

MITEL

# Interactive Contact Center

## Providing an Immediate Response to Changing Call Volumes with Integrated Call, Employee, and Queue Control

Mitel® Interactive Contact Center provides dynamic employee and queue control to ensure multimedia contact center resources are deployed efficiently at all times. Supervisors can save time with scheduled queue control and can improve customer service by automating the opening and closing of queues based on real-time queue conditions. Interactive Contact Center dramatically improves service levels by empowering contact center employees to change their states instantly in response to changing call volumes, and by ensuring queues are not overburdened.

### Responding to Changing Call Volumes

Interactive Contact Center is an optional application that works with Mitel Contact Center Management. It is natively delivered in the Contact Center Client real-time application. Designed to support an immediate response to changing call volumes, Interactive Contact Center enables employees to view the real-time status of team members and queues and instantly change Automatic Call Distribution (ACD) states. Employees can quickly log on / off, set / remove Make Busy, and set / remove Do Not Disturb, and can inform other employees of their whereabouts with Make Busy Reason Codes. With Interactive Contact Center, employees can make informed decisions and act quickly to ensure service levels are met.

### Ensuring Efficient Resource Use

Interactive Contact Center enables supervisors to dynamically control employees and queues. Supervisors can instantly change the states of employees and employee groups to optimize service levels. They can log off employees and log them back on to the system into busier queues. Supervisors can enable Do Not Disturb on specific queues, diverting callers to alternate answer points. They can schedule queues and queue groups to open or close based on the day of the week and the time of day, eliminating the need to log queues on and off manually. With queue control plans, supervisors can automate the opening and closing of queues based on predefined criteria for queue performance. The effect is reduced caller wait times, fewer abandons, increased service level, and balanced resource use during peak traffic times.



it's about **YOU**

### Features

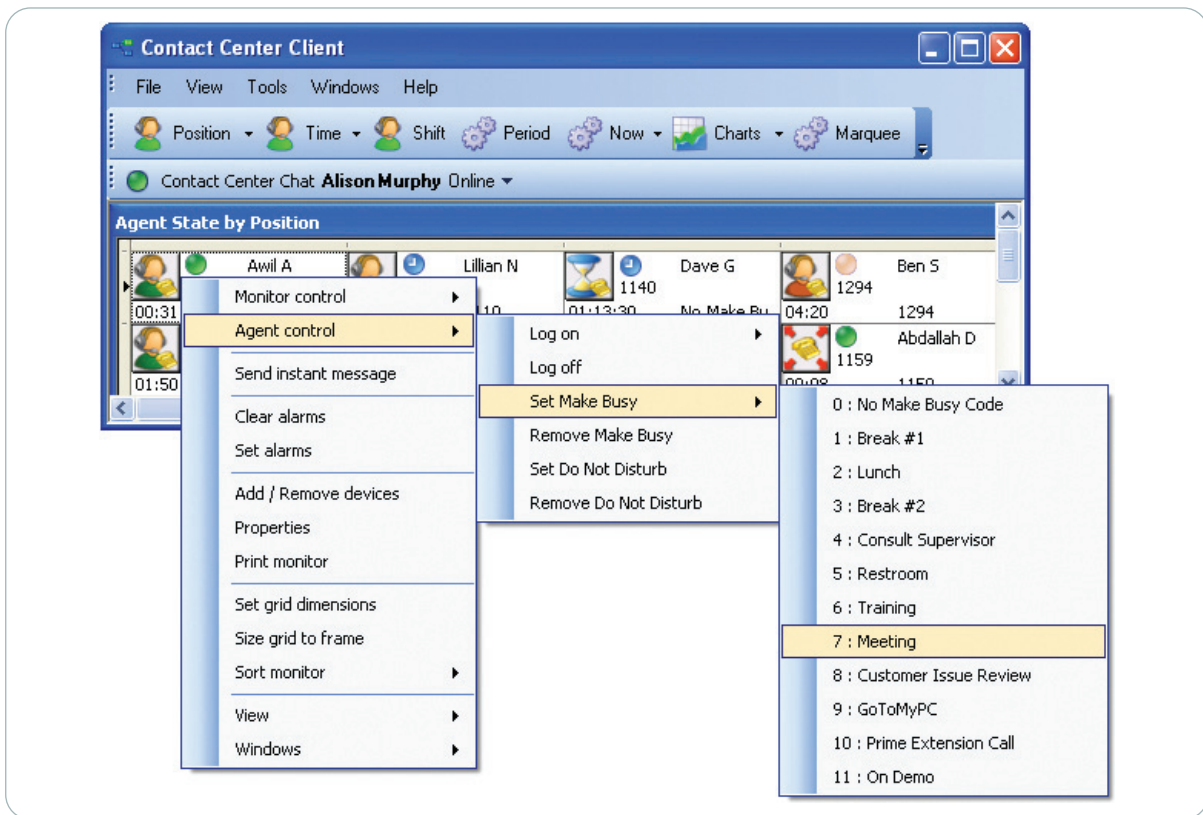
Interactive Contact Center provides:

- Dynamic employee / employee group ACD state control and queue / queue group control
- Pick lists for Make Busy Reason Codes
- Integrated real-time and online presence
- Opening and closing of queues based on schedules or on real-time queue performance

### Benefits

Interactive Contact Center enables employees to:

- Respond immediately to changing call volumes
- Readily communicate their whereabouts
- View the real-time status of team members and queues
- Ensure balanced resource use during peak traffic times
- Reduce caller wait times and increase service levels



Agent real-time control

### Interactive Visual Queue

Mitel Interactive Visual Queue is an optional application that requires Interactive Contact Center. Interactive Visual Queue provides dynamic call control to ensure calls are dispersed effectively and priority calls are answered first. Contact center employees can readily identify callers in queue, view performance statistics on each call, and quickly change the answer priority of calls. With caller recognition and call prioritization, employees can optimize service and ensure premium customers receive premium treatment.

### Knowing Who Is in Queue and How Long They Have Waited

The Interactive Visual Queue real-time monitor provides contact recognition and detailed call statistics. Pop-up displays, auditory alerts, and / or email alarms notify employees immediately when priority callers enter queues. Employees can readily identify key callers by their names and phone numbers. They can see each call's priority and position in queue, and the duration callers have spent in the queue and in the system. Armed with this knowledge, supervisors and employees can determine how to best serve callers with current resources.

### Ensuring Priority Calls Are Answered First

Using Interactive Visual Queue and Contact Center Client, employees can view the real-time status of team members and queues and control calls waiting in queue. They can move calls between queues associated with different employee groups to balance the call load. They can move calls between queues to change their answer priority, or forward calls to themselves or to other answer points. Interactive Visual Queue provides intelligence so employees can make informed decisions, minimize the wait time of callers, and ensure priority calls are answered first.

### Features

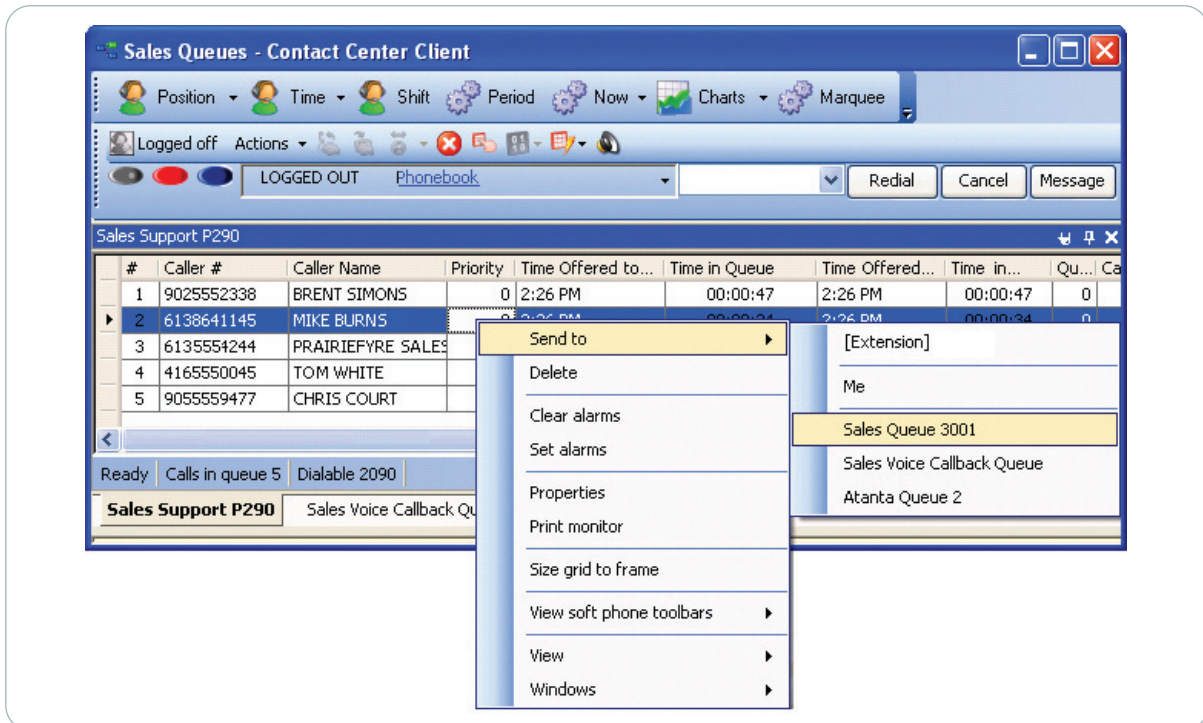
Interactive Visual Queue provides:

- Caller recognition
- Detailed call performance statistics
- Dynamic call control

### Benefits

Interactive Visual Queue enables employees to:

- Readily identify key customers in queue
- Make informed decisions on how to serve callers with current resources
- Respond immediately to changing call volumes, disperse calls effectively, minimize wait times, and ensure priority calls are answered first



Real-time call control

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Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently. Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

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