

MITEL

## Contact Center Softphone

### Optimizing Call Handling with Desktop Soft Phone and Integrated Real-time Presence

The Mitel® soft phone solution comprises Mitel Contact Center PhoneSet Manager and Mitel Contact Center Softphone. Contact Center PhoneSet Manager automates Mitel IP phones from computer desktops. Contact Center Softphone provides complete phone set functionality.

Contact Center PhoneSet Manager and Contact Center Softphone streamline call handling by enabling contact center employees to use their desktop computers as IP-based phones. They provide intuitive point-and-click functionality and save employees time with shortcut keys, system tray access to telephony functions, and pre-configured call forward destinations.

Contact Center PhoneSet Manager is an optional application that works with Mitel Contact Center Management. Contact Center Softphone is an optional application that requires Contact Center PhoneSet Manager. Both applications are natively delivered in the Contact Center Client real-time application, providing a unified desktop experience for employees and single-point configuration for IT specialists and administrators. With integrated real-time availability and online presence, employees can quickly locate available experts, avoid blind transfers and callbacks, and ensure first contact resolution.

#### Optimal Productivity

Designed to boost Automatic Call Distribution (ACD) employee productivity, the Mitel soft phone solution enables employees to handle calls from the desktop. They save time with pop-up displays and pre-configured codes and contacts, and can customize the user interface to scale, display and dock options. Shortcut keys and system tray access to telephony functions and state control enable employees to perform transactions quickly, even when the soft phone is minimized.

#### Integrated Real-Time Presence

Viewing the real-time status of team members and product experts enables employees to make informed decisions and handle calls efficiently. Users can view ACD calls ringing on real-time monitors and answer them. They can confirm employee availability and right-click idle employees to consult with them, transfer or conference calls or request help. Integrated real-time presence ensures effective, prompt service.



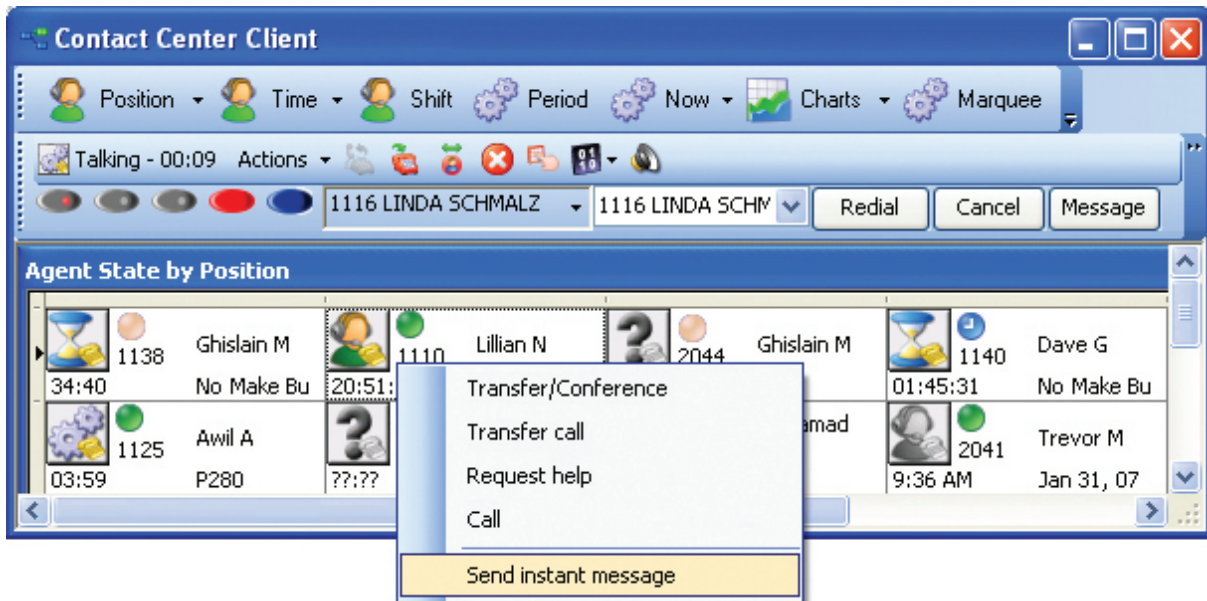
### Integrated Employee State Control

The Mitel soft phone solution enables employees to control their real-time status and inform other employees of their whereabouts. With point-and-click access to ACD states, employees can quickly log on / off, set / remove Make Busy with reason, set / remove Do Not Disturb, and cancel Work Timer. Employees with multiple IDs can log off of the system and back onto the system into busier queues using alternate IDs. With integrated state control, employees can readily control their availability and respond to changing call volumes.

### Integrated Online Presence

In Contact Center Client, employees can view the online presence of other employees and send them instant messages using Contact Center Chat. With the addition of 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 view the online presence of internal and external contacts to determine if they are available to communicate.

### Instant Messaging while on a call



## Contact Center PhoneSet Manager and Contact Center Softphone Features

Contact Center PhoneSet Manager and Contact Center Softphone provide:

- Point-and-click and system tray access to employee ACD state control and telephony functions
- Pick lists for pre-configured Account Codes, Make Busy Reason Codes, and contacts
- A configurable user interface, shortcut keys, pre-programmed call forward destinations, and customizable sounds for phone events
- Integrated real-time and online presence
- Pop-up notification of arriving calls with caller identification
- A list of calls made that employees can click to redial
- Single-point configuration and administration
- Support for hot desk agents
- Support for ACD resiliency
- Support for Mitel Navigator® (Contact Center PhoneSet Manager only)

In addition to the features common to both applications, Contact Center Softphone provides:

- Support for Mitel Teleworker Solution
- Personal pre-announcement greetings based on the queue, time of day, and day of week
- Access to familiar Superkey and Phonebook menus of Mitel IP phone sets
- Integrated speaker and microphone volume controls
- Integration with the GN 8120 USB-to-headset adaptor for fingertip call control: pick up, hang up, swap, retrieve, mute, and hold calls by pressing buttons on the headset adaptor
- MiNET call control

## Contact Center PhoneSet Manager and Contact Center Softphone Benefits

Using Contact Center PhoneSet Manager and Contact Center Softphone, employees can:

- Perform all actions from a single desktop application rather than from their phone sets
- Perform actions using fewer steps and reduce errors in call processing
- Significantly increase efficiency and productivity by performing all actions from their keyboards
- Control their real-time status and inform other employees of their whereabouts
- View the real-time status of team members and act quickly to handle unanswered calls
- View the availability of and engage product experts
- Avoid blind transfers and callbacks and provide excellent customer service
- Maintain call control in the event of a network outage in a resilient environment
- Select pre-configured Account Codes to track calls for particular departments, products, services and customer profiles
- Achieve first contact resolution and reduce call time



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