

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 and 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 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

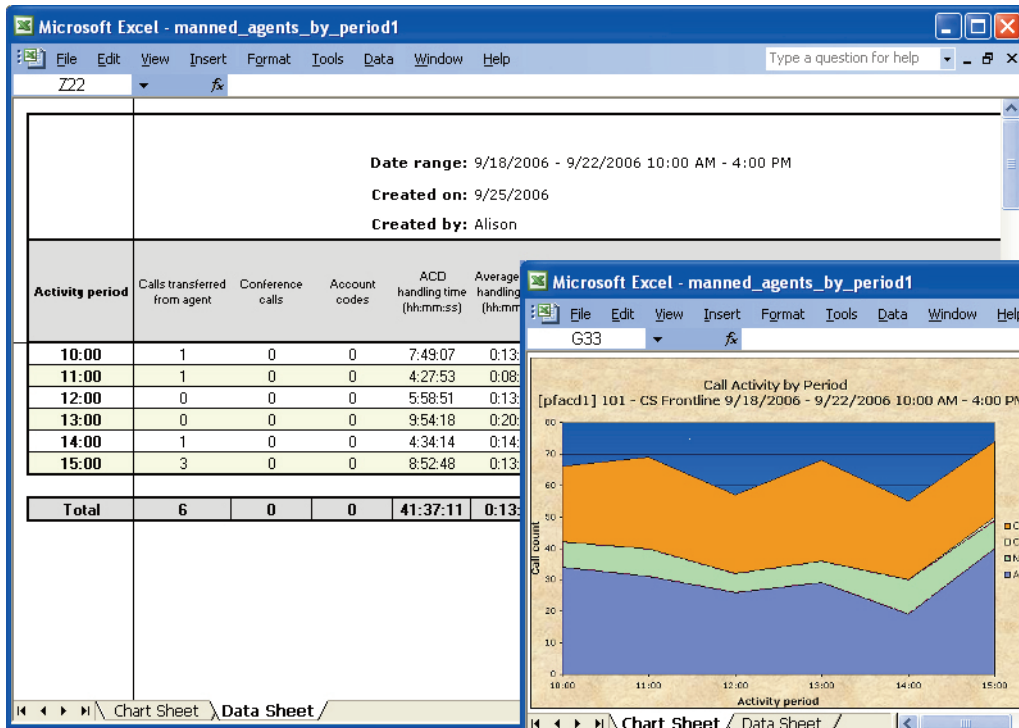
The very nature of contact centers has changed. In the past, contact centers were large, centralized offices filled with employees answering customers' calls. Today, contact centers come in all types and sizes. If a company deals with customers by phone, email, web, or fax, then it has a contact center. Contact Center Management reporting provides business intelligence so 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.

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.



Viewing a report

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 they can respond to ensure service levels are maintained. They can instant message employees to coach them and can broadcast real-time statistics and messages to employees on marquee monitors.

In Contact Center Client, employees are provided with up-to-the-second statistics so they always know the status of team members before they go on break or transfer calls. Shared, real-time profiles alert employees when they deviate from prescribed service goals. With integrated real-time availability and online presence, employees can instantly locate and message or conference in available product experts. 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.

The screenshot displays the Contact Center Client interface with several key sections:

- Support Group:** A grid showing agent status for various groups.

ACD [2]	Idle [0]	Non ACD [1]	Unavail [4]	Log Off [9]
1293 Scott D 24:42 P288		1294 Ben S 30:10 1294	1302 David C 01:56:53 Customer Is 31:32 1140	1138 Ghislain M 9:02 AM May 1, 07 1159 Abdallah D 6:27 PM Apr 30, 07
- Queue Now:** A table showing queue statistics.

Queue Status	Queue #	Name	Calls Wtg	Long Wtg	Agt's Avail	ACD	Idle	Non ACD	Out	Unvail	Offr	Hndl	Abn
DND	P288	Sales Support 1	0	00:00	1	1	0	0	0	2	8	0	8
DND	P200	Sales Support 2	3	14:17	2	2	0	2	0	4	49	40	8
DND	P244	Sales Support 3	0	00:00	1	1	0	0	0	2	1	1	0
- Marquee:** A large digital display showing "Agents Idle: 30".

Viewing online presence and real-time availability

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 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
- 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
- Easily 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
- 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
- Save time and lower the administrative overhead
- Quickly deploy and administer their workforce

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