NEC

SL2100

BUILT-IN BRILLIANCE

SMART HYBRID COMMUNICATIONS FOR SMALL BUSINESS

The way we do business and communicate is changing rapidly. Mobility has become the norm, customer expectations have soared and budgets have shrunk.

WHY CHOOSE THE SL2100

With NEC's SL2100 communications + UNIVERGE BLUE CONNECT BRIDGE solution, you can help increase your team's performance and create a positive customer experience that generates repeat business. It's highly cost effective because there's more built-in. With VoIP capabilities and cloud-enables unified communications, it puts a hybrid communications solution within reach of small businesses. SL2100 future-proofs your communications system through cloud-enablement. It also presents considerable savings and functionality over and above alternative solutions.

Your business can't afford downtime and nor can your communications. The SL2100 provides a reliable, 'always on' solution. There's less hardware, less licenses and less maintenance to worry about.

A GREAT VALUE

> Powerful hybrid communications with a small business price tag
> Low cost entry into an entirely scalable and cloud-enabled solution
> Lower operational costs considerably by making smarter use of your communications
> A range of remote/home office options to help lower brick and mortar costs
> Cloud-enabled UC
  • Desktop & Mobile Clients
  • Video Conferencing/Online Meetings
  • Team Chat
  • File Share/Sync/Backup
> Built-in features include:
  • 8 VoIP Resources
  • SIP Trunks (license required)
  • Voicemail

www.necsl2100.com

SL2100 BUILT-IN BRILLIANCE

\Orchestrating a brighter world

NEC

- Music on hold
- Mobility /Remote/Home Office Support
- Auto Attendant
- Audio Conferencing
- Video Conferencing & Collaboration (license required)
- InGuard Toll Fraud Protection (license required)
- And more!

EASY TO USE

> Intuitive features that the whole team can use, without the need for training

> Desktop phones, desktop and mobile cloud-based clients, wireless handsets and built-in applications include shortcuts that speed up working processes

> Time-saving applications empower your team to become more productive

> Choice of cloud-based or built-in conferencing for business meetings reduces travel costs

> Never miss important messages with enhanced voicemail to keep you up to date

KEEP THEM CONNECTED

> Use your mobile phone to stay connected through your office number, from anywhere

> DECT wireless communications maximizes reachability from anywhere on the premises

WORK SMARTER

Intuitive applications to increase efficiency and productivity
NEC's SL2100 delivers two integrated unified communications solutions to choose from - one cloud-based – UNIVERGE BLUE CONNECT BRIDGE and one on-premises – InUC.

THE SL2100 ADVANTAGE

IP Technology
> IP Networking
> IP Trunks (SIP)
> IP Telephones

Voicemail
> Email Notification
> Cascade Notification
> Find Me / Follow Me
> Call Recording

Mobility Options
> ST500 Smartphone App
> IP DECT Wireless Handsets
> Mobile Extension

Selection of IP and Digital Telephones

In-Apps (Built-In)
> InUC
> InGuard Toll Fraud Protection
> InScheduler Audio/Conferencing
> InHotel
> PMS-InConnect

Automatic Call Distribution (ACD)
> 8 ACD Groups, 128 Agents, Flexible AIC (Agent Identity Code) Logins
> Contact Center ACD real time monitoring and reporting

Safety & Security
> E911
> InGuard Toll Fraud Protection
> Doorphone for Screening Visitors

Network Remote Office Locations
> Share Voicemail, Transfer Calls and make Intercom Calls

CLOUD-ENABLED UNIFIED COMMUNICATIONS

UNIVERGE BLUE CONNECT BRIDGE

> Desktop & Mobile Clients for Anywhere Access
> Video Conferencing/Online Meetings
> Team Chat
> File Share/Sync/Backup with Virus/Ransomware Protection

Both solutions can help enhance your organization's productivity and collaboration and are easy to learn and use.

CONNECT BRIDGE offers you more robust capabilities with desktop and mobile clients that provide access to video conferencing/online meetings, team chat, and file sharing, sync, and backup along with presence status of colleagues.

InUC is a built-in, embedded application which is browser-based and offers a good basic UC solution for your organization's needs. It includes video and audio conferencing, instant messaging, and presence.

MANAGE COMMUNICATIONS
FROM YOUR DESKTOP PC PLUS MORE

UNIVERGE BLUE CONNECT BRIDGE's desktop and mobile clients are intuitive applications that provide full call control from your PC screen or mobile device. They offer a quick and easy way to manage calls and look up contacts. Users can update their presence status so that other users can see their availability. Integrated Chat allows instant communications between team members. It also provides video conferencing, collaboration and file sharing/sync/backup, which allows you to stay connected and productive from any location.

SUPPORT FOR A
HYBRID WORKFORCE

Today's hybrid workers depend on communication tools that accommodate flexible workspaces and allow free roaming wherever they are. The SL2100 ensures your team stays connected, but without escalating business mobile costs. The SL2100 provides your hybrid workforce with the tools

they need to be able to communicate and be productive from wherever. From CONNECT BRIDGE desktop and mobile clients to the other mobility options that the SL2100 offers, your workforce can stay connected, seamlessly from anywhere.

Access to inbound and outbound calling, voicemail, contacts, video conferencing/online meetings, team chat, presence status of colleagues, and file sharing capabilities from any location, helps ensure your workforce remains reachable and productive via a single number and customers are taken care of in a timely manner.

> User-friendly apps are easy to set up and install – all you need is an internet connection
> Get work done faster by bringing all the business communications you need into a single, integrated, easy to use workspace
> Spend less time switching between apps and more time getting work done
> Save on mobile call costs by simply connecting via Wi-Fi when available
> Separate work and personal life – manage calls from your mobile device with your NEC phone number so your personal number stays private
> When in the office, use any IP desktop phone as your own extension by manually logging in/out

MORE THAN VOICEMAIL

Advanced features for enhanced communications
InMail is packed with powerful business features that make keeping up to date easier than ever. Message Notifications with the option to include audio attachments can be sent to your desktop phone, home office or mobile phone to allow you to monitor your mailbox effortlessly from wherever you are.

With the option of recorded personalized greetings, you can select the one most appropriate depending on your availability or the time of day. Additionally, the Call Record feature enables you to keep track of important discussions. Recordings can be emailed to colleagues and stored for quick reference at a later time.

AUTOMATIC CALL DISTRIBUTION

Handle incoming calls with ease

The SL2100's Automatic Call Distribution (ACD) efficiently routes callers based on pre-established criteria. ACD is great for people/customers who require assistance from any of multiple persons at the earliest opportunity. When all agents are busy assisting callers, the outside party can listen to periodic Announcement messages while waiting for an agent to become free. Callers can also overflow to another destination so that outside callers are not left waiting on hold for an extended period of time, making each interaction between your business and your customers quick and easy.
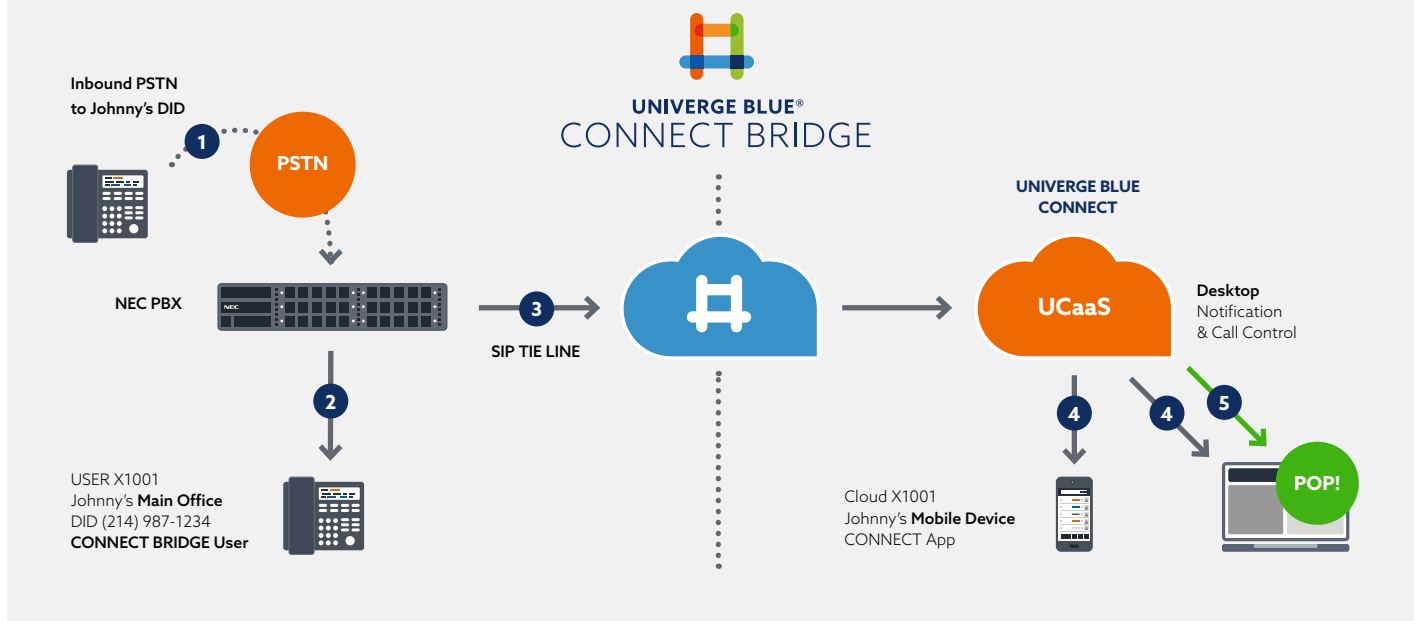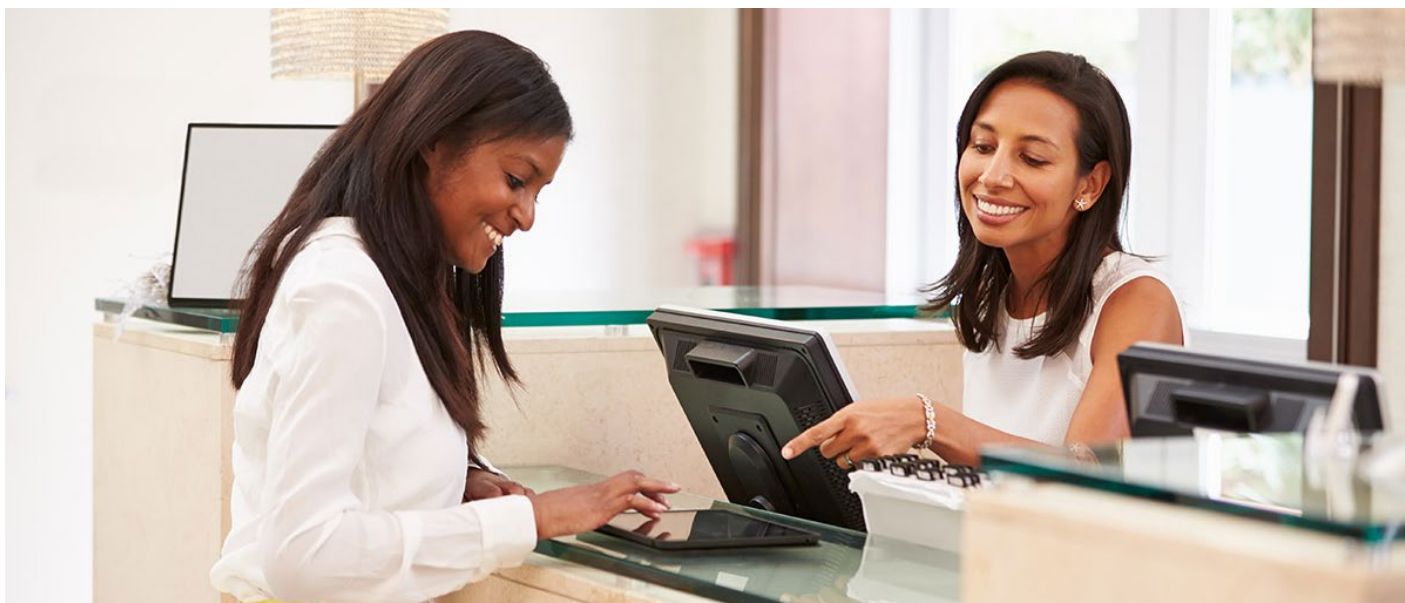
FIRST-RATE CUSTOMER EXPERIENCE

The SL2100 offers your business the option of either a cloud-based or on-premises contact center solution... you choose which best fits your business's needs. UNIVERGE BLUE ENGAGE Contact Center as a Service is a perfect complement to the SL2100 with CONNECT BRIDGE and the SL2100 Contact Center on-prem option is a cost-effective embedded solution...both make each interaction with your customer quick, easy, and effective.

ENGAGE is a multi-channel, full-service contact center solution that helps you differentiate your business where it matters most – the customer experience.

> Supports multiple locations and remote employees
> Centralizes the handling of calls, web chat, email, and SMS in a single application
> Keeps an eye on service levels, and analyze team performance by queue, team, or employee with real-time dashboards and historical reports
> Quickly and easily integrates with CRM and WFM systems for better interactions

SL2100 + UNIVERGE BLUE CONNECT BRIDGE

Inbound PSTN to Johnny's DID

1 PSTN

NEC PBX

3 SIP TIE LINE

UNIVERGE BLUE®
CONNECT BRIDGE

UNIVERGE BLUE
CONNECT

UCaaS

Desktop Notification & Call Control

2

USER X1001
Johnny's **Main Office**
DID (214) 987-1234
CONNECT BRIDGE User

4

Cloud X1001
Johnny's **Mobile Device**
CONNECT App

4 **5**

POP!

Designed specifically to work on NEC's SL2100, this embedded solution provides all the basic contact center functionality your business needs.

> Routes calls based on your criteria to best fit your needs
> Customizable choices for callers that best service their needs which reduces lost calls and helps optimize staffing
> Real-time data at a glance through a customizable dashboard
> Wide range of user-defined reports, graphs, and tables to enhance business management capabilities

NETWORKING

Extend the reach of your communications

With the SL2100, you can extend the reach of your communications to remote offices and mobile workers easily through the UNIVERGE BLUE CONNECT BRIDGE desktop and mobile clients or through the SL2100's networking capabilities.

You can eliminate duplication and improve efficiencies by transparently sharing a single voicemail and intercom system. It also enables you to share t runks and transfer calls easily.

SL2100
Communication Server:
Scalable from
5 to 100+ users

INHOTEL

NEC'S InHotel is a cost-effective property management system for hotels providing easier bookings, billings & administration. Ideal for hotels of up to 64 rooms, this easy to use platform is designed to increase your staffs' productivity, enhance guest experience and significantly lower your running costs.

Number of Chassis		1	2	3
Total Ports			256	
Trunk Ports	Maximum (MLT, SLT & SIP)	100	136	172
	Analog	12	24	36
	PRI	24	48	72
	IP Trunk (SIP/H.323)		64	
Extension Ports	Maximum	144	176	208
	Multi-Line Telephone (MLT)	24	48	72
	Single Line Telephone (SLT)	32	64	96
	IP Terminal (SIP-MLT/Std.)		112	
	IP DECT Handsets		64	
	DSS Console		12	
	Door phone		6	
Virtual Extension Port			50	
External Paging			3	
External Music on Hold			1	
Background Music			1	
Relay			11	
Ethernet Port			1	
Analog Modem			1	

Digital and Analogue Handsets: Easy call control from the office

IP Handsets: Easy call control from the office, remote office or homeworking, hot-desking

SL2100 TELEPHONES

SL2100 Digital Telephones

Full range of digital telephones to choose from including ones with 12 or 24 programmable keys with LEDs, full duplex speakerphone, dual-color call indicator lamp.

SL2100 IP Telephones

Choice of numerous IP telephones to fit individual employee's needs. Options of color or grayscale self-labeling telephones that support gigabit connections, have programmable keys with LEDs, backlit displays, full duplex speakerphones, color call indicator lamps and remote/home office functionality.

DSS Console

Provides 60 programmable keys with LEDs and is ideal for receptionists.

IP DECT

Choose from a wide range of wireless handsets offering true on site mobility and crystal clear speech. Our latest models are lightweight yet robust, have large color displays and include SOS-keys for personal safety.

IP DECT: Cordless freedom for any working environment

Americas (U.S., Canada, Latin America)
NEC Corporation of America
www.necam.com

For further information please contact NEC Corporation of America or:

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