

# MiContact Center Enterprise

The all-in-one contact center solution



Revolutionize how you communicate and collaborate with colleagues, customers and business partners.

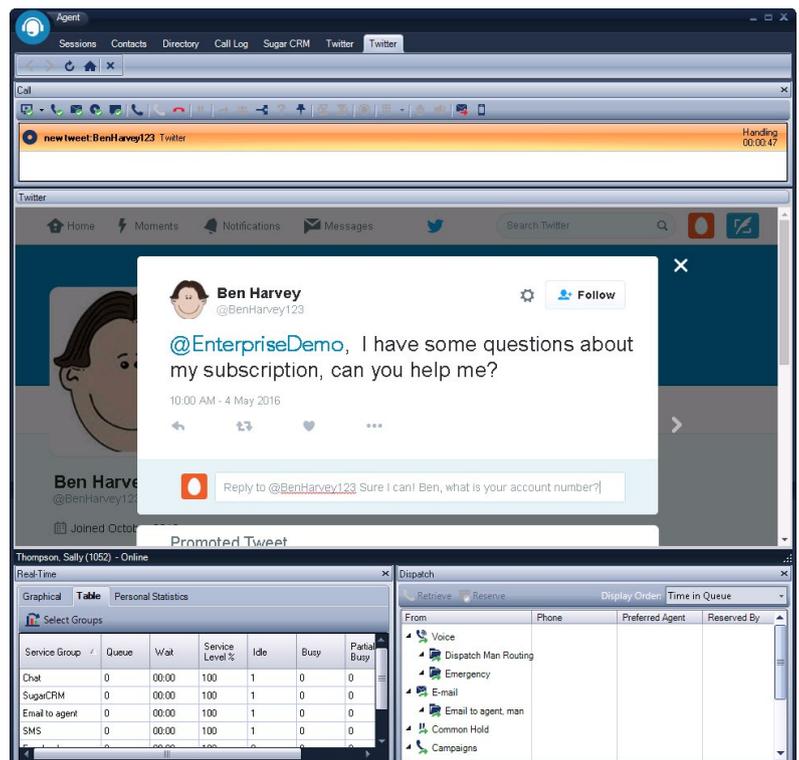


# The all-in-one contact center solution

MiContact Center Enterprise is an all-in-one, adaptive and flexible platform for Unified Communications, mobility, contact center, business process automation, analytics and reporting as well as service and database integration. Mitel continues to build on supporting customers to transform their telephone-oriented call center to a true, two-way, multi-modal interaction hub providing even more choices of interaction methods by implementing additional multi-channel access capabilities, including enhanced e-mail and chat routing options. MiContact Center Enterprise also now extends switch-independence to provide support for hard phones.

## Increase revenues whilst controlling costs

- Expandable up to 1,500 agents on a single system
- Single virtual solution for up to 10 networked MiContact Center Enterprise systems
- Mobile applications improve staff flexibility and productivity
- Embrace all communication channels including voice email, fax, SMS, chat, Social Media
- Skills-based routing provides customer answers fast
- All channels can be handed off to supervisor or subject matter expert
- Supervisor overview of all interactions Available in Lite, SME Multimedia and full Multimedia versions
- Low total cost of ownership – easy to deploy, use and manage



## Enable Time – People – Cost Management from a single interface

### EXCELLENT CUSTOMER SERVICE WHATEVER THE CONTACT METHOD

- *Open Media Connect allows management of all media from a single interface*
- *Route voice calls, e-mails, Social Media, faxes, SMS and web chat sessions*
- *Social Media integration*
- *Integrated outbound campaigns for call blending, preview, power and progressive*
- *Also routes customers at a counter or abstract tasks to agents such as parcel logistics, alarms, documents, meeting requests*
- *Receive and reply to incoming messages straight from the Agent application*
- *Connect and manage media to preferred/best skilled agent*
- *Eliminate the need of keeping logging into Social Media sites*
- *Advanced reporting and analytics*

## Respond to emails in the most effective way

- Handle any IMAP/SMTP email service
- Email can be routed by the Script Manager tool for self-service automated replies, outbound campaigns, routing based on senders address, content of e-mail and more
- Incoming emails can be directly routed to the correct service group
- Integration with in-house or third party Knowledge Base
- All email saved for future reference and fully searchable for historic interactions
- Supervisor review of workflow

## Use Web Chat to reduce expensive phone calls

- Web chat included in the agent application
- Integrate with third party databases or websites for automated 'Virtual Assistant' responses
- Chats stored for future reference and fully searchable

## Provide low-cost self-service offerings:

- Build and manage scripts to automatically address customer needs
- Provide callers access to databases via telephone
- Automatically respond to email enquiries
- Text-to-speech provides text-based content via phone
- Virtual assistant automatically answers caller queries
- Push web pages, files, presentations and advertising information to customers
- Broadcast of voice, e-mail, SMS messages

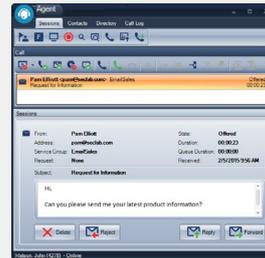
## Improve performance – Drive your metrics

### INCREASE AGENT EFFICIENCY AND QUALITY OF CUSTOMER CARE

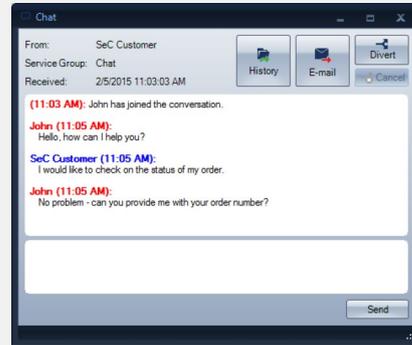
Automatically pop-up a third-party page when a session is received by an agent:

- CRM
- Fault tracking systems
- Case management
- Video conference
- Web engagement

Agents and supervisors can stay connected from anywhere using a smartphone or tablet



Respond to emails in the most effective way



Reduce expensive phone calls by using Web Chat



Mobile Agent



Web Manager

### MOBILE AGENT

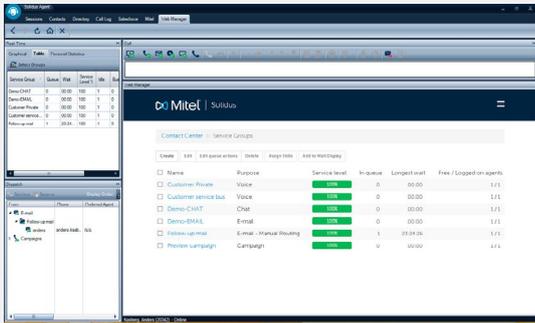
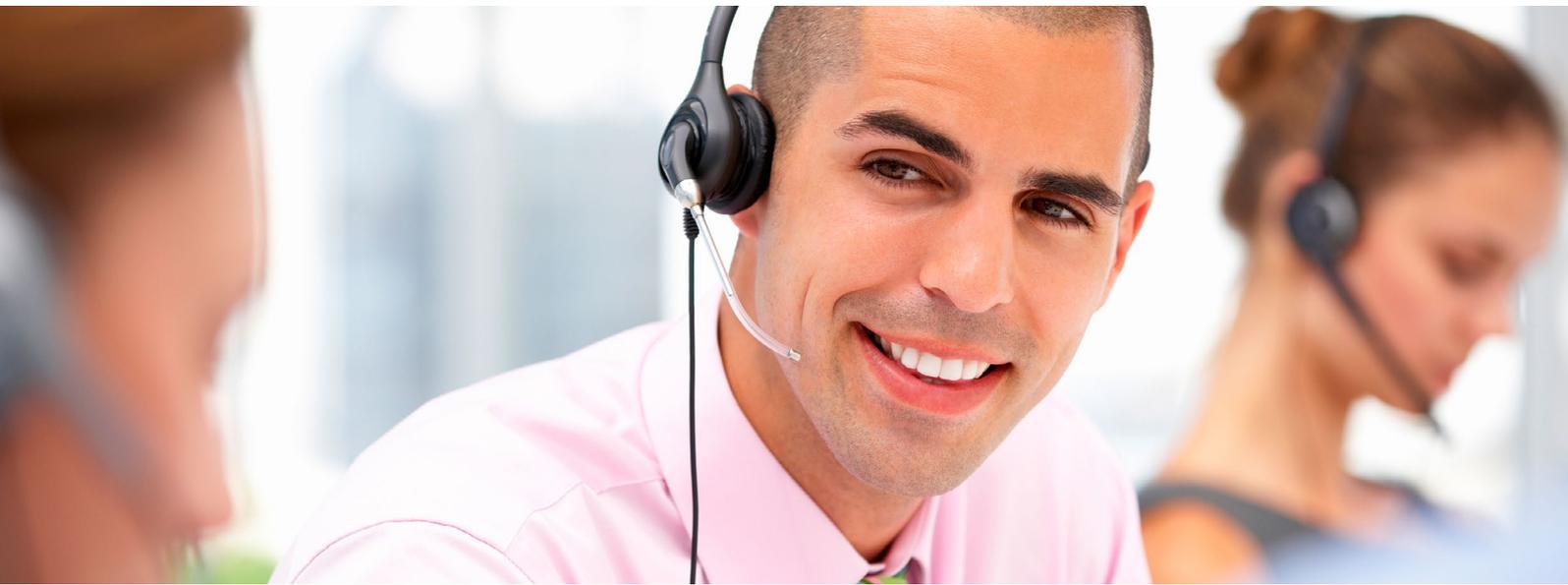
- View/set agent status
- View agent real-time information

### WEB MANAGER

- View supervisor real-time information
- Make configuration changes to agents, queues, skills, priorities and more.

### REDUCE COSTS AND IMPROVE PROFITABILITY

- Virtualisation allows organisations to benefit from a cost-effective UCC appliance
- Support for VMware Fault Tolerance and High Availability
- Virtualization is also a cloud enabler, maintaining business continuity and user experience
- Enjoy enhanced resilience and security in the cloud
- Choose from on premise, virtualized, hybrid or cloud



The solution is easy to deploy, use and manage through a Web Manager application providing increased flexibility with low total cost of ownership.

MiContact Center Enterprise offers enterprises of all sizes IP and mobility-enabled virtual contact centers across multiple sites, enabling distributed customer service organizations to behave as one single unit MiContact Center Enterprise has an unparalleled track record of winning contact center awards over the past decade.

Integrated analytics and reporting allows the management and analysis of data from all parts of the system. The openness of the solution along with easy to use APIs, provides multiple possibilities to integrate to other systems like WFM, CRM and other business applications.

### Enterprise UC&C:

- Universal multimedia, multi-channel queuing and skill based routing
- Instant messaging, presence and directory
- IP call recording (built-in and integration with MiVoice Call Recording)

### Customer Care

- Full function call control
- Integrated IVR and scripting
- Choose best/expert agent
- Analytics and reporting
- Outbound campaigns
- Web and inqueue call-back

### Business Process Integration:

- Open API integrates with CRM, WFM and other business applications
- Integrated UC&C
- Support for Teleopti advanced WFM and Telepo cloud call management
- True Mobility