

PC Assistant also maintains a flexible and accessible directory of employees, company contacts and personal contacts. Personal contacts are only visible to the user entering the data, but the information in the Contact and Directory tables is available to all PC Assistant (and PC Attendant) users. Each entry in the database can contain detailed information, including name, email address, company name and other pertinent information.

Information in the database can be configured to display as the user wishes and can be easily sorted by clicking and dragging. So, if the user only wants to see telephone numbers and email addresses in the directory, the database can easily be configured to display only that information with just a few clicks. Printing a company directory is as easy as selecting an available printer on the PC.

CRM integration

PC Assistant integrates with popular contact and CRM applications to leverage their information. SV8100 systems can be configured to perform a search in the user's Outlook database when a call comes in and to display an Outlook contact window with the caller's contact information. This feature dramatically improves customer service and satisfaction by enabling users to reference existing customer information rather than collecting it again. This improves the customer experience, speeds transactions, and reduces the likelihood of data entry errors.

PC Assistant users can dial calls using Outlook by simply opening the Outlook contact window and clicking Dial. Once the dialled call is answered, all of the SV8100 feature icons for active calls are available. Users can disconnect a call through either PC Assistant or Outlook.

Call Log and recording

PC Assistant automates call logging as every call made or received on the desk phone while PC Assistant is running, is entered into the Call Log. Call Log keeps a complete record of all calls made (even those made manually). Additionally, calls can be recorded to the Call Log and saved as a .wav file.

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.



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