

# NEC SL1100 FIRMWARE UPDATE

## New Features in Firmware v5.0

### CONTACT CENTER

- One or two PC users can simultaneously monitor real time activity of the system's ACD queues as well as run ACD/Contact Center activity reports.
- The SL1100 ACD License (p/n 1100091) is required. The maximum capacities of the ACD feature remain: (2) ACD Groups, each with up to (16) agents.
- SL1100 licensing is also required for the Contact Center features. The Contact Center Basic License Bundle (p/n 1100096) consists of the basic feature license and (1) Contact Center Monitor License. One additional Contact Center Monitor License (p/n 1100097) can be added. See table below for details.
- Contact Center "server" software is provided at no charge and must be loaded onto a dedicated PC that will always be on and connected to the SL1100.
- The Monitor/Reports software is provided at no charge and must be installed on the client PC's. Although this software can be installed in multiple PC's, a maximum of two users can simultaneously monitor and/or run ACD/Contact Center reports.
- **Contact Center Monitoring capabilities**

The following real time stats can be viewed:

1. Agent State Displays: Logged In, Logged Out, Rest, Wrap-Up, Idle, On a Call, etc. and the associated time in that state.
2. Queue Displays: Shows details of both system queues, such as how many agents are logged in, how many are idle or on a call, number of calls in queue, longest call waiting, etc.

- **Contact Center Reporting capabilities**

The following historical reports can be run:

1. Agent Call Summary report
2. Agent Performance Summary Report
3. Agent Traffic Hourly Report
4. Call Summary by Queue Report
5. Call Summary by Queue Hourly Report
6. Call Traffic by Queue Report
7. Abandoned Calls Report
8. Abandoned Calls Hourly Report
9. Call Detail by Queue Report

## **TWO SIP TRUNK PROVIDERS**

(2) different SIP trunk carriers can now be connected to an SL1100 system.

Previously, only (1) could be connected.

## **NIGHT MODE TOGGLE KEY LAMP STATUS**

Previous to R5, in order to have a visual status of which Night Mode was active, one Programmable Function Key was required per Night Mode. For example, if the system used a total of (3) modes, (3) Night Mode Keys would be required. If the Night Mode Toggle Key was used – *in order to use less Programmable Function Keys* – there was no visual indication.

Now with R5, the Night Mode Toggle Key provides a different LED pattern for Night Modes 1~4.

This feature is not supported for Night Modes 5~8.

- When the system is in mode 1 the LED is OFF
- When the system is in mode 2 the LED is ON (Solid)
- When the system is in mode 3 the LED is flashing (Slow)
- When the system is in mode 4 the LED is flashing (Fast)
- When the system is in modes 5~8 the LED is OFF

## **CONFERENCE FEATURE ON STANDARD SIP TELEPHONES**

Standard SIP phones can now initiate a conference call, using the SIP phone's "conference" key.

For example, you can now add parties to an existing call from a Polycom IP Conference Room Speakerphone, by pressing its conference key.

## **VRS MESSAGE RECORDING TIME EXPANDED TO 4 MINUTES**

The maximum recording time for a VRS Message has been lengthened from (2) minutes to (4) minutes.

This will be helpful for VRS MOH recordings.

## **DESKTOP SUITE**

Desktop Suite can now monitor Hotlines (for BLF's) associated with a DSS console. Previously, only Hotlines associated with the key telephone could be monitored.

## **MUSIC ON-HOLD FILE SIZE**

InMail Voicemail can now load Music On-Hold and Auto-Attendant Greetings that are 2mb in file size.