

NEC

UX5000

UNIVERGE® UX5000 Interactive Voice Response

Success for the small to medium-sized business is often dependant upon the efficient delivery of services that keep customers satisfied. NEC's UNIVERGE UX5000 Interactive Voice Response (IVR) helps you provide those services while offering an immediate return on investment (ROI).

The UX5000 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 additional 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.



Distinguished by Excellence



UX5000

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.

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.

Healthcare:

- Remind patients about:
 - Upcoming appointments
 - Annual check-ups
 - School vaccination requirements
 - Flu shot availability
 - Upcoming visit instructions
 - Prescription refills
 - Required account payments
- Provide patient lab results
- Send personalized patient messages
- Required payments
- Perform insurance inquiries
- Perform billing inquiries
- Send patients birthday greetings
- Retrieve client insurance information
- Update employee timesheets

K-12 Schools:

- Notify parents of:
 - Emergency
 - Early dismissal
 - Absence/truancy
 - Report card issuance
 - Area predators
 - Grade drop criteria
- Provide reminders about:
 - Homework
 - Paperwork
 - Fund raising
 - Report cards

Higher Education:

- Notify staff and students of:
 - Emergency situation
 - On and off-campus events
 - Provide registration information
- Request missing information from prospective students' applications

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 UX5000 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.

- Perform degree checks
- Offer career services

Government:

- Notify constituents of:
 - Emergencies
 - Town meetings
 - Voting locations
 - Council meetings
 - Amber alerts
 - Missing persons reports
 - Upcoming elections
- Enable workers to submit timesheets
- Keep track of service requests
- Perform citizen polling
- Provide reminders regarding:
 - Refuse pickup/recycling day
 - Street/sanitation work
 - Street closures for special events

Hospitality and Retail:

- Inform customers of:
 - Promotions and special offers
 - Membership, subscription or service renewals
 - New products or services
 - Product upgrades
- Offer customer satisfaction surveys
- Send event invitations
- Conduct contests and opinion polls
- Take reservations
- Field requests for information
- Check order or reservation status
- Remind customers of warranty expiration
- Provide merchandise locator services

UNIVERGE UX5000 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.

UNIVERGE360 is NEC's approach to unifying business communications. It places people at the center of communications and delivers on an organization's needs by uniting infrastructure, communications and business.



© NEC Unified Solutions, Inc. 06/09

6535 N. State Hwy 161, Irving, Texas 75039

Some features may be optional, available at a future date, or require additional equipment, license, or services. Recording of telephone calls is subject to varying state and federal privacy laws. Consult a legal advisor before recording a telephone conversation. The information herein is subject to change without notice at the sole discretion of NEC.

Rev 3, 7/2009
Printed in U.S.A.

To find out more about UX5000 and how NEC's powerful and versatile technology platforms can work for you, contact your local authorized NEC dealer, visit our website at www.necux5000.com or call 800-365-1928.

Empowered by Innovation

NEC