



To **NEC**
telephone systems



About Chalvington



Since forming in 1999, Customer Care has been at the core of the Chalvington Group culture. Today it is recognised as a major force in the Telecoms, ICT and Converged markets, providing a diverse range of voice and data solutions to companies that don't like to compromise.

Supplying organisations of all size and industry, from consultation right through to installation and training, our sales are backed by the ultimate in Customer Services from our dedicated, highly trained, and award winning Care and Support Teams who work tirelessly in their pursuit of perfection. With key roles held by long standing staff we have built a level of knowledge and degree of understanding that many strive for but few achieve.

Working exclusively with 'best of breed' brands and suppliers, we offer an impressive range of technology and service solutions, and are proud to deliver the most suitable, sophisticated and technically accomplished products at a realistic cost, always taking into consideration that function and fee must meet to create the most economically efficient solution.

We approach each and every customer as an individual and never assume that 'one shoe fits all'. Our aim is to future-proof your solutions and maximise your return on investment; ensuring not just the satisfaction of needs, but surpassing expectations and providing more than one reason to be delighted that you have made the right choice.













At Chalvington, it's all about YOU.



Why choose NEC?

- A leading global telephony solution provider
- Empowering our customers through over 100 years of experience in IT and Networking
- Spanning the full spectrum of Information and Communication Technology products and solutions
- Japan's largest supplier of telephony solutions
- The only global company in the world's top 5 in both computers and communications
- Environmentally friendly company policy
- Unsurpassed UK technical support and logistics

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Key

-  SV8100
-  SL1100
-  SV8100 & SL1100 shared features



Why choose the UNIVERGE SV8100?

A powerful yet affordable telephone system –
scalable from 8-500 users in any business environment

The SV8100 is a unique communication solution for 8-500 users.

Its expandability means it can work at any level, from a technically superb phone system, to a truly advanced unified communications platform.

Business performance is improved significantly by making an entire workforce more reachable wherever they are based.

The SV1800 creates '360-degree communication' meaning that it encompasses fixed, mobile and converged communication such as e-mail, Presence and Instant Messaging.

Key features:

- Unique interchangeable handset design
- Works as a network across multiple locations/branches
- Unique Bluetooth handset
- Modular architecture for economical scalability – only pay for what you need
- Aggressively priced
- Embedded applications including voicemail
- Mobile Extensions built-in at no extra cost

Expandable up to 500
users – but affordable
for only eight



SV8100 handsets



DT310 Digital Handset

- Available in 2 key non display or 6 key display
- Economical entry level phone
- Backlit keypad
- Handsfree working
- Easy to use soft keys / LCD prompts on display model
- Directory dial key 1000 system, 1000 group, 10 personal, 600 phone book
- Conference key
- Wall mountable
- Message waiting

DT710 IP Handset – features as DT310 plus:

- Low cost IP phone (ideal for office or home workers)



DT330 Digital Handset

- Available in 12, 24 or 32 programmable keys
- Backlit keypad
- Handsfree / speaker Phone
- Headset compatible
- Easy to use soft keys / LCD Prompts
- Directory dial: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable
- Message waiting

DT730 IP Handset – features as DT330 plus:

- Backlit LCD
- Security lock key



DT330 LCD Digital Handset

- User-friendly LCD function screen
- Ideal for hotdesking
- Backlit keypad
- Handsfree / speaker phone
- Headset compatible
- Easy to use soft keys / LCD prompts
- Directory dial: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable
- Message waiting

DT730 LCD IP Handset – features as DT330 LCD plus:

- Backlit LCD
- Security lock key



DT750 IP Handset

- 7.5" colour touch screen LCD
- Backlit keypad & screen
- Security lock key
- Handsfree / speaker phone
- Headset compatible
- Easy to use soft keys / LCD prompts
- Directory dial: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable
- Message waiting

The SV8100 – the ideal communication solution for almost any workplace

The Small or Medium Sized Office - enormous scalability means your phone system can grow with your business. Includes productivity and efficiency tools that are usually associated with more expensive large corporate systems.

The Call Centre - powerful call management software ensures customer service levels, and your workforce, are optimised at all times.

The Branch Office - the unique Netlink feature allows multiple systems to operate as one.

The Homeworker - the latest VoIP technology ensures costs are minimised, and access to system features are maximised.

The Mobile Worker - whether on-site or out in the field users will be able to stay in touch as easily as if they were in the office. One number will find you everywhere.

Hotels & Hospitality - a range of specific features that will both enhance a guest's experience, as well as improving staff efficiency.

Healthcare Environments - simplified communications means improved response times and more time to spend with patients.

Specialised Professions - legal and finance professions will benefit from features such as effortless and secure call recording.



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DT750 IP Handset

- 7.5" colour touch screen LCD
- Backlit keypad & screen
- Security lock key
- Handsfree / speaker phone
- Headset compatible
- Easy to use soft keys / LCD prompts
- Directory dial: 1000 system, 1000 group, 10 personal, 600 phone book
- Navigation wheel
- Call history
- Wall mountable
- Message waiting

Be up to 50 metres away from
your desk – and still take calls*



Digital or IP?

An IP handset will work in exactly the same way as a digital handset, whilst offering many additional features such as hotdesking and advanced call handling features.

DT330 Digital Bluetooth Handset

- Available as 12 key telephone or DT330 add-on
- Class 1 Bluetooth – 50 metre range*
- 8 programmable keys on handset
- Backlit keypad
- Handsfree / speaker phone
- Headset compatible
- Directory dial: 1000 system, 1000 group, 10 personal, 600 phone book
- Easy to use soft keys / LCD prompts
- Navigation wheel
- Call history
- Wall mountable
- Message waiting

* Subject to installed environment and surrounding areas

5 great reasons to choose SV8100 handsets

- Modular construction – the interchangeable design provides easy and cost-effective upgrades, helping to future-proof a businesses investment
- Customisable design – choose from a range of add-on line key modules, faceplates, LCDs, keypads and even printable side panels
- Customisable function keys – can be adapted to the exact individual requirements of a business
- User-friendly interface – little or no staff training required
- Unique Bluetooth handset option – provides wireless freedom from a desk, also links with Bluetooth headsets and other Bluetooth devices

Easily chop and change the handsets on the SV8100 to suit your needs – and upgrade without having to replace



Handset function guide



* Only available on DT310 and DT330

** Only available on 12, 24 and 32 key

SV8100 UC for Business

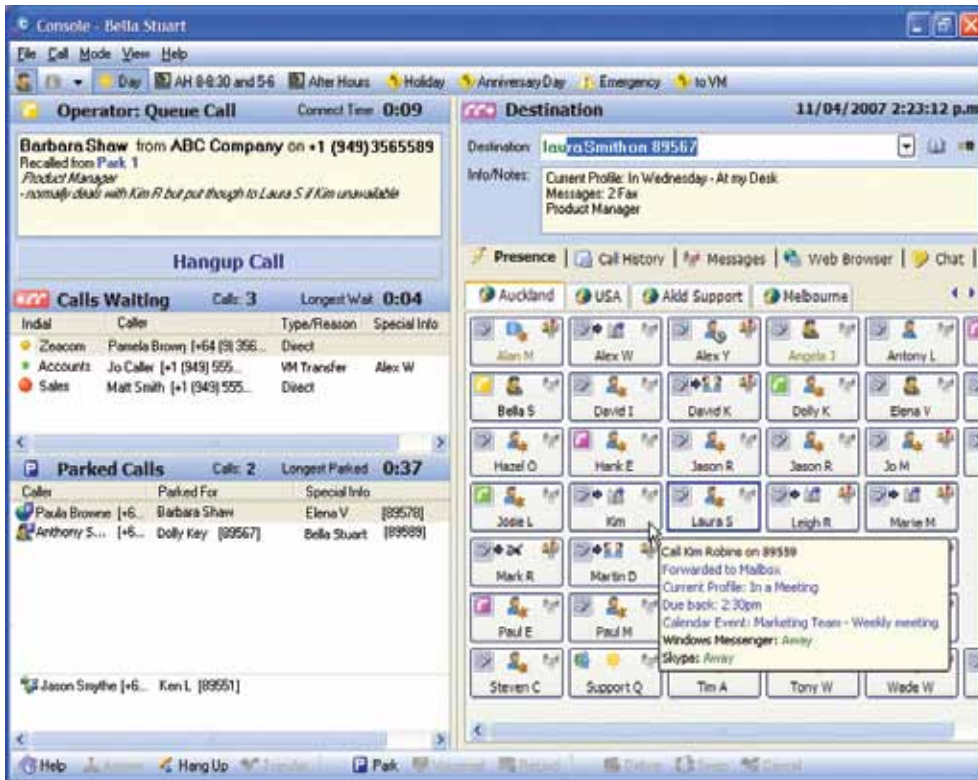
Advanced unified communications

UC for Business enables individuals, departments and locations to work more efficiently. Users can connect from wherever they are via phones, PC's, mobile devices, faxes and the web – effortlessly.

- Allows you to screen prioritise and respond to the contacts that are most important
- Quickly reach workers on a wide number of mobile devices
- Provides superior call handling abilities including 'point and click telephony' for greater speed, drag and drop facility for reprioritising call queues and customer screen-pops
- The simple, intuitive interface means little or no training is required

6 great reasons to choose UCB

- Microsoft® Outlook based user Interface
- Presence Reporting allows managers to monitor activity of their team
- Simplified call handling – users manage all their communications from their desktop
- Easily customised for individual company requirements
- Treat the mobile and the desk phone as a single device, using one number
- Instant 'drag and drop' conference calls



UCB gives users all real-time Presence information at a glance enabling more efficient call handling. This makes staff more reachable and reduces time wasted on missed calls and messages.

Presence Status Indicators

At a glance, you can determine the status of users on the system

- Out of the office
- Phone is forwarded to mailbox
- User has an urgent voice message
- In the office and at their desk
- Off sick

- In the office, but away from desk
- Phone is currently idle
- No messages
- In a Meeting
- At least one message in their mailbox
- On a break

- On an inbound non-queue call
- On an outbound non-queue call
- On holiday
- On a course

Plus many more ...

SV8100 other applications

More feature-rich applications to increase employee collaboration and productivity

Voicemail – Simple innovative option means that users can enjoy one touch access to voicemail as well as listen to messages remotely. With voicemail to email as standard.

Desktop Suite – User friendly call management software. Allows users complete control over their telephone from their PC desktop, increasing speed and productivity dramatically.

SP310 Softphone – A portable handset application which works with Desktop Suite. It's like taking a system phone with you. Ideal for on the road and homeworkers.

Auto Attendant – Ensures customer calls are routed to the appropriate people and answered quickly and efficiently. When customers call in, an instruction menu announcement is played, providing them with a choice of dialling options.

CRM – The SV8100 interacts with popular contact and CRM applications including Microsoft Outlook®. It can connect to company databases providing instant access to customer information.

Screen Pop-Ups – Prompted automatically from a call, operators view caller ID as well as customer information, enhancing customer service.

Call Logging & Recording – A complete record of all calls made and received can be made, and also recorded as a .WAV file with email-forward options.

Instant Messaging – Personalised instant messages can be sent to other operators, to the PC screen or handset screen, even when a call is being taken (using UCB).

Dial from Documents – Rather than manually key in a number, simply highlight a number within an email, MS Word™ or even a website and click to dial (with MyCalls Desktop).

WiFi – Wireless handset which significantly improves user accessibility, productivity and responsiveness by providing workers the ability to roam from one business area to another.



IP DECT – a more flexible way of working

Good reasons to choose IP DECT

- Established DECT technology – reliable and secure
- Scalable – from small offices to large premises
- Aggressively priced
- Makes employees more reachable
- Reduces mobile phone costs
- Integrates easily with phone system features
- Wide range of handsets for all user types and environments
- Text messaging and alarms allow fast response - on phones with messaging
- Future-proofed through the use of 'open standards' such as open messaging interface, SIP technology and standard GAP compatibility

Handset features



C124

Cost effective entry level DECT

- Calling Name / Number, Call Logging
- Internal Directory: 40
- Headset compatible



G355

Ideal for the demanding office user

- Calling Name / Number, Call Logging
- Internal Directory: 200
- Central Directory
- SOS Alarm Key
- Headset compatible

**G955**

Ideal for office users who require advanced voice and messaging features

- Calling Name / Number, Call Logging
- Internal Directory: 200
- Central Directory
- SOS Alarm Key
- Messaging (LMRS)
- Broadcast Messaging
- Headset compatible including Bluetooth

**I755**

Ideal for industrial or demanding environments, e.g. healthcare, manufacturing, retail & warehousing

- Calling Name / Number, Call Logging
- Internal Directory: 200
- SOS Alarm Key
- Man-down alarm
- Messaging (LMRS)
- Broadcast Messaging
- Headset compatible including Bluetooth

**M155 Messenger**

Ideal for health care and hospitality environments

- Calling Name / Number
- Internal Directory: 5
- SOS Alarm Key
- Messaging (LMRS)
- Hands-free

All employees can be reached easily wherever they are – immediately improving levels of customer service

MyCalls

A range of call management solutions that are easily expanded and upgraded as a business grows

How much are missed calls costing your business?

Most businesses don't even know – you can't manage what you can't measure. MyCalls helps you follow up any missed calls, lets you know if you need to expand and helps prevent losing customers to your competitors.

Which businesses would benefit from MyCalls?

Any business, regardless of size, that uses telephony with its customers – it's not just for call centres. Sales departments, helpdesks, insurance companies, healthcare, the list is endless. Recent changes in business laws have also seen call recording become a necessity for many.

Good reasons to choose MyCalls

- Increases productivity
- Reduces costs
- Rapid return on investment
- Wins more business
- Improves customer perception
- Improves customer service
- Improves staff efficiency
- Helps manage and measure sales and marketing activity
- Aids staff training
- Call recording helps solve disputes
- Real-time information enables supervisors to react quickly to changes in call traffic
- Reduces cost of sales and increases competitiveness
- Reduces abandoned calls
- Competitively priced

Screens can easily be re-configured to suit your business needs

The screenshot displays the MyCalls software interface with several key components:

- Call Volume Chart:** A bar chart titled "All Trunks (Head Office)" showing call volume over time from 07:00 to 14:00. The y-axis represents the "Number of Calls" (0 to 80). The chart shows a peak in activity around 11:00. A legend indicates Outgoing (blue), Abandoned (red), and Incoming (green) calls.
- Incoming Calls All Trunks Daily:** A large green panel displaying the number "16".
- Outgoing Calls All Trunks Daily:** A large blue panel displaying the number "45".
- Incoming Calls Sales Daily:** A large green panel displaying the number "4".
- Abandoned Calls Sales Daily:** A large red panel displaying the number "4".
- Summary Tables:** Two tables at the bottom left provide detailed call statistics. The first table shows "Group" statistics (All, Sales) for metrics like Avg, Abtd, Avg. Incoming, OOS, and Abtd OOS. The second table shows "Extension" statistics for individual staff members (Beverly, Mia, Stephen, Mary) with columns for Name, Amt, Abtd, Out, OOS, and Abtd OOS.

Annotations on the left side of the image point to specific data points in the interface:

- Call volume chart:** Points to the bar chart area.
- Number of outgoing calls:** Points to the "45" in the Outgoing Calls panel.
- Number of incoming calls:** Points to the "16" in the Incoming Calls (All Trunks) panel.
- Number of abandoned calls:** Points to the "4" in the Abandoned Calls (Sales) panel.
- Extension call handling statistics:** Points to the extension table, specifically highlighting the "Stephen" row.

MyCalls – upgradable options

MyCalls Call Manager

Provides a full complement of call management information.

- **Protect Sales Revenues**
Abandoned calls are flagged and logged enabling rapid customer call-back.
- **Manage by Exception**
User-defined system alarms alert managers to situations that require their attention as do reports on all aspects of call performance.
- **Reduce Call Costs**
Unauthorised calls, e.g., mobiles / premium rate numbers are highlighted.
- **Accelerate Return on Investment**
Productivity gains and cost savings lead to more profitable operation.

MyCalls Call Centre - SV8100 only

Provides supervisors with full control of extensions and Automatic Call Distributor (ACD) groups from their desktop.

- **Increase Capability**
Automatically distributes and prioritises calls to enhance efficiency and improve customer experience.

- **Raise Service Standards**
Improved management control reduces caller delays in queues & delivers calls to those best able to help.
- **Maximise Agent Productivity**
Managers have real-time information and activity reports essential to agent performance and training.

MyCalls Enterprise

Enables easy call management and reporting across multiple sites.

- **Increase Productivity**
Detailed call management and reporting information is provided across multiple sites simultaneously.
- **Costs savings**
Larger organisations can be managed more easily from a single desktop, reducing the amount and cost of managerial time required.

MyCalls Call Manager

The screenshot displays the MyCalls Call Manager interface. On the left, a list of agent names and their status is shown. On the right, a 'Trunk Group - All Trunks' status window displays 'Caller: Trunk: Usage: 0% CIQ: 0' and 'Longest Call Waiting 00:00:00'. Below these are three 'Real Time Parameter Window' cards showing 'Incoming Calls', 'Outgoing Calls', and 'Abandoned Calls' for 'All Trunks - Demo PBX Daily'. The counts are 261, 247, and 84 respectively. Labels on the left point to these counts and the agent status window.

Extension status — points to the agent status window.

Caller status — points to the agent status window.

Number of incoming calls — points to the Incoming Calls card (261).

Number of outgoing calls — points to the Outgoing Calls card (247).

Number of abandoned calls — points to the Abandoned Calls card (84).

Other Applications:

MyCalls Desktop

Provides the caller with instant cost effective Customer Relationship Management (CRM) information such as screen-pops. Increase your productivity, get the best from your workforce and permanently speed up call handling.

- **Significant Time Savings**
Full call control with real time views of other extension activity (Busy Lamp Field) from the desktop simplifies all telephone functions and saves time on basics like dialling and call transfer.
- **Speeds Workflow**
Callers are identified immediately, with screenpopped access to database records for faster, warmer, more efficient response.
- **Enhanced Personal Performance**
Custom-fit action views are easily tailored to individual needs and data requirements, increasing acceptance and productivity.

MyCalls Directors Report

With Director's Report, you will be provided with detailed updates of the most critical business information, sent automatically by email at the end of each day. This allows you to keep up to date, even when you are out of the office.

MyCalls Call Recorder

Equips MyCalls Call Manager and MyCalls Call Centre with full call recording capability. Calls are recorded securely, encrypted and easily accessed.

- **Secure Access**
Recording, playback and storage are totally secure with rapid call identification.
- **Improve Dispute Resolution**
An accurate record of disputed facts assists faster, amicable resolution saving time and money.
- **More Effective Training**
Listening to and analysing what was actually said during a call cuts training times and improves performance.



Screenshot - MyCalls Call Recorder



Desktop Suite Lite - SL1100 only

This productivity-boosting product has two different functions which can each deliver excellent business benefits;

The **Softphone** is a portable telephony application, offering you system phone functionality from your laptop, wherever you are; ideal for home and mobile workers.

The **Deskset** is an intuitive application providing full call control from a PC screen. With a click-to-dial facility, you can speed workflow while eliminating dialling errors. For Microsoft Outlook users, Deskset can even integrate with your Outlook contacts, providing a click-to-dial function within email for further time-saving benefits

Mobile Extension

Many specialists and managers work out of the office a large proportion of the time and have to be reachable. Although a mobile phone allows them to answer or make a call, they cannot transfer a call to another contact or back to the office. Mobile Extension combines mobile access with the services, features and flexibility of an NEC business telephone.

A Mobile Extension behaves like an internal telephone of your system, but linked to an external mobile phone and provides many benefits for your business such as:

- Improved efficiency
- Improved productivity
- Cost savings on mobile communication*

All of which provide higher customer satisfaction.



* Dependant on your mobile minutes package

Features

- Hold and transfer calls just as if you were in the office
- If you have ring-groups set up on your system, you can still be a member – even on your mobile
- Home working – why not replace your mobile number with your home office number?
- Page the office from your mobile
- Out of hours security contact from a door entry system
- Mobile number ‘shielding’ – keep your personal number private. Using Mobile Extension, you only ever have to give your work number
- Reduce ‘telephone tag’ - incoming calls go to only one number, but you have two chances of answering them

InMail - More than voicemail

What is InMail?

InMail is more than just a regular voicemail box. Packed with powerful business features, this is a solution to make keeping up to date easier than ever.

A record for when you need it

Using Conversation Recording, you can keep track of important discussions. Recordings can be emailed to colleagues and stored for quick reference.

Keep your customers and colleagues up to date

Whatever you're up to, you can have the right recorded message to match. With three Personalised Greetings, you can select them depending on your availability or the time of day. For example, announce if you are out of the office, on annual leave, and even suggest an alternative contact.

Never miss another message

With Message Notification to your desk phone, home office or mobile phone, you can monitor your mailbox effortlessly wherever you are. You can even choose to receive email notification with the message included as an audio attachment.

Keeping your team in touch with the SL1100



Internal Sales Person

“The Auto-Attendant feature means that callers receive a greeting and are routed to the correct department, ensuring that I only get the calls that are meant for me.”

Office Worker

“The conference feature allows me to effortlessly set up a virtual meeting for colleagues at short notice, wherever they are. This enables faster business decisions, as well as saving travelling time and expenses.”



Warehouse Manager

“The wireless DECT handset allows me to stay in touch while moving around the warehouse, making me more responsive. I can even make and receive calls with the HQ free of charge.”

Security Guard

“The door-phone functionality makes it easy for me to operate the feature from my mobile if I need to go off-site temporarily.”



Receptionist

“With Caller ID displayed on my handset, I can give the appropriate greeting to callers and redirect calls from familiar numbers without answering. The Busy Lamp Field buttons on my handset enable me to view the call status of each colleague, meaning that I can prevent wasting time trying to contact somebody who is busy on a call”.



Team Manager

“With MyCalls I can view detailed call activity of my team. We can use the statistics provided to reduce abandoned calls, and follow up any that we've missed.”

IT Manager

“Its easier than ever to manage our system settings. Drag-and-drop functionality provides an error free way of building call groups, which is useful for when staff move desks, leave or join the company.”



Home Worker

“I can use my handset at home to communicate with colleagues with the same ease as if I was in the office” (IP version only)

Mobile Sales Person

“I can be on the road and stay contactable on my office number using my mobile phone, meaning that I don't miss an important enquiry.”

Why choose the SL1100?

This unique platform is the ideal solution for any small business. The SL1100 makes your team more reachable, more responsive and more productive.

Value for Money

- Powerful communications with a small business price tag
- Only pay for what you need, with an entirely scalable solution
- Lower running costs considerably by making smarter use of your communications

Easy to use

- Intuitive features that the whole team can use, without the need for training
- Handsets and applications include shortcuts that speed up working processes
- Time-saving applications empower your team to become more productive

Lean and Green

- Energy efficiency mode, contributing to a healthier environment
- Built-in conferencing for a greener approach to business meetings
- A range of home working options to help lower fuel emissions

Keep them connected

- Use your mobile to stay contactable on your office number, from anywhere
- DECT wireless communications from anywhere on the premises for maximum reachability
- Never miss a thing, with enhanced voicemail to keep you up to date

10 Business Benefits of the SL1100

1. Lower your costs

Powerful communications for a small business budget

2. Increase your productivity

Sophisticated solution, simple to use

3. Excellent homeworking capabilities

Office level functionality from your home office

4. Future-proof your business

Value for money and tailored to your needs

5. Improve customer service

A solution to help you effortlessly boost your customer's experience

6. Track your team's call activity

System features and applications to make management easier

7. Stay contactable from anywhere on site

DECT handsets mean you don't lose touch with colleagues and customers

8. Keep up to date effortlessly

Never miss a thing with easy access to key information

9. Remain reachable on the road

Carry your office number with you using Mobile Extension

10. Reach crucial business decisions faster

Built-in conference bridge provides convenient options for meetings



SL1100 Handsets



Digital Handset

- 12 or 24 key versions available
- Backlit keypad and soft keys
- Adjustable angle
- Programmable keys with LEDs
- 4 feature keys and navigation keys
- Headset port
- Full Duplex Speakerphone
- 20 number personal directory
- 1000 number system/group directory
- Built-in wall mount kit
- Dual-colour call indicator lamp
- 8 Selectable ring tones
- Energy saving sleep mode
- Also available in black



IP Handset

- 24 key handset
- Backlit keypad and soft keys
- Adjustable angle
- Programmable keys with LEDs
- 4 feature keys and navigation keys
- Headset port
- Full Duplex Speakerphone
- 20 number personal directory
- 1000 number system/group directory
- Built-in wall mount kit
- Tri-colour call indicator lamp
- 8 Selectable ring tones
- Homeworking functionality
- Also available in white



DSS Console

- 60 programmable keys with LEDs
- Ideal for receptionists
- Also available in white



Wireless DECT Handset

- 2 line/24 character backlit display (with feature icons)
- Backlit keypad
- 8 programmable keys with LEDs
- Headset port
- Selectable ring tones
- Roaming distance up to 200m outdoors and 50m indoors

Handset function guide



SV8100 & SL1100 full feature comparison

Feature	SV8100	SL1100
Mobile Extension	Yes	Yes
Conference Bridge	Yes	Yes
Real Time call management	Yes	Yes
Remote maintenance	Yes	Yes
DSS Console add on	Yes	Yes
Flexible Auto Attendant	Yes	Yes
User customisable greetings	Yes	Yes
Paging through telephones	Yes	Yes
Ad-hoc call recording	Yes	Yes
Escape from voicemail box option	Yes	Yes
Emailed fault reports	Yes	Yes
Handsfree dialling	Yes	Yes
User web interface to phone	Yes	Yes
Encrypted call recording	Yes	Yes
MyCalls	Opt	Yes
CRM Database "Pops"	Yes	Yes
VoIP, Sip, BRI, Analogue support only	Yes	Yes
IP Extensions	Yes	Yes
Homeworkers	Yes	Yes
Softphone	Yes	Yes
Backlit keypads	Yes	Yes
Phone messaging	Yes	Yes
Context Sensitive "Hotkeys"	Yes	Yes
Full duplex handsets	Yes	Yes
Phone Menu Navigation Wheel	Yes	Yes
VoiceMail to email	Yes	Yes
Fax detection	Yes	Yes
Integrated headset port on handsets	Some	Yes
PCI compliance for call recording - MyCalls Call Recorder	Yes	Yes
Android & iPhone Smartphone App	2012	2012
VIP Routing	Yes	No
IP DECT	Opt	No
WLAN, IP DECT, PRI	Yes	No
Backwards Compatibility	Yes	No
Position in queue	Yes	No
Bluetooth handset	Yes	No
Branch office networking	Yes	No
Screen console operator	Yes	No
True Hotdesking	Yes	No
Instant messaging	Yes	No
Video conference add on	Yes	No
Bluetooth adaptor	Yes	No
Integral POE switch	Yes	No
Integral router	Yes	No
Modular customisable handsets	Yes	No
MyCalls Desktop	Yes	No
Screen printable/removable side panels	Yes	No
Single image networking	Yes	No
Networking - Redundancy (Netlink)	Yes	No
ACD Call Centre Working	Yes	No
Unified Communication for Business (UCB)	Yes	No
1 system = 0 to 512 Extns Expandable	Yes	No

Selected features in detail

Feature	SV1800	SL1100
<p>Automatic Call Recording: How many times have you wished that you'd recorded a conversation once a customer or supplier had renegotiated on the deal? NEC can provide an integrated, flexible and easy to use encrypted call recording solution, where an instantly selected call can be played back – in stereo – and then emailed if needed to settle a dispute quickly and easily. Even transferred calls are included. This option sits within the MyCalls product, and is very cost effective and simple to use.</p>	Yes	Yes
<p>Multiple music on hold sources: Rather than putting a customer on hold when your lines are busy, why not use this time to play them information about new products, offers and deals? Research tells us that after 40 seconds (on average) a customer will hang up, and quite possibly phone a competitor with the order. Used constructively, and allocated to certain lines or departments, multiple music on holds can keep your customer interested – and more importantly – your customer. One message for sales, another for support, and another for accounts or general enquiries. You can even upload WAV files (such as radio Adverts) to be played to your caller.</p>	Yes	Yes
<p>Ring/hunt groups: Most companies use department groups so that a call for accounts can be presented to a number of phones, either at once, or in turn, meaning calls are answered more quickly than if all calls were sent to one number. Put simply, if a customer dials the “sales hotline” of your company – you've got multiple chances of getting the call answered fast.</p>	Yes	Yes
<p>Real Time Call Management: NEC's own call management suite MyCalls is the perfect solution. Like NEC's other offerings, the suite is modular, so you only buy what you need. Know how many calls you've missed, when your busiest time of the day is, or who your best employee is on the phone. MyCalls gives you the flexibility to react now, rather than find out later that you could have taken 50 more calls than you did. Set alarms and schedule regular performance reports to take place automatically.</p>	Yes	Yes
<p>Microsoft Outlook integration: The world's best known business communication application, just got better, connect your phone and PC so that dialling from Outlook is the preferred method, and you have entered the world of Unified Communication. Full presence detection (who's at their desk, in a meeting, on holiday or out of the office) along with MS calendar integration, showing you estimated time of return, are excellent productivity tools.</p>	Yes	Yes
<p>Hotdesking: Perfect for businesses where staff commute between multiple sites – hotdesking means that visitors can set up at any empty desk, and the system will know where they are and pass calls and messages through to them, whilst keeping their normal extension number.</p>	Yes	Yes
<p>Powerful Voicemail: Context sensitive soft keys on the SV8100 make the whole business of changing your personal greetings for callers (3 to pick from), to picking up a voicemail, listening to it, and forwarding it to another colleague, simple. Voicemail to e-mail as standard, ad-hoc call recording built in, and a flexible multi levelled auto attendant to direct the call to the right person or department.</p>	Yes	Yes
<p>Contact Centre: However big or small your company is, a portion of it is likely to be operating as a call/contact centre – to sell from, or perhaps just give customer service advice. The SV8100 not only allows calls to be fairly distributed between each “agent” but will also allow for flexibility during your busy periods. Add in the MyCalls Call centre module, and you've got real potential to get the most from your workforce, and balance staffing levels against maximum productivity</p>	Yes	No
<p>Customisable/interchangeable handsets: Unique to the SV8100, the modular handsets mean that you can be sure that the phone will change to suite your individual requirements, whilst at the same time protect your investment by giving you the freedom to upgrade later. Start with a 12 key handset, and add extra keys, modules, handsets and operator consoles without redundancy.</p>	Yes	No
<p>CRM (Database) integration: Many companies using standard and bespoke databases containing customer records wish to integrate the phone system and their PC together to work as one. A customer record appearing on a PC when that customer phones up, is only the start, click to dial from your MS Outlook contacts, dialling from a website or many other great time saving productivity enhancements are here waiting for you.</p>	Yes	No

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