

# 6110

## Contact Center Management

### Contact Center Need

*Regardless of their size, the cost of deploying sophisticated contact center management solutions is a barrier for contact centers. Customers, both internal and external, expect service to be responsive and will accept nothing less than the highest quality of service. As a result, contact centers require solutions that are easily and efficiently deployed to provide supervisors with integrated tools for managing, ensuring, and reporting on contact center performance.*



Effective contact center management means that the right resources are in the right place at the right time to handle an accurately forecasted workload at the desired level of service.

The contact center manager has to manage people (agents) and call processing (the way multimedia contacts are processed, answered, lost, etc.). To manage the contact center efficiently, the manager must have three pieces of information:

- What will happen? Agent Forecasting
- What is happening? Real-Time Monitoring
- What has happened? Historical Reporting

How is the delicate balance between contact center costs and achieving the desired service level to callers determined? With commitment to a systematic planning and management strategy – and the right Management Information System (MIS) software package.

#### Mitel Networks' Response

Mitel Networks™ 6110 Contact Center Management (CCM) is a browser-based contact center management solution providing supervisors and managers advanced capabilities for:

- forecasting of contact center activities based on historic activities and what-if scenarios
- real-time agent/supervisor communications

- real-time monitoring of contact center activities, including queue and agent status, average wait times, real-time queue statistics, and more
- viewing historical events
- historical reporting including automatic report generation on all contact center elements and contact types over any date and time horizon

#### Contact Center Benefits

Mitel Networks 6110 Contact Center Management provides contact centers of all sizes with advanced management tools that enable supervisors to:

- respond to changing contact center volume levels as they occur to ensure service levels are maintained
- ensure agent shift adherence and performance levels while on the job
- capture detailed and accurate information on contact center performance levels and readily share this information with others in their organization
- more accurately anticipate and effectively plan resource utilization (i.e. agents) for future contact center volumes
- coach and motivate agents to help ensure more effective delivery of service and contribute toward development of agent skills
- easily manage and configure databases and control access to contact center application resources to ensure security of operations

FEATURE	DESCRIPTION	BENEFIT
<b>Real-Time Monitoring</b>	Provides supervisors dynamic, real-time, browser-based display of agent and queue activity, with customizable display profiles and alarm thresholds. Supervisors can monitor each agent's current state, how long they've been in that state, and when they logged on and off, plus view real-time queue statistics collated every 15 minutes.	Enables supervisors to track and provide feedback on performance and shift adherence of individual agents, plus respond immediately to changing call volumes and queue conditions (re-assigning inactive agents to busier queues, etc.) to ensure service levels are being met at all times.
<b>Historical Monitoring</b>	Provides supervisors with the ability to view, at their own pace, historical real-time events. Supervisors can monitor each agent's past state, how long they were in that state, and when they logged on and off.	Enables supervisors to analyze when and why past service problems occurred so that they will know how to react in similar future situations.
<b>Historical Reporting</b>	Provides supervisors with the ability to view, generate, schedule, and share up to 145 different report types across all contact center elements over any date and time horizon. Presentation quality Excel data and charts accompany every report generated.	Enables supervisors to measure and demonstrate contact center performance against service level objectives in order to plan for and achieve more efficient and effective center operations.
<b>Forecasting</b>	Provides supervisors with the ability to forecast center activity/call volumes based on historical center activities, perform "what-if" scenarios, and generate and share detailed, presentation-quality forecast reports.	Enables supervisors to more effectively plan and manage contact center resources in order to meet expected call volumes.
<b>AgentAdvisor</b>	Provides each agent with a real-time, customizable display on their PC desktop. Agents can view statistics on their queues, their current shift statistics, and the availability of other agents in their answering group.	Empowers agents with information they require to meet personal and center-wide service level objectives.
<b>ChatLine</b>	Provides supervisors and agents with real-time, on-screen text chat and broadcast capability.	Enables supervisors to provide, and agents to request, assistance/advice on any call as it is in progress, while enabling supervisors to communicate important instructions to all agents simultaneously in order to respond to changing call and queue conditions.
<b>Wallboarder</b>	Provides the entire center with real-time data delivered to Spectrum LED readerboards. Offers statistics on the queues agents answer for, and availability of other agents in their answering group. Allows broadcast messaging using audible alerts and jazzy display options.	Empowers contact center employees with information they require to meet personal and center-wide service level objectives.
<b>Enterprise Node</b>	Provides supervisors with up-to-the-minute reports and real-time agent and queue displays for multi-site contact centers via corporate LAN/WAN or Intranet/TCP/IP.	Enables supervisors to monitor and react to contact center and agent activity across multiple sites, ensuring effective management and utilization of resources across all sites.

## SYSTEM REQUIREMENTS

### Communications Platform

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

### Server

Windows® 2000 Server, 2000 Professional, or Windows NT® Server 4.0 with SP5  
Internet Explorer 5.5  
Pentium II – 350 MHz  
128 MB RAM  
8+ GB HDD  
Network Card  
PCI Digi Card (2 or 4-port) if utilizing Spectrum readerboard control

### Workstation

Windows 98, 2000 or 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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