MiContact Center Business

For the MiVoice Office 400 and MiVoice 5000 Platforms

Today's customer has changed – have you?

One-third of the population is comprised of millennials, and there are now almost as many mobile phones in the world as there are people. Such shifts have brought new challenges to the way your business delivers customer experience – for instance, 90 percent of consumers check your website before interacting with your company, and the majority of customers would rather interact through voice alternatives like email, chat, and self-service. That's why Mitel's MiContact Center Business platform is designed to power prompt, informed interactions between your mobile enterprise, mobile agents and supervisors, and mobile end customers.

Mitel

Powering connections

It requires that you

- *Empower your customers to be served the way they prefer, and deliver a consistent customer experience across all channels*
- *Enable employees to handle customer inquiries quickly and efficiently*
- *Break down silos within your business that prevent customers from getting the right answer on the first try, every time*

The payoff

An innovative customer experience is a competitive differentiator that attracts new customers, and engaged customers have been proven to spend more money and more frequently.

Empower your customers

GIVE CUSTOMERS CHOICE ON HOW THEY COMMUNICATE

Customers want options on how they can communicate with you. Voice, email, Web chat, SMS text, fax, and social media are all desired means of serving your customers, provided you are just as responsive to these media as you are to phone calls. Mitel's MiContact Center Business solution allows you to efficiently integrate and maintain service levels across all media.

MANAGE CUSTOMER EXPECTATIONS

Managing customer expectations is key to increasing the probability that a customer will stay in queue, and will remain a satisfied customer who wants to do business with you in the future. MiContact Center Business keeps customers well informed, providing estimated wait time messaging and continuous position in queue updates.

Customers can access real-time estimated wait times from business' corporate Websites for all medias, enabling them to make informed decisions about how to reach a company. They are also given flexible alternatives to waiting in queue, including queued call backs and self-service options.

PROFILE CUSTOMERS FOR THE BIGGEST RETURN

The often quoted rule still stands – 20 percent of your customers generate 80 percent of your revenue. So it makes sense that you deliver a superior level of service to your top tier customers. MiContact Center Business allows you to profile your customers, regardless of the way they contact you, so you can easily identify top tier customers and prioritize their position in queue, or ensure they are handled by your top agents.

Drive agent and supervisor productivity

GIVE AGENTS AND SUPERVISORS TOOLS FOR SUCCESS

MiContact Center Business delivers desktop productivity tools that enable agents and supervisors to make informed decisions and provide prompt service. Supervisors can see and manage who is available to answer calls and how queues are performing.

Agents can efficiently handle voice and digital media contacts from a single application on their desktop – performing telephony, email, Web chat, SMS, and social media actions using fewer steps, with reduced errors in interaction handling for an optimized customer experience.

Both agents and supervisors benefit from mobile contact center capabilities. With MiContact Center Business, they can work remotely, from home or anywhere with an Internet connection, just as if they were in the office. Supervisors also benefit from having access to real-time monitoring and reporting capabilities natively on Windows 8 tablets or using VMware View on non-Windows tablets.

PUT CUSTOMER INFORMATION AT YOUR AGENTS' FINGER TIPS

Mitel's seamless integration with back office systems, such as customer relationship management (CRM) systems, presents agents with critical customer data screen pops as calls and multimedia contacts arrive, enabling them to provide customers with the information they need, when they need it. This results in greater customer satisfaction and loyalty, as well as immediate and ongoing business success.

RESOLVE CUSTOMER INQUIRIES – THE FIRST TIME

Mitel's ability to unify communications between contact center workers and back-office employees provides agents which can instantly locate, message, or conference in subject matter experts to obtain immediate answers. With customer profiling, intelligent contact routing, and enterprise presence, Mitel helps agents answer customer inquiries in a single transaction.

Streamline your operations

SEE THE COMPLETE PICTURE

Enterprise-wide historical and real-time reporting and monitoring lets you see the big picture and the call-by-call performance of each agent. Real-time reporting allows you to respond instantly to changing traffic volumes and ensure service levels are maintained. With historical reporting you can measure and demonstrate contact center performance against service level objectives, review a play-by-play account of contact center events, and identify ways to improve business processes.

ENSURE BUSINESS CONTINUITY

MiContact Center Business is also supported in virtual environments, leveraging VMware, Microsoft Hyper-V, and Citrix to virtualize both server and client desktops. Virtualizing MiContact Center Business delivers capital cost savings associated with the reduction in server hardware and real estate; operational savings related to the reduction in power and server provisioning costs; as well as productivity improvements and resource efficiencies in data center management and risk mitigation for business continuity and disaster recovery plans.

Business value that scales as you grow

Mitel recognizes contact center requirements can vary greatly depending on the size and needs of your business. That's why Mitel's MiContact Center Business for the MiVoice Business platform is offered in two bundles: Workgroup (up to 100 agents) and Contact Center (+100 agents). IVR and digital interaction capabilities (email, SMS, Web chat, fax, and social) are two separate add-ons available in both license levels.

MiContact Center Business is composed of the following applications and tools

MANAGEMENT AND REPORTING APPLICATIONS

- **Contact Center Management –** *the foundation of Mitel MiContact Center Business, it provides browser-based tools for reporting on all agents and queues, managing contact center performance, and traffic analysis.*
- **Interactive Contact Center and Interactive Visual Queue –** *tools to change agent and queue states instantly, so you can respond to changing contact volumes immediately. Also provides contact recognition and prioritization, to ensure priority calls are answered first.*

MEDIA DISTRIBUTION AND ROUTING APPLICATIONS

- **Automatic Call Distribution –** *routes calls to the most appropriate group, based on the type of service required by the caller, and ensures calls are appropriately distributed within a group according to such attributes as the caller's priority, which agent they last spoke to, or the agent's skill level or idle time. Calls can be automatically re-routed or agent availability changed, based on current queue conditions.*
- **IVR Routing –** *Interactive Voice Response (IVR) and advanced routing help you to intelligently manage callers and their expectations, provide options for self-service, and deliver announcements to callers in queue, such as expected wait time and position in queue. An intuitive drag and drop graphical user interface allows you to quickly and easily build and manage call flows. Speech-enabled IVR functionality, such as Text-to-Speech and Automatic Speech Recognition, are optionally available for IVR Routing.*
- **Multimedia Contact Center –** *enables you to efficiently integrate with IMAP-based email systems (Microsoft Exchange 2007/2010/2013, Exchange Online, and Gmail) and maintain service levels across multi-channel contact types in addition to voice, including email, Web chat, SMS text, fax, and social media. It also includes the ability to quickly and easily build multimedia workflows from a drag-and-drop graphical user interface, the ability to publish real-time contact center metrics to a public Website using a Contact Us page, and an email system agnostic agent desktop client.*

AGENT AND SUPERVISOR PRODUCTIVITY APPLICATIONS

- **Ignite Agent Client –** *available as a thick client on the desktop or as a Web-based thin client, Mitel Ignite gives agents all the tools they need to efficiently and effectively handle all voice and digital interactions from a single interface, including quick access to real-time monitoring capabilities, and integration with the Mitel MiCollab UC client.*
- **Screen Pop –** *a desktop pop-up application provides agents with customer information using data pulled from your customer database. Integrations are available for most market leading CRM solutions.*
- **Outbound messaging –** *offers automated dialing and notifications for end-customers for self-service and proactive customer care, including the ability to escalate to live-assist interactions with agents in the contact center.*
- **Remote agents –** *Line State Monitoring to support agents on any endpoint, including DECT devices and mobile phones, and Web client to provide agent anywhere capabilities.*

Comprehensive portfolio for efficient and effective customer interactions to enterprise edition

MEDIA DISTRIBUTION

- Voice ACD
- Email
- Fax
- Web Chat
- Voicemail
- SMS

ARCHITECTURES

- Single-site
- Multi-site
- Distributed
- Virtual
- Work at Home
- Resilient
- High Availability

ROUTING OPTIONS

- Queue Priority
- Predictive
- Scheduled
- Overflow
- Interflow
- Skills-based

IVR

- Customer Profiling
- Intelligent Messaging
- Dial out of Queue
- Self-service
- Customer Callbacks
- Automatic Speech Recognition
- Text-to-Speech

AGENT PRODUCTIVITY

- Real-time Desktop
- Display
- Enterprise Presence and Chat
- Computer Telephony Integration
- Pre-recorded Announcements
- CRM Screen-pop
- Preview / Progressive

OUTBOUND DIALING

- ACD Hot Desking
- Silent Monitoring

REPORTING AND MONITORING

- Historical Reports
- Real-time Monitoring
- Custom Report Designer
- Real-time Agent & Queue Control

IVR

- E-learning / Coaching
- Data / Speech Analytics
- Workforce Optimization

PROFESSIONAL SERVICES

- Deployment
- Configuration
- Health Check
- CRM Integrations
- Custom Development

TRAINING

- Leader-led
- Web-based
- Best Practices

Flexible licensing options

Workgroup Starter Pack	Contact Center Starter Pack
WORKGROUP	**CONTACT CENTER AGENT**
Control of Agents / Queues and Visual Queue	
Screen Pop, CRM connectors, CTI	
Full real-time monitoring	
Limited historical reporting – Reports and Flex	60+ Voice Reports and Flex
Limited historical reporting – Reports and Flex	
Limited historical reporting – Reports and Flex	
Limited historical reporting – Reports and Flex	Network license
MiCollab SoftPhone with Teleworker	MiCollab SoftPhone with Teleworker
STANDARD PC UC Client	PREMIUM PC UC Client
MiVoice Call Recording Port	
Workgroup Messaging and Routing with 120 ports*	CC Messaging and Routing with 240 ports*
Workgroup IVR (ASR, TTS) max 10 ports	Contact Center IVR (ASR, TTS Uplifts)
Contact Center Digital Media Agent add-on	
MiV-CR Quality Monitoring option (3 options)**	

■ Optional extras ■ Other Mitel products that are included

*Messaging and Reporting: Menu, Time of day / Day of the week, RAD's, MoH, ANI / DNIS routing Reporting, Pre-announce and UPIQ.

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