MiContact Center Office

Entry-level contact center solution

MiContact Center Office is an entry-level contact center solution for small and medium-sized businesses that need to share calls amongst a team. It works with MiVoice Office 250 to extend general business telephony to include hunt group and longest idle agent routing, email routing, and historical and real-time reporting.

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MiContact Center Office enables basic contact centers or workgroups to simply and efficiently monitor, manage, and route calls – all toward the goal of delivering superior customer service, and optimizing contact center operations. It provides real-time business intelligence, including call performance and agent activity reporting, as well as productivity tools for agents and supervisors, including screen pop and PIM integration.

MiContact Center Office consists of the following modules:

MICONTACT CENTER OFFICE SERVER

The server connects your computer network to your MiVoice Office 250 Communications Platform. The MiContact Center Office Server monitors all internal and external calls 24/7, providing the data needed for the other MiContact Center Office modules to report call information and display real-time statistics.

REPORTER PRO

Reporter Pro equips your managers with reporting tools that clearly provide the information they need in order to understand what is happening with the calls your business receives and the agents who handle them. It delivers both a historic and real-time view of what is happening in your contact center. Cradle-to-grave reporting is available on every call, but report templates can be customized to display only the information needed over a specific date range. Historic reports can help you identify data such as call costs, trunk usage, and traffic patterns, while real-time reports display real-time call traffic, including contact information for the customer and agent on the call. Reporter Pro is designed to make the monitoring of agents automatic through Do Not Disturb (DND) reporting and by highlighting exceptions to the norm, rather than requiring a manger to constantly check all agents. An optional Auto Reporter feature provides advanced scheduling and publishing of reports, real-time statistics, and alarms.

REALVIEWER

RealViewer brings real-time business performance to the individual user's or team leader's desktop for optimum operational efficiency. Multiple tiles can be built to display selected statistical information globally or across groups and individuals. There are over 200 different statistics to choose from, each of which can be individually filtered.

MICONTACT CENTER OFFICE CLIENTS

MiContact Center Office offers two different clients that meet the requirements of different types of users: Connection Assistant and Mitel CallViewer. Both help your agents to deliver superior customer service more efficiently. The clients integrate telephony and desktop systems, allowing employees to control calls right from their computer desktop, and providing screen pops from Personal Information Management databases. CallViewer provides enhanced call control with control features such as the ability to set DND state.

INTELLIGENT ROUTER MODULE

Intelligent Router is an optional module that enables you

to create a very flexible set of call routing rules, beyond hunt group and longest idle agent routing. Rules are created with a powerful Graphical User Interface (GUI) and can be applied to both internal and external calls. Examples include:

- *Historical call routing where calls and emails from identified parties are automatically routed back to the last agent the person was in contact with*
- *Look Ahead Routing where calls are routed based upon real-time and historical key performance statistics*
- *Skill Set Routing where calls are routed to the most appropriate agent based on information contained about the caller in the Personal Information Management (PIM) database*

MEDIA BLENDING MODULE

The Media Blending Module enables you to route email and other media (where suitable gateways are available to convert them to email) to agents in the same manner that voice calls are distributed. Email addresses are mapped to hunt groups and Automatic Call Distribution (ACD) agents, allowing the Media Blending Module to know which ACD agents' email can be routed to. Reporter Pro provides complete historical and real-time reporting on email activity.

MICONTACT CENTER OFFICE SERVER, INTELLIGENT ROUTER AND MEDIA BLENDING	SPECIFICATIONS
RAM	4 GB
CPU	Intel microprocessor[2]
Operating Software	Windows 7.0 SP1/8.0/8.1 and Windows Server 2008 SP1/2012 R2
Compatibility with Mitel Platforms and Applications	MiVoice Office 6.x or later
VMware Support	VSphere 5.5 and VCenter

MICONTACT CENTER OFFICE CLIENTS	CONNECTION ASSISTANT	CALLVIEWER
Set DND State	No	Yes
Direct Station Select (DSS)	Yes	Yes
Maximum User Buttons	15	250
Maximum User-Defined Features	50	250
Maximum Rules	10	250
Maximum Hot Keys	50	Infinite
Maximum DSS Monitors	50	250
Maximum Call Log Items	1,000	5,000
Legacy / Custom Databases and SDK for Custom CRM Integration	No	Yes
PIM Integrations	Microsoft® Outlook®, Microsoft Access®, GoldMine®, Maximizer CRM™, ACT!® by Sage	

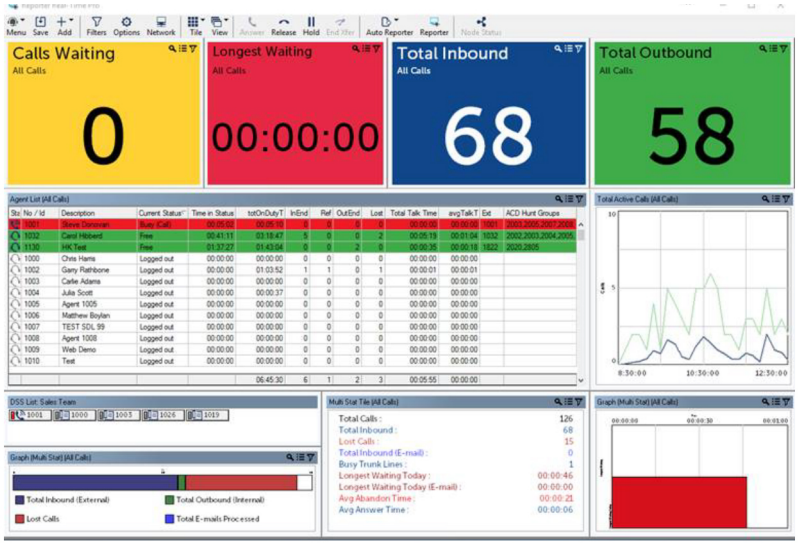
MICONTACT CENTER OFFICE CLIENTS, REPORTER PRO AND REALVIEWER	REQUIREMENTS
Minimum Hardware Requirements	Pentium 4, 2 GHz; 1 GB RAM 800 x 600 screen resolution with 256 colors network card
Operating System	Windows 7.0 SP1/8.0/8.1 and Windows Server 2008 SP1/2012 R2

[1] Sub-entry class servers are not supported.

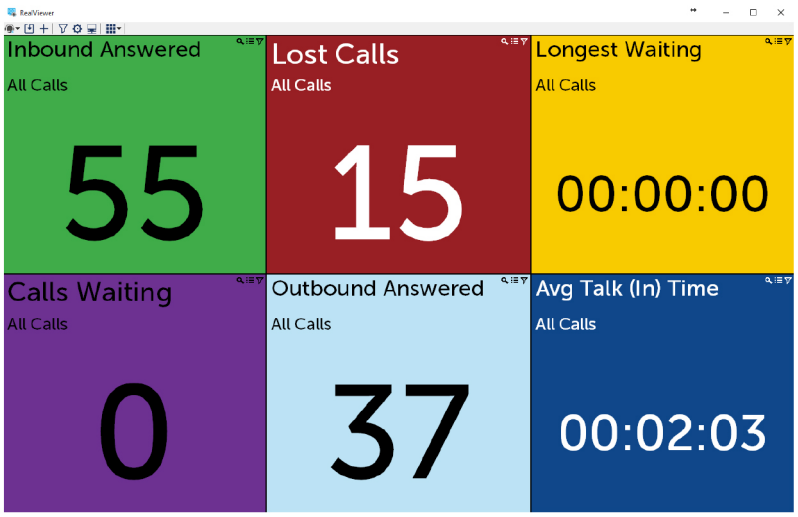
[2] AMD microprocessors are not supported.

[3] Support available for stand-alone MiContact Center only.

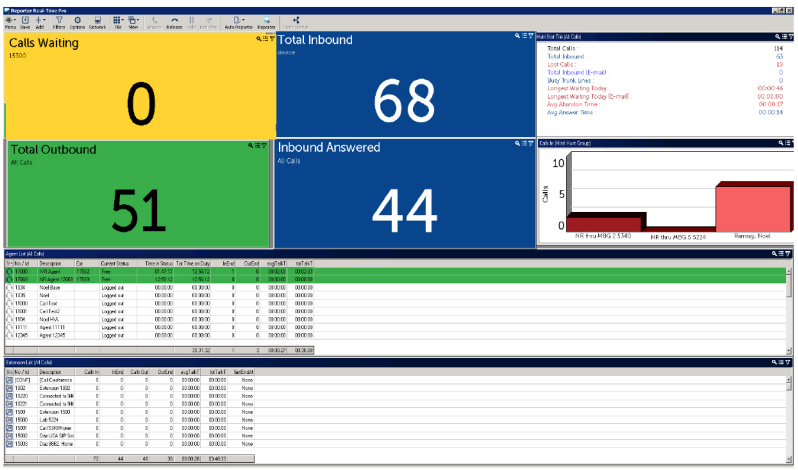
Reporter Real-Time Pro



RealViewer



Supervisor Controls in Reporter Real-Time Pro



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