



zeacom on sv8100

Fact Sheet

Zeacom Communications Center has offered full integration across the entire range of NEC switches for over 10 years. The newest SV range is no exception.

Zeacom enhances NEC's market-leading telephony functionality with Zeacom Communications Center's popular contact center and enterprise features, such as its famous Skills-based Routing and Rich Presence and exciting new Executive Conference module. Automated Routing features include the ability to always deliver to the last called agent, while screenpopping the caller's history, to route calls based on caller ID, customer information conveyed by key press, potential call value as well as agent skills and availability.

Contact Center managers proactively manage calls by *pre-configuring* solutions for all peaks and events.

Business As Usual

For vendor partners and Customers, it is important to know that almost all the key functionality for which Zeacom is famous worldwide is available on this new addition to the NEC suite. Since some features differ operationally across the platforms, a matrix is available listing all differences.

Key Differences

- Unlike the OAI interface used on all other platforms, Zeacom employs the TAPI interface, used for many years by NEC's very popular Aspire telephone system, which shipped many thousands of units worldwide.
- Voice ports for announcements, voicemail and conversation recording are provided via Aculab SIP software.
- Digital phones are strongly recommended on all NEC platforms. On the SV8100, analog and SIP extensions are not supported with ZCC client applications.
- Instant CTI Failover is available using an SV8100 mode invoked from a digital phone; in addition, a failover safety net can be configured using call forward on no reply. Automating the instant failover is a key deliverable from NEC in future SV8100 PBX firmware releases

All Zeacom Communications Center features are supported unless specified; however some new or overlapping ZCC features are not currently included in the SV8100 product suite:

- SV8100's native Netlink capability is fully supported and offers a highly scalable and cost effective method to link multiple branch offices together with local trunk redundancy; Zeacom's Networked Queuing is not supplied
- ZCC enhances SV8100's exciting Mobile Extension feature, which gives a remote user access to office PBX features via an on-demand dialup connection (in and out), as well as monitored reroute to mobile. With ZCC, Mobile Extension can be automated using mailbox scheduling, or only offered for urgent calls. ZCC Mobility (call hand-off/retrieve, One Mailbox) will also be available with Zeacom Communications Center 5.1.