

MITEL NETWORKS

6160

Intelligent Queue

Contact Center Need

Increasing call volumes inevitably mean callers spend more time in queue, leading to frustration, abandoned calls and lost opportunities. At the same time, contact centers are handling increasingly diverse types of callers and contacts. 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 speed them to the agent(s) best qualified to handle their request.



Mitel Networks' Response

Mitel Networks™ 6160 Intelligent Queue is an all-in-one, scalable (supports 4-64 ports), browser-based 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 times in queue
- provide callers with time of day/day of week/exception-based messaging
- guide callers to the information, extension or ACD path that best meets their needs
- produce call detail reporting on all contacts
- allow customers to request a callback via the web or voice mail
- route calls based on automatic number identification, time of day, current queue conditions

Contact Center Benefits

Mitel Networks 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 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

OPTION	DESCRIPTION	BENEFIT
Static Recorded Announcement	Provides supervisors with the ability to create and provide callers in queue with pre-recorded announcements.	Low cost and very 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.
TIQ Talk	Provides callers with their expected wait time or position in queue.	Manages caller expectations and enables callers to choose whether or not to stay in queue, reducing caller frustration.
Smart Messaging	Provides callers with time of day, day of week or exception-based messaging.	Reassures callers that their call is important or informs them of special time/day exceptions.
Smart Choice	Performs automated attendant 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 entering their phone number and voice message requesting a queued call back from the contact center.	Provides customers with flexible alternative to waiting in queue, thereby reducing caller frustration.
Web Callback	Enables a customer to submit a request for contact via the web.	Provides customers with flexible way to initiate contact, while saving agent and trunk costs.
Smart Routing	Allows calls to be routed by Automatic Number Identification (ANI), 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 Mitel Networks 6160 Intelligent Queue reporting	Provides a true picture of the caller experience and business results for planning future approaches

SYSTEM REQUIREMENTS

Communications Platform

Mitel Networks 3200 Integrated Communications Platform
 Mitel Networks 3300 Integrated Communications Platform
 Mitel Networks SX-2000®
 Mitel Networks SX-200®

Server

Windows® 2000 Server, 2000 Professional or Windows NT® Server 4.0 with SP6
 Internet Explorer 5.5 SP2
 Pentium III – 550 MHz
 128 MB RAM
 8+ GB HDD
 Network Card
 Sound Card with Speakers
 Dialogic Card

Workstation (optional)

Windows 95, 98, 2000 or NT Workstation
 Internet Explorer 5.5
 Pentium – 200 MHz
 64 MB RAM
 Adequate HDD space
 Network Card



www.mitel.com

1-800-648-3579

MITEL NETWORKS
 350 Legget Drive
 Ottawa, Ontario
 K2K 2W7 Canada
 (613) 592-2122

MITEL NETWORKS, INC.
 205 Van Buren Street
 Suite 400
 Herndon, VA
 20170-5336 USA
 (703) 318-7020

MITEL NETWORKS LTD.
 Mitel Business Park
 Portskewett, Caldicot
 NP26 5YR UK
 Sales: 0870 9093030
 General: 0870 9092020
 Int: +44 (0) 1291 430 000

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