

MITEL

Enterprise Automatic Call Distribution

Powerful and Scalable Virtual ACD Solution Ensuring the Business Continuity Enterprises Expect

The Mitel® Automatic Call Distribution platform offers a powerful suite of services that can be deployed in enterprise businesses of any size, whether they are small in-house help desks or large multi-site, customer-facing contact centers. And best of all, its modularity allows you to make changes while you grow. Mitel's secure, resilient solution supports your business at all times. When critical real-time situations occur, such as power outages or network failures, you can continue to provide premium service with little to no down time. Your agent resources come together in a virtual contact center environment – whether regional, national or global – so you can deal more effectively with peaks and dips in ACD traffic, reduce call wait times and greatly improve customer satisfaction.

Business Continuity

Mitel 3300 IP Communications Platform (ICP) queuing gateways used in combination with ACD agent controllers provide a highly reliable, fault-tolerant system. The system provides hardware redundancy with dual hard drives and dual power supplies in each controller. It can be configured to support redundant call queuing across multiple controllers and can be deployed with standby agent controllers that seamlessly "go live" in the event of outages. The system can be configured with no single point of failure ensuring exceptional system reliability and uninterrupted service during periods of high call volume.

Future Growth

Designed to support both centralized and highly distributed environments, the Mitel ACD system scales up to 350 agents in a virtual contact center environment, and up to thousands of agents in a networked contact center environment.

Rich Routing Policies

The Mitel ACD system supports the most powerful voice routing policies including customer-value-based routing, skills-based routing, and agent-priority-based routing to ensure calls are handled by the most appropriate enterprise resources. This significantly reduces the amount of time it takes callers to resolve their queries and vastly improves first call resolution rates.

Virtual Contact Center

Whether your agents are located in the same building, at a branch office in the city, at home or on the other side of the world, the Mitel ACD system provides geographic independence ensuring your customer inquiries can be resolved regardless of where your contact center agents are located. This "agents anywhere" model provides maximum benefit to you in staffing your contact center. It ensures your customers receive prompt service by having agents with the right skills, available no matter where they are located.

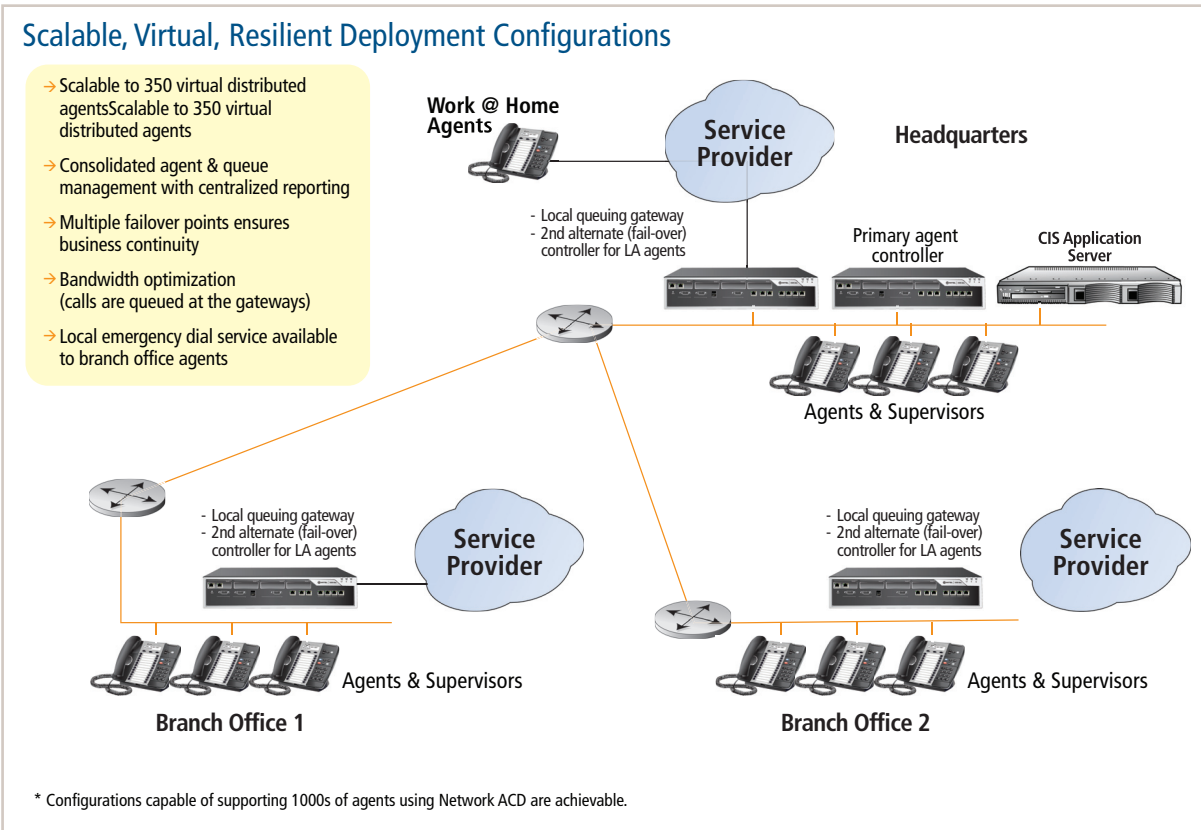


Networked Contact Center

The Mitel ACD system supports a distributed network of interconnected contact centers. Several systems can be linked together to support one another in times of high call traffic, when load balancing is required. This networked configuration can support thousands of agents and ensures uninterrupted service across multiple systems in the event of power outages or network failures.

True Agent Mobility

Using ACD agent hot desking, the Mitel ACD system enhances agent mobility, enabling agents to flow freely between sites without the need to reconfigure networked systems. ACD hot desking works in tandem with the Mitel Teleworker Solution, enabling agents to move between home and office by simply logging on to the system. A variety of endpoints are supported, including a family of IP sets and wireless handsets, and an ACD soft phone.



Support for TDM

In addition to the powerful IP-enabled capabilities of the 3300 ICP, Mitel offers ACD capabilities for TDM deployments – either with the 3300 ICP or with the Mitel SX-2000® LIGHT. This flexibility allows you to deploy your current contact center needs, secure in the knowledge that there are options for a seamless migration to rich IP-enabled capabilities.

Return on Investment

Call patterns for contact centers are typically filled with peaks and valleys. Mitel ACD allows customers to interact with contact center staff in an efficient manner that takes advantage of the resources available to help achieve economies of scale. By turning all of their disparate contact centers into one virtual center, companies can leverage their staff and resources more efficiently.

Calls per Hour by Location

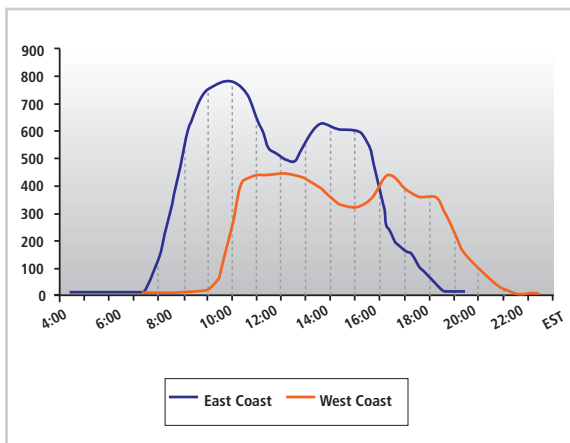


Figure 2: Calls per Hour by Location

In the example in Figure 2, we can see that for the hour that East Coast agents are at their busiest, the West Coast agents are just getting started. Likewise, when the West is at its busiest, the East is enjoying the early afternoon lull. At both peaks, abandoned calls were at their highest. With the power of Mitel's virtual ACD, agents distributed across the country can answer more calls, thereby reducing abandoned calls, helping you achieve first call resolution.

Specifications

3300 ICP ACD (single controller):

- 1181 agent IDs
 - 150 IP agents logged in per node at one time
 - 256 paths (queues)
 - 64 agent groups with 150 agent IDs per group
- or
- 32 agent groups with 500 agent IDs per group

3300 ICP ACD (distributed configuration):

- 1181 agent IDs
 - 350 IP agents logged in per node at one time
 - 256 paths (queues)
 - 64 agent groups with 150 agent IDs per group
- or
- 32 agent groups with 500 agent IDs per group

SX-2000 LIGHT ACD:

- 2100 agent IDs
 - 350 agents logged in per node at one time
 - 256 paths (queues)
 - 64 agent groups with 150 agent IDs per group
- or
- 32 agent groups with 500 agent IDs per group

Features	Descriptions	Benefits
ACD Positions	Structures the handling of ACD calls into a hierarchy of ACD positions. The ACD supports three types of positions: Agents, who handle ACD calls. Supervisors, who monitor agents. Senior supervisors, who monitor supervisors.	Shortens the training time and creates career path opportunities.
ACD Path (Queue)	Guides a wide variety of incoming calls through the system according to customized routes. Defines all information required for each type of call, including how the system will handle queued callers and which grouping of agents will be allocated the calls.	Optimizes pooled resources to achieve a more cost-effective workflow. Delivers consistent processes and services.
Path (Queue) Priority	Each queue is assigned a priority level with level one being the highest.	Reduces call queue times which saves communication costs and improves customer service.
Agent Skills Group	Supports a number of different agent groups.(A logical grouping of agents trained to support a particular line of business).	Ensures each call is routed to the best available resource to meet the customer’s needs. Shortens training time and creates career path opportunities.
Agent Skills Level	Each agent in a group is assigned a skill level. Agents appearing in more than one group may be assigned a different skill level for each group. Calls to a group are routed to the most skilled available agent. If agents of equal skill are available, the call is routed to the longest idle agent.	Ensures that each call is routed to the best available resource to meet the customer’s needs. Shortens training time and creates career path opportunities.
Call Flow	If multiple agents are free when an ACD call is presented to a group, the system sends the call to the longest idle agent.	Spreads the workload evenly among agents.

Features	Descriptions	Benefits
Service Level	Defines a standard time to answer calls, which becomes the criteria for measuring queue performance.	<p>Defines service levels (e.g., percentage of calls answered within a certain time period).</p> <p>Tracks service offered against service levels.</p>
Overflow	<p>Supports up to three overflow groups per queue to provide backup resources to the primary answer group.</p> <p>Calls that overflow maintain their position in queue in the prime agent group and all overflow groups.</p> <p>Agent group overflow timers determine how long a call waits before overflowing.</p>	<p>Minimizes call queuing time by defining backup resources for the primary agent groups.</p> <p>This ensures that the call is answered as quickly as possible, reducing network costs and caller frustration.</p>
Predictive Overflow	<p>Determines whether a newly queued call should be immediately overflowed to the next agent group.</p> <p>If the system predicts that a call will not be answered before the overflow timer expires, the call is placed in overflow before the time expires.</p>	<p>Minimizes call queuing time by defining backup resources for the primary agent groups.</p> <p>This ensures that the call is answered as quickly as possible, reducing network costs and caller frustration.</p>
Interflow	A time-based or load-based feature that takes an ACD call out of the queue and routes it to an alternate answer point, such as a higher priority queue, voice mail, attendant or extension.	Reduces caller frustration and abandoned calls.
Dial out of Path (Queue)	If a caller chooses not to continue holding, dial out of queue allows the caller to be rerouted to an alternate answer point as programmed on the system.	Rather than losing business, this feature provides options when a caller does not have time to wait for an answer.

Features	Descriptions	Benefits
Path (Queue) Unavailable	When a queue is unavailable, calls can be routed to an alternate answer point such as an attendant, valid extension, voice mail, recorded announcement device, an ACD queue or a system speed call number.	Gives supervisors a choice in how to handle after-hours calls or calls during vacation days.
Unavailable Agent Group	A call directed to an unavailable agent group is not queued and is immediately overflowed or interflowed.	Reduces caller wait time, frustration and abandoned calls.
Agent No Answer Handling	An agent who fails to answer a call within a programmed amount of time is automatically logged out of ACD and the call is re-queued at a higher priority.	Reduces caller wait time, frustration and abandoned calls.
Recorded Announcements	Up to four recorded messages and their relative start times can be defined per queue. The queue also specifies whether the last programmed recording is repeated and at what interval it is repeated.	Increases caller tolerance to wait times. Provides general information to the caller at low cost.
Music Between Recordings	The system default plays music between each recording on an ACD path. An alternate source may also be used.	Increases caller tolerance to wait times. Lets callers know the line is still active.
Silent Monitoring	Allows a supervisor to listen to calls answered by an ACD agent. The agent and caller do not hear the supervisor; however, the agent's telephone display may indicate that a call is being monitored. At any point the supervisor can conference in and either take over or assist the agent with the call.	Allows a supervisor to assess agent performance and provide real-time coaching or training.

Features	Descriptions	Benefits
Networked ACD	Enables incoming calls to be simultaneously queued against local and / or remote agent groups within a queue. This allows multi-site customers to design call-routing schemes that can optimize all their call handling resources and locations.	<p>Optimizes call flow between sites to minimize bandwidth and telecom costs.</p> <p>Lowers operating costs by allowing access to agents at multiple sites.</p> <p>Maintains or improves customer service by extending hours of operation, increasing market coverage without adding staff and providing peak traffic or emergency support with existing resources.</p> <p>Allows the use of a single point of command and control for routing across sites.</p>
ACD Management System	Mitel Customer Interaction Solutions, a suite of applications that enhances ACD functionality, is browser-based allowing supervisors to manage their contact centers from wherever they have Internet access.	Effectively measures and manages resources, which leads to more cost-effective operations and better performance.



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