



MITEL

Contact Center Management

Integrated Tools for Forecasting, Reporting and Managing Contact Center Performance

Mitel® Contact Center Management provides supervisors with sophisticated tools for measuring and managing contact center performance. Its advanced real-time monitoring, reporting and forecasting capabilities enable supervisors to streamline operations while providing the highest quality of service. Employees have access to real-time availability as well as online presence and messaging capabilities at the desktop, enabling them to readily locate available experts and achieve first contact resolution.

Automated Supervisor Functions

Contact Center Management automates real-time monitoring and reporting so that supervisors can concentrate on what's important: coaching employees and improving business processes. Contact Center Management tracks service levels and notifies

supervisors immediately when their attention is required. They can schedule reports to be automatically generated and emailed at specific times. Using Contact Center Management, supervisors can better manage their contact centers and spend less time doing it.

Every Business has a Contact Center

The very nature of contact centers has changed. In the past, contact centers were large, centralized offices filled with employees answering customers' calls. Today, contact centers come in all types and sizes. If a company deals with customers by phone, email, web or fax, then it has a contact center. Contact Center Management reporting provides business intelligence so that supervisors can ensure customers receive the best service. Investing in customer service has an excellent return on investment. Satisfied customers are loyal customers.

Historical Reporting and Monitoring

Contact Center Management reporting provides supervisors with enterprise-wide historical statistics that paint both the big picture and the call-by-call performance of each employee. Supervisors can generate, schedule and share reports over any date and time horizon. They can readily measure and demonstrate contact center performance against service level objectives and optimize contact center operations.

Lifecycle reports provide a cradle-to-grave view of call history and include relevant call notes. These reports provide a trace of events relating to a specific call and allow supervisors to identify and fix call flow design problems. With optional call recording connectors, direct links to recordings captured by best-in-class third-party solutions are available in lifecycle reports, providing supervisors with one-click access to a complete understanding of how calls are handled by contact center agents.

Historical monitoring capabilities enable supervisors to review a play-by-play account of contact center events in simulated real time, at their own pace. By replaying events, supervisors can monitor employee activities and call volumes to analyze when and why service problems occurred.

Using data mining tools, supervisors can examine call records and locate specific contact center events such as the duration a caller waited in queue for an employee to answer. Using advanced filter and search capabilities, supervisors can identify the series of agent and queue events that led to a breakdown in service.

In addition to the reports provided by Contact Center Solutions Enterprise Edition, the optional Flexible Reporting application enables supervisors to create fully customizable reports. Using a user-friendly wizard and drag-and-drop functionality, Flexible Reporting enables the supervisors to focus on data that best suits the needs of their business. With Flexible Reporting, supervisors can take existing reports and remove statistics that do not apply to their business, re-order reports so they make more sense to them, re-name reports and column headings, combine multiple reports, combine different device reports into a single report, create custom column calculations, customize the report with the company logo, and render reports in Microsoft® Excel® XLS and Adobe® PDF formats.

Real-time Monitoring for Supervisors and Agents

The Mitel Contact Center Client module provides customizable real-time monitors with visual, auditory and email alarms. Supervisors are notified immediately of changing call volumes and customer service issues so that they can respond to ensure service levels are maintained. They can instant message employees to coach them as well as can broadcast real-time statistics and messages on marquee monitors.

In Contact Center Client, agents are provided with up-to-the-second statistics so that they always know the status of team members before they go on breaks or transfer calls. Shared profiles with real-time alarms configured alert employees when they deviate from corporate service goals. With integrated real-time availability and online presence, employees can instantly locate and message or conference in available product experts as well as identify who other agents are speaking with using caller ID. Using call notes, agents can share information with other agents involved in a call to provide additional context about customer transactions upon a call transfer. They can avoid blind transfers and callbacks, and resolve customer inquiries in a single transaction.

With the Mitel Enterprise Presence / Chat Integration option, Contact Center Client integrates with Microsoft® Office Live Communications Server 2005 to provide enhanced presence and collaboration. Employees use Microsoft Office Communicator 2005 as their default messaging client and can expand their view to include general business contacts. In a federated environment with Live Communications Server, employees can reach beyond general business and communicate with federated partners.

Agent Forecasting

Contact Center Management enables supervisors to forecast employee requirements based on historical call traffic, average talk times, wrap-up times and service level objectives. Supervisors can perform “what-if” scenarios by modifying forecast variables. Accurate forecasting enables supervisors to manage contact center resources more efficiently and meet expected traffic volumes.

Multi-site, Virtual Contact Center Management

Contact Center Management easily extends real-time and reporting capabilities to virtual contact centers. Agent resources from dispersed centers form virtual agent groups so that calls can be evenly distributed among agents regardless of where they are located – in the same region or around the globe. Calls can be intelligently distributed among contact centers to effectively deal with peaks and dips in automatic call distribution (ACD) traffic and to improve customer service.

High Availability and Fault Tolerance

With the resilient agent option, Contact Center Management provides uninterrupted real-time monitoring and seamless reporting during network and power outages. With the added power of Microsoft Server Cluster, software applications are available with minimal downtime in the event of a network outage or hardware failure.

Features

Contact Center Management enables contact centers to:

- Generate reports on all contact center resources and readily share them with others in the organization
- Generate reports and view real-time activities during a network or computer outage
- View historical events for a particular date in simulated real time
- Produce “cradle-to-grave” reports, complete with call notes and call recordings
- Monitor up-to-the-second statistics on contact center performance
- Build real-time profiles and share them with employees
- Send online messages and broadcast statistics to employees
- Forecast the number of employees required to meet service level goals
- Enjoy single-point configuration and administration
- Synchronize the Contact Center Management database with the telephone system and validate critical programming and device-specific reporting options
- Configure the database and control user access to applications and services

Benefits

Contact Center Management enables contact centers to:

- Gather business intelligence and optimize operations
- Provide business continuity during an outage
- Analyze when and why service problems occurred
- Understand the complete context of customer transactions
- Respond immediately to changing contact volumes
- Immediately notify employees when they are not meeting company service goals
- Coach individual employees and communicate essential information to all employees
- Always have the right number of employees scheduled to meet expected call volumes
- Simplify data management, save time and lower the administrative overhead
- Ensure that the Contact Center Management database and the telephone system are always synchronized for accurate reporting
- Quickly deploy and administer their workforce



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