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NEC Offers Contact Center, Wireless and Video via Software-based Communications

UNIVERGE® Sphericall® offers new functionality to help users communicate easily with customers and colleagues

IRVING, TX, February 8, 2010 — NEC Corporation of America (NEC), a leading provider and integrator of advanced communications solutions, today announced enhanced functionality for contact centers, wireless and [video collaboration solutions](#) with the UNIVERGE® [Sphericall](#)® software-based unified communications solution. These additional capabilities make it easier for organizations and employees to orchestrate communications in their business and their life.

"Software-based communications architectures allow companies to achieve key business goals and can play a significant role in virtualization and server consolidation efforts in the data center," said Steve Hilton, principal analyst, Analysys Mason. "The flexibility of running voice as an application on the IT network, and enabling a variety of communications options - such as the new video, wireless and contact center agent features added to NEC's UNIVERGE [Sphericall](#) product - ultimately gives end users the choices and productivity enhancements they want, and the simplicity of administration that IT managers want."

Enhanced Contact Center Functionality

[Sphericall](#) now integrates with NEC's [UC for Business](#) (UCB) contact center agent solution. NEC's [UCB](#) gives contact center agents the UC tools they need to streamline incoming communications, quickly access information and exceed customer expectations in a timely manner.

- Features supported via integration with [Sphericall](#) include intelligent call management, skills-based routing, agent management, multimedia capability through "email queuing" and "web-chat", integration to other third party CRM applications and access to [UCB](#)'s standard/custom reporting and administration functionality.

Added Video Features

[Sphericall](#) now supports Polycom HDX [video solutions](#), which enable personal interaction over large distances to enhance productivity, real-time decision making and potential reduction in travel costs. Using Sphericall and Polycom HDX video solutions allow video runs as an application on the IP network.

- Through integration with Polycom HDX, [Sphericall](#) gives users greater flexibility, combining audio and visual elements into a single solution, letting users participate in conferences via the [Sphericall Desktop](#), allowing video endpoints to appear within [Sphericall](#) as any other endpoint providing presence and click-to-dial capability and simplifying the calling experience.

Increased Mobility

[Sphericall](#) now gives mobile users a wider array of choices through wireless (WLAN and IP DECT) phones and access points, including NEC's [Business Mobility](#), which combines the benefits of IP telephony with the quality of DECT technology.

- [Sphericall](#) is now compatible with four different [Business Mobility](#) IP DECT phones, as well as NEC's MH 150 and MH160 wireless LAN handsets.
- [Business Mobility](#) encrypts user data and safeguards networks while also offering high end voice quality.

"In the continued development of UNIVERGE Sphericall, we've focused on features that allow us to easily adapt the solution for both vertical and wide-ranging business needs," said Jay Krauser, general manager, sales support and engineering, NEC. "These video, wireless and contact center features will play a role in future versions as we continue to empower businesses to communications-enable their business applications and networks."

UNIVERGE [Sphericall](#), now shipping version 6.4, delivers a comprehensive set of communications features integrated into one software suite that installs on standard servers. A 100-percent software-based alternative to traditional telephony, [Sphericall](#) leverages open standards for flexible, pure IP-based unified communications. Acting as a communications server, [Sphericall](#) unifies infrastructure, offers native unified communications features and integrates communication channels with business processes.

More information on NEC can be found here:

www.necam.com/entcomm

www.NECToday.com

Twitter at www.twitter.com/NEC and @NEC

Facebook fan page: NEC Unified Solutions

About NEC Corporation of America

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global technology leader with operations in 30 countries and more than \$42 billion in revenues. For more information, please visit www.necam.com.

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