

## 6160 | Intelligent Queue



Increasing call volumes inevitably means callers spend more time in queue, leading to frustration, abandoned calls and lost opportunities. As a result, you need tools that enable you to intelligently handle and retain callers in queue, provide them with flexible alternatives to waiting in queue, and send them to the agent(s) best qualified to handle their requests.

### Mitel Networks' Response

Mitel Networks™ 6160 Intelligent Queue is an all-in-one, scalable (supports four to 96 ports), browser-based recorded announcement solution for contact centers. It enables supervisors and managers to rapidly and intuitively:

- Create and serve static and custom recorded announcements to callers in queue
- Provide callers with expected wait time or position in-queue messaging
- Provide callers with time of day/day of week/day of year or queue-conditional messaging
- Guide callers to the information, extension or ACD path that best meets their needs
- Allow customers to request a queued callback via the web or voice mail
- Route calls based on the number they are calling from (ANI/CLI), time of day, or current queue conditions
- Report on the 6160 Intelligent Queue activity

### Contact Center Benefits

6160 Intelligent Queue provides contact centers with advanced capabilities that:

- Keep customers informed
- Manage caller expectations for a more positive experience
- Match callers with the most appropriate agent group based on a range of factors
- Provide callers with flexible contact alternatives to waiting in queue
- Meet service level commitments
- Understand call flows from the customers perspective

Feature	Description	Benefit
Static Recorded Announcement	Provides supervisors with the ability to create and provide callers in queue with pre-recorded announcements.	Low-cost and effective way to provide general information to customers on hold; can also support "good" abandoned calls by providing information without the caller having to speak with an agent.
Time in Queue Messaging	Provides callers with their expected wait time or position in queue messaging.	Manages caller expectations and enables callers to choose whether or not to stay in queue, reducing caller frustration.
Conditional Messaging	Provides callers with time of day, day of week, day of year or queue conditional messaging.	Reassures callers that their call is important or informs them of special time/day exceptions.
Voice Tree	Performs voice tree operations to guide callers to the most appropriate information, ACD path or extension.	Gets callers to the best agent or resources to handle their call, saving time compared to manual transfers.
Voice Callback	Provides callers in queue with the option of requesting a queued callback from the contact center by entering their phone number and a voice message.	Provides customers with a flexible alternative to waiting in queue, thereby reducing caller frustration.
Web Callback	Enables a customer to submit a request for a queued callback via the web.	Provides customers with flexible alternative to waiting in queue, thereby reducing caller frustration.
Conditional Routing	Allows calls to be routed by automatic number identification (ANI/CLI), time of day or current queue conditions.	Speeds callers to the most appropriate extension or ACD path based on flexible criteria, thereby reducing wait times and ensuring the caller is matched with the agent best suited to meet their needs.
Call Detail Reporting	Enables reporting on 6160 Intelligent Queue activity.	Provides a true picture of the caller experience and business results and enables planning for future approaches.

## 6160 Intelligent Queue System Requirements

Communication Platforms	Servers	Workstations (Optional)
Mitel Networks SX-200® Lightware™ 17, Release 4 or higher Mitel Networks SX-2000® Lightware 29 or higher Mitel Networks 3300 Integrated Communications Platform (ICP), all versions	Microsoft® Windows® 2000 Server or Windows 2000 Professional Microsoft Internet Explorer 5.5 SP2 Pentium® III – 550 MHz 128 MB RAM 8+ GB HDD Network card Sound card with speakers Dialogic card	Microsoft Windows 98, 2000+ or NT Work Station Microsoft Internet Explorer 5.5 Pentium – 200 MHz 64 MB RAM 150 MB HDD Sound card with speakers

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**Britannic Technologies Ltd**  
 Britannic House,  
 Merrow Business Park  
 Guildford  
 Surrey, GU4 7BN  
 Tel: 0845 056 2000  
 Fax: 0845 050 1001

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