

6115

Interactive Contact Center

Contact Center Need

Dynamic changes in ACD queue volumes can directly impact a contact center's ability to deliver on service levels. If one queue has callers waiting while another is sitting idle, neither the customer's nor the center's interests are served. As a result, you need tools to control agent and queue states instantly and easily so that you can respond to changing volumes immediately.



Mitel Networks' Response

The Mitel Networks™ 6115 Interactive Contact Center provides supervisors with browser-based tools that enable them to:

- dynamically control the availability of individual agents and queues
- schedule ACD queues to automatically open and close based on business hours
- enable Do Not Disturb on specific queues, diverting callers to alternative answering points
- make individual agents busy with reason codes
- communicate with agents when their state has been changed

Contact Center Benefits

The Mitel Networks 6115 Interactive Contact Center provides contact centers with advanced capabilities that:

- support an immediate response to changing call volumes
- ensure contact center resources are most effectively deployed at any and all times
- respond to and control situations involving individual agents and/or groups of agents

FEATURE	DESCRIPTION	BENEFIT
One Point Database Administration	Provides supervisors ability to administer agents and paths in the Mitel Networks call server only. The auto synchronization module reads the call server's Agent ID and Names, Agent Groups ID and Names, and Paths ID and Names, and dynamically writes them to the Mitel Networks 6110 Contact Center Management (CCM) database.	Lowens the administrative burden on supervisors by allowing one point device programming. Mitel Networks call server devices are automatically inherited by the Mitel Networks 6110 Contact Center Management database.
Real-Time ACD Queue States Control	Provides supervisors ability to control ACD queues, assign paths in and out, and put queues on Do Not Disturb.	Enables supervisors to modify deployment of contact center resources in order to respond to call volumes and conditions instantaneously.
Scheduled ACD Queue State Control	Provides supervisors ability to pre-schedule ACD queues to open or close based on time of business day.	Automates queue scheduling, eliminating the need to open and close queues manually.
Real-Time Agent State Control	Provides supervisors ability to control state of individual agents in real-time, log in and log out agents, put them in and out of Do Not Disturb, and Make Busy, and dynamically move agents from one answering position or queue to another.	Enables supervisors to control and deploy agents instantaneously to respond to call volumes, match a particular caller with a particular agent, allow agents to take breaks while covering their position, and more.
Enhanced AgentAdvisor Desktop Display	Provides agents ability to control their call state from their AgentAdvisor PC desktop. Agents can log on and log off, put themselves in and out of Do Not Disturb, and apply Make Busy with reason codes.	Empowers agents with information they require to meet service level objectives while informing supervisors and peers of their current status in detail.
Enhanced SuperVisor Desktop Display	Provides supervisors ability to control agent Make Busy reason codes.	Enables supervisors to define why they require agents to go into Make Busy for reporting purposes.
Enhanced Agent Shift Reporting	Provides supervisors ability to run historical reports on why agents used Make Busy and for how long.	Supports enhanced communications between supervisor and agent, ensuring agent is aware of their supervisor-assigned state and that the supervisor is aware of the agent-initiated state (i.e. available for a call, logged off for a break.)

SYSTEM REQUIREMENTS

Communications Platform

Mitel Networks 3200 Integrated Communications Platform
 Mitel Networks 3300 Integrated Communications Platform
 Mitel Networks SX-2000®

Server

Windows 2000 Server, 2000 Professional or NT Server 4.0 with SP5
 Internet Explorer 5.5
 Pentium II – 350 MHz
 128 MB RAM
 8+ GB HDD
 Network Card

SX-2000 Requirements:
 1 available ISA slot on the motherboard
 PCI Digi card (2 or 4-port)

Workstation

Windows® 98, 2000 or Windows NT® Workstation
 Excel 97 or 2000 with Office SP2 (supervisor client only)
 Internet Explorer 5.5
 Pentium – 200 MHz
 64 MB RAM
 Adequate HDD space
 Network Card



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PN 51003323, Rev. A