

Smart Communications for Small and Medium Businesses

SL2100 Contact Center



At a Glance

- An embedded contact center solution for NEC's SL2100 Communications System
- Intelligent customer service
- Valuable, real-time information at your fingertips
- Enhanced efficiency

Overview

In today's business environment, organizations must take advantage of the latest communications technologies to streamline their processes, enhance staff productivity and improve customer service. NEC's SL2100 Contact Center helps accomplish these goals by handling high call volume with a minimum number of resources.

Solution

The SL2100 Contact Center Offers

- Reduction in caller hold time and distributes call volume evenly among employees
- Call queue announcements that encourage callers to remain on the line
- Customizable choices for callers that best service their needs which reduces lost calls and helps optimize staffing
- Real-time data at a glance through its customizable dashboard
 - Quickly view data for Agents, Queues and Call Center such as Agent State, Calls in Queue, Queue Monitor and Queue Summary by Hour
- PC-Based Supervisor with Reports feature which can be used for agent scheduling, business analysis and improvement of scheduling efficiency
 - Reporting package offers an easy-to-use PC interface for compiling, analyzing and managing information

Intelligent Customer Service

The SL2100 Contact Center can help improve customer service and agent productivity by routing calls to best fit your needs. Calls can be directed based upon the criteria you provide. Some examples of routing criteria include:

- The inbound line on which a call is received
- The line that has the longest idle
- The time of day the call is received

Additionally, users can provide select customers with a special incoming line to call for high-priority service. The SL2100 Contact Center system recognizes these callers and places them at the front of the queue so that you may provide superior service for high-value customers more easily.

The SL2100 Contact Center also automatically logs agents into selected groups determined by time of day. Based on agents'

work schedules, you can be sure they're logged in and out at pre-selected times.

Once logged in and using a headset, agents are automatically connected to the next waiting call as soon as they finish their previous one.

Valuable Information at Your Fingertips

The customizable, browser-based dashboard allows the supervisor to monitor the performance of the call center in real-time through a single screen. With the Dashboard, the supervisor can track the activities of individual agents, as well as monitor the efficiency of each queue or the entire call center.

To further increase a supervisor's ability to monitor performance, the SL2100 Contact Center allows them to set threshold levels for the specific values in the display. They can define two threshold levels and select the background color to be used in the table cell or block when threshold levels are reached.



Thresholds can be quickly and easily set.

Agents and supervisors can also retrieve statistical information from the SL2100 Contact Center by simply pressing a telephone button. When queued callers or caller hold times exceed a pre-determined threshold, the system automatically sends alerts to agents' and supervisors' telephone displays.

Additionally, the wide range of user-defined reports provided by the SL2100 Contact Center can be scheduled or printed on demand in graph or text format.

Enhanced Efficiency

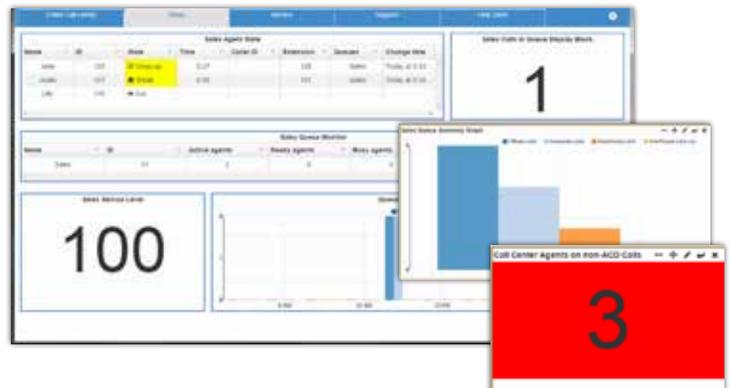
Callers presented with customized choices tend to be more satisfied with the level of service received. The SL2100 Contact Center can be configured to provide those choices by enabling callers in queue to dial another extension, Contact Center Group, or voicemail box during message playback.

Reports

A wide range of user-defined SL2100 Contact Center reports, graphs and tables are available to users to enhance their business management capabilities, such as Abandoned Call Reports. Contact Center reports may be produced in graph or text format upon demand and/or scheduled. Optionally, reports may also be automatically e-mailed.

Specifications

| Agent Station Types | SL2100 Digital or IP Multi-Line Terminals SL1100 Digital or IP Multi-Line Terminals Analog Single-Line Terminals |
|---|--|
| Agents | 128 |
| Contact Center / ACD Groups | 8 |
| Supervisors | 8 |
| System Supervisor | 1 |
| Real Time Dash Board | 16 |
| Display Block | 34 Types of Display Blocks |
| Contact Center Reporting | 16 |
| Delay Announcements per Group | 2 |
| Delay Announcements per System | 100 |
| Delay Announcements per Standard Messages | 100 |
| Queue Depth | 200 |



Example of a customized dashboard that enables real-time views at a glance

Wide range of Agent and Queue Monitoring Reports can be displayed in tables, graphs or as one statistic in a single display block.

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For additional information or support on this NEC product, contact our Bruce Telecom Business Account Managers.