



NEC SIP Webphone

The Quick, Simple, Easy Way to Make VoIP Calls

NEC's SIP Webphone enhances mobility by giving users a fast, easy way to make phone calls via a web browser regardless of their location. The SIP Webphone also improves contact center efficiency and scheduling flexibility and is an excellent addition to any call center operation.

At a Glance

- Supports a mobile workforce
- Easy accessibility with a powerful and secure feature set
- Click-to-talk feature increases sales revenues
- Reduces communication costs
- Customizable interface

Supports a Mobile Workforce

Until now, softphones required specially configured laptops. No more. The NEC SIP Webphone uses a web browser and can be used either as a softphone or as a click-to-talk solution for websites. There is no dedicated hardware required; just a microphone with headset or speakers.

The convenience of this solution is phenomenal. Mobile employees no longer have to be tied to any hardware so they can travel without lugging around a laptop. For executives, a web-based softphone and PDA may be all they need to stay connected. They can conduct business in real time wherever their travels take them.

Easy Accessibility with a Powerful and Secure Feature Set

Aside from supplying all the expected features of a softphone (keypad, speaker, visual display, etc.), the NEC SIP Webphone emulates the NEC ITN SIP phone to provide 32-button DtermIP functionality and uses the SIP protocol with NEC extensions for voice and signaling connections.

The user simply plugs a USB headset into a connected computer, launches the browser, connects to their company website and logs into the application. Once the user logs in, they are connected to their company IP-PBX; there isn't even a requirement for a virtual private network (VPN). It's quick, simple and easy.

Employees using the SIP Webphone in a business setting benefit from Windows-integrated security which authenticates the user and associates the user with their desk extension. The initial conversation between the browser and the web server can be conducted over secure socket layer (SSL) which is encrypted. The conversation between the Web-based SoftPhone and the media gateway can be encrypted using the Advanced Encryption Standard (AES).

Click-to-talk Feature Increases Sales Revenue

NEC can integrate the SIP Webphone into any e-commerce, training or learning web site, providing an engine for click-to-talk functionality. Customers browsing a website can click on an icon to launch an interactive voice call with the vendor's customer service or ordering department.

If the vendor has a call-center product such as NEC's CallCenterWorX® ACD, the customer's call can be seamlessly handed off to a call center agent. Using their NEC SIP Webphone, agents can browse the company's website along with the customer, providing a real time interactive sales opportunity that can contribute to significant incremental sales.

The click-to-talk functionality can be used with our without an ACD, depending upon the level of integration desired. Additionally, the NEC SIP Webphone can be easily customized to meet the branding requirements of any company with a consistent look and feel and customized graphical user interfaces (GUIs).

Reduces Communication Costs

The SIP Webphone product uses Voice over IP (VoIP). This provides users with low cost Internet voice calls using toll bypass for in state, out of state, and international calling. In addition, the NEC SIP Webphone helps reduce 1-800 number fees by moving the customer faster off of a 1-800 service and onto a lower cost voice path.

Customizable Interface & Improved Customer Experiences

NEC's Advanced Application Solutions group can offer customized versions of the NEC SIP Webphone for any e-commerce, training or learning website. This group can also develop tailored solutions which provide an engine for click-to-talk functionality. So, customers browsing a website can click on a customer service icon to launch an interactive voice call with the vendor's customer service. In this way, they can place an order, ask a question, or just get help and advice as they browse the vendor's website. It's a great way to enhance the customer experience.

Supported Platforms

The NEC SIP SoftPhone supports the following platforms: SV7000, SV7000 MPS, NEAX 2000*, NEAX 2400*.

* Requires the addition of a SIP Server

Empowered by Innovation



For more information, visit necunified.com

About NEC Unified Solutions, Inc. NEC Unified Solutions Inc., a global leader in VoIP and data communications for the enterprise and small-medium business, delivers the industry's most innovative suite of products, applications and services that help customers achieve business value through technology. NEC Unified Solutions, a wholly owned subsidiary of NEC Corporation of America, offers a complete portfolio of solutions for wireless, unified communications, voice, data and management services, and an open migration path to protect investments. NEC Unified Solutions, Inc. serves Fortune 1000 customers across the globe in vertical markets such as hospitality, education, government and healthcare.

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