone numbers, such as desktop, cellular or home phone numbers, into their profile to ring simultaneously and immediately deliver the call to wherever

they are. It also offers you the option of a delayed multi-ring – allowing you time to answer your desk phone before ringing other extensions. Late for a meeting? Press a button to seamlessly move the call to your mobile, and back again. This provides the user the flexibility to always be in touch anywhere, anytime.
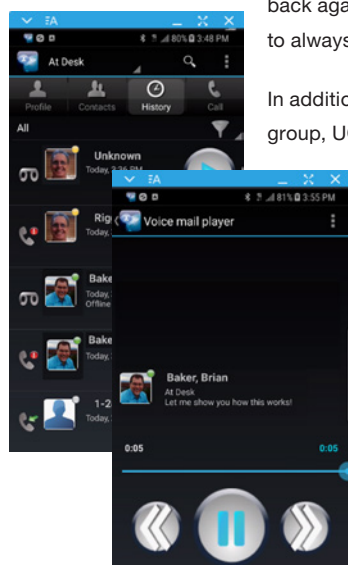
In addition, if the user is in a designated call group, UC Mobility allows that person to answer a group call from their cell or Smartphone.

If the user is unable to answer any of the multi-ring numbers, the call is directed to his or her business voice mailbox, and the user is notified of the message via SMS, if desired. Additionally, an icon will appear in the web-based UC Mobility toolbar or on the user's mobile phone. Simply click the icon to listen to the message. No longer will employees have to miss that important phone call from a customer, play phone tag or check multiple voice mailboxes. UC Mobility speeds up connectivity, improves responsiveness and reduces caller wait time.

Enhanced Mobile Presence

UC Mobility enables users to determine the real-time status and availability of other UCE users instantly via their desktop view on their PC, Mac, Smartphone, web-enabled cell phone, iPhone or Android phone. By eliminating phone tag and call-backs, presence improves employee collaboration which results in increased productivity and efficiency.
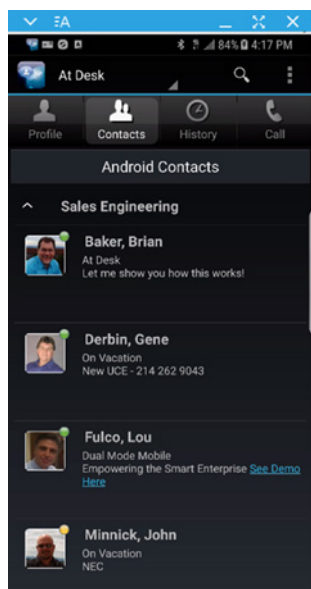
Through the mobile phone's web-browser, iPhone or Android phone, users can access and change their status, search for contacts by name or department and immediately know if they are available, access additional profile information of contacts, and simply click a contact to place a call. What's more, the user may initiate the ringing call from any phone, not just the cell, by selecting an alternate end point or entering a free form phone number, and the called party will still see only the enterprise caller ID. No longer are they tied to just desk phone or cell for dialing. It's perfect when working remote and when cell voice quality conditions are less than optimal.

Additionally, federation enables users to view the real-time presence of others from other external applications/systems and securely IM to them via his or her iPhone/Android phone.

## An Easy-to-Use Interface for Setting Contact Rules and Changing Status

Through UC Mobility's web interface, users can easily view and modify their contact rules that define how they will be reached based upon the user's status and who is trying to reach them. Creating a contact rule is as easy as selecting a status type(s) (such as Away from Desk) and choosing the phone numbers that you want to ring when a caller is trying to reach you. Contact rules can be prioritized allowing you to define the exact call treatment when someone calls your enterprise number.
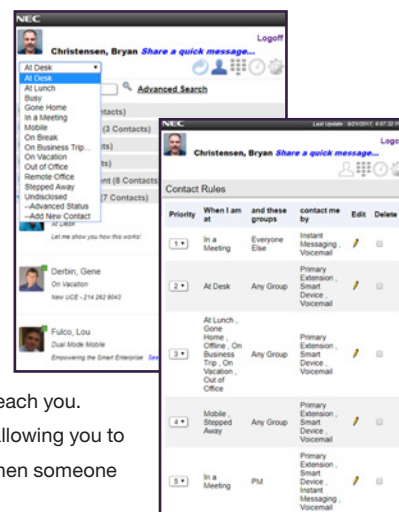
Whether a user is at his/her desk or on the go, the status is easily changed through UC Mobility, UC Desktop Client or the web. A simple selection of a status from the menu is all it takes to change it, or you can automate status changes through integration with your Microsoft Exchange calendar.

Enterprise Dialing and Call History via Your Mobile Device

With UC Mobility, Smartphone and web-enabled cell phone users are able to dial stations and external numbers as well as utilize the trunking services of the enterprise voice platform. This allows mobile users to place calls by either entering a 4 or 5 digit extension or a fully-dialed number. By placing the call through the enterprise platform, the caller ID that is presented is the user's enterprise number instead of the cellular number which reinforces single number reach.
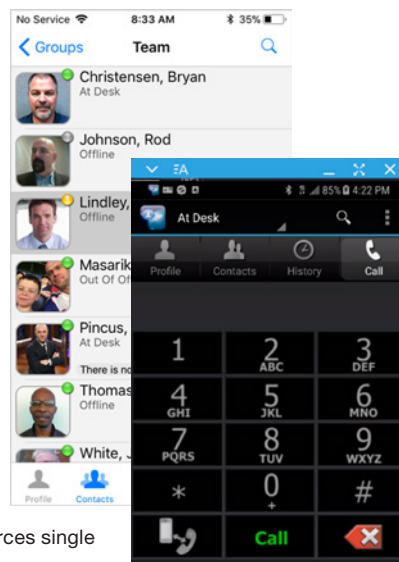
The call history that users have come to expect on their business phone is also available through UC Mobility on Smartphones and web-enabled cell phones. By simply accessing the web interface or shortcut and touching the history icon, a user's communications log is displayed. The communications history provides the name and photo of the caller/called party, the presence status of the caller/called person, the date and time of the call/message, and allows call filtering by incoming, outgoing and missed calls. It is easy to save caller information to the contact database, view missed calls, and click to return them, even when away from your desk or laptop.

Native Apple® iPhone® and Android Applications for Easy Install and Use
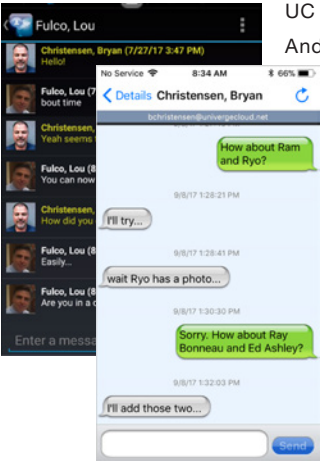
UC Mobility offers a native iPhone and Android application that users can easily download from the iTunes® store and Google® Play. This enables users to easily access UC Mobility's features and functionality without having to go through the web-browser, and it adds real-time IM communication to other Empowered desk and mobile users as well as to externally federated contacts.

Seamless Transfer Between Mobile and Desktop Phones
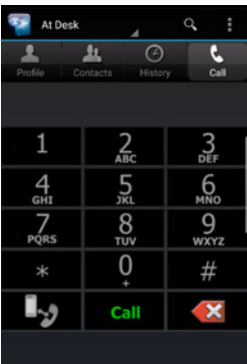
Calls initiated or received from UC Mobility can be seamlessly moved to the user's desktop phone (or vice versa) through a simple push of the move button or desktop phone move button ensuring an uninterrupted conversation. Users can be assured that their calls are never interrupted.

Quick Messaging for Social Networking with Colleagues

Users can add comments to their profile which adds a social aspect to UC Mobility. Share your thoughts for the day, a URL that you think colleagues should visit or anything else that you would like to share.
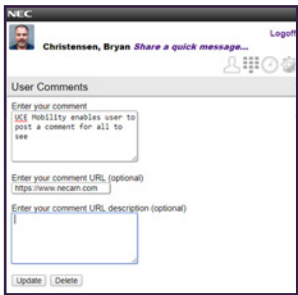
Improved Efficiency and Productivity

UC Mobility is highly adaptable and can be customized to each individual's needs, which results in better efficiency and higher productivity. Businesses can streamline communications and information delivery by handling calls more promptly from any location without having callers directed to voicemail. Those important calls will never be missed again.

Increased Customer Satisfaction

Providing customers a single number that can be used to reach their contact on the first try positively impacts customer service dramatically. No longer will customers have to be routed through automated attendants and directed to different voice mailboxes. They can be confident that they will reach the person they need when they need them.

Requirements	
UC for Enterprise Application Platform (UNIVERGE OW5000)	UCE 2015 or higher is needed for all the above features
Separate Server Installation if UCE Application Platform is not configured for IIS operation	• Windows Server 2016 or 2012 R2 (Latest Service Pack and Critical Updates) • 80 GB available hard drive space (see UCE 2016 Release Notes for complete information) • Microsoft Internet Information Server (IIS) 6.0 or higher with .NET Framework 4.6 Full • This server must be accessible from the mobile browser
Communications Server*	UNIVERGE SV8500/SV9500 UNIVERGE SV8300/SV9300
Compatible Operating Systems	RIM, Symbian, Windows Mobile, iOS, WebOS, Android, and Java-enabled mobile browsers

*Each Voice Platform may have different limitations based on software versions and licensing. Please see detailed technical documentations for these platform specific limitations.