



UNIVERGE® SV8100 Interactive Voice Response

Customized Functions to Fit Your Business

Success for the small to medium-sized business is often dependant upon the efficient delivery of services that keep customers satisfied. NEC's UNIVERGE SV8100 Interactive Voice Response (IVR) helps you provide those services while offering an immediate return on investment (ROI).

The SV8100 IVR is also extremely cost-effective because the application resides on an internal blade equipped with the IVR compact flash.

This flash drive enables you to easily download specific IVR script templates for turnkey installation. Templates for Appointment Reminder, Customer Information Inquiry, Employee Timesheet and Sales Order Entry are available for download to IVR users at no cost. Additionally, NEC Professional Services can work with users to develop templates customized to fit their needs.

Appointment Reminder

Appointment Reminder optimizes scheduling and provides your clients reminders about their previously scheduled appointments. It reduces missed appointments and last minute cancellations by instructing the

phone system to automatically call clients and remind them of their upcoming appointments. When customers receive Appointment Reminder calls, they are provided options to confirm their appointments, cancel, or to speak with a customer service representative.

This script can be customized for any office where lost appointments can cause lost revenue. While appointment reminders are often used in medical, dental and veterinary offices, any office can benefit from this script.

Customer Information Inquiry

Customer Information Inquiry provides callers with the information they need 24 hours-a-day, 7 days-a-week. This application effectively gives organizations extra help to cover phones outside of regular business hours by providing the answers to common customer inquiries on demand. It frees agents to help solve more complicated calls and can effectively extend your service hours through the information it can provide. Additionally, the IVR can be further customized to perform promotional inquiries, access hotel location information and find policy information.

Employee Timesheet

Employee Timesheet is designed to accurately track offsite worker check-in and check-out times and locations via telephone. This application can save your organization money by precisely tracking overtime and other exception time hours. This real-time capturing and storage of employee hours also saves organizations money by reducing data entry time for payroll, reducing timesheet errors and providing a faster billing time. Supervisors can also use this application to manage employee absence and tardiness before it becomes a problem.

At a Glance

- Appointment Reminder
- Customer Information Inquiry
- Employee Time Sheet
- Sales Order Entry
- Additional Customization Options

Sales Order Entry

Sales Order Entry enables you to process orders over the phone. Sales representatives are guided through the call flow menu, which facilitates the capture and verification of information to efficiently manage inventory. It integrates with both internal and external databases to minimize errors while providing 24/7 access to order entry.

Sales Order also automates the merchandiser reporting process by providing users a tool that can be used to pre-order products required for their accounts, log the deliveries of those products and track stock rotations.

Additional Customization Options

Because NEC knows that all businesses have unique template needs, basic customization of those templates is included with the SV8100 IVR at no extra charge.

If your organization's needs do not fit into an existing script template or if a template requires extensive modifications, NEC Professional Services will work with you to understand the scope of the required changes and deliver a quote for custom services. Additionally, a software development kit is available at no cost for third party script development.

Organization Type	Possible Applications	
Healthcare:	<ul style="list-style-type: none">Remind patients about:<ul style="list-style-type: none">Upcoming appointmentsAnnual check-upsSchool vaccination requirementsFlu shot availabilityUpcoming visit instructionsPrescription refillsRequired account payments	<ul style="list-style-type: none">Provide patient lab resultsSend personalized patient messagesRequired paymentsPerform insurance inquiriesPerform billing inquiriesSend patients birthday greetingsRetrieve client insurance informationUpdate employee timesheets
K-12 Schools:	<ul style="list-style-type: none">Notify parents of:<ul style="list-style-type: none">Absence/truancyReport card issuanceArea predatorsGrade drop criteria	<ul style="list-style-type: none">Provide reminders about:<ul style="list-style-type: none">HomeworkPaperworkFund raisingReport cards
Higher Education:	<ul style="list-style-type: none">Notify staff and students of:<ul style="list-style-type: none">Emergency situationOn and off-campus eventsProvide registration information	<ul style="list-style-type: none">Request missing information from prospective students' applicationsPerform degree checksOffer career services
Government:	<ul style="list-style-type: none">Notify constituents of:<ul style="list-style-type: none">EmergenciesTown meetingsVoting locationsCouncil meetingsAmber alertsMissing persons reportsUpcoming elections	<ul style="list-style-type: none">Enable workers to submit timesheetsKeep track of service requestsPerform citizen pollingProvide reminders regarding:<ul style="list-style-type: none">City dump/recycling dayStreet/sanitation workStreet closures for special events
Hospitality and Retail:	<ul style="list-style-type: none">Inform customers of:<ul style="list-style-type: none">Promotions and special offersMembership, subscription or service renewalsNew products or servicesProduct upgradesOffer customer satisfaction surveysSend event invitations	<ul style="list-style-type: none">Conduct contests and opinion pollsTake reservationsField requests for informationCheck order or reservation statusRemind customers of warranty expirationProvide merchandise locator services

UNIVERGE SV8100 IVR can help your organization achieve more efficient operations, better customer service and an increased return on investment. Our role-enabled communications solutions give you the ability to streamline your workflow and empower both employees and customers.

Empowered by Innovation



For more information, visit www.necunified.com

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com

Oceania (Australia)
NEC Australia Pty Ltd
www.nec.com.au

North America (USA)
NEC Unified Solutions, Inc
www.necunifiedsolutions.com

Asia
NEC Corporation
www.nec.com

Europe (EMEA)
NEC Philips Unified Solutions
www.nec-philips.com

About NEC Unified Solutions, Inc. NEC Unified Solutions helps companies unify their business through innovative software, applications, development tools, and services. NEC offers a complete portfolio for unified communications, wireless, voice, data and managed services, as well as systems integration and application development. NEC Unified Solutions, a wholly owned subsidiary of NEC Corporation of America, serves Fortune 1000, as well as small to mid-sized businesses across the globe in vertical markets such as hospitality, education, government and healthcare. For more information, visit www.necunified.com.

v.5.20.09

© 2009 NEC Corporation. All rights reserved. NEC, NEC logo, and UNIVERGE are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All trademarks identified with ® or ™ are registered trademarks or trademarks respectively. Models may vary for each country. Please refer to your local NEC representatives for further details.