



20. InfoNet Day 2014

Communication is our business

## Ihre Ansprechpartner für Mitel und Voicetec für individuelle Kommunikationslösungen

- hochentwickelte Contact Center Funktionalitäten für Microsoft Lync
- modernstes Contact Center Management
- flexible und innovative Lösungen

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Leiter Technik  
Voicetec



**Lloyd Bowden**  
Territory Manager  
Mitel Networks Ltd





# Mitel Complimentary Products for *Microsoft Lync*

Lloyd Bowden  
Territory Manager  
November, 2014

# Mitel Today: Large, Global, Growing

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OPERATING IN **100+** COUNTRIES **OVER \$1 BILLION** IN REVENUE

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**2500** CHANNEL PARTNERS **#1** GLOBAL LEADERSHIP  
IN WESTERN EUROPE

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**100 MILLION** IN CLOUD BUSINESS **OVER 650,000** CLOUD SEATS

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**60** MILLION END-USER CUSTOMERS **BROADEST**  
**PORTFOLIO IN**  
**THE INDUSTRY**

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**MITEL NETWORKS** NASDAQ GLOBAL MARKET: MITL  
**CORPORATION STOCK** TORONTO STOCK EXCHANGE: MNW

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# Mitel's MS Lync Complimentary Product Portfolio

- Mitel is able to provide a complete portfolio of Microsoft Lync enabled solutions.



# Mitel MiContact Center for *Microsoft Lync*

Lloyd Bowden  
Territory Manager  
November, 2014



# Broad Base of MiCC4Lync Customers



# Product Value Proposition

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Built natively on the Microsoft Lync Server call control and Lync desktop client, MiContact Center for *Microsoft Lync* is an end-to-end Lync solution that offers more sophisticated functionality than Microsoft Response Groups without the cost and complexity of stand-alone contact center solutions.

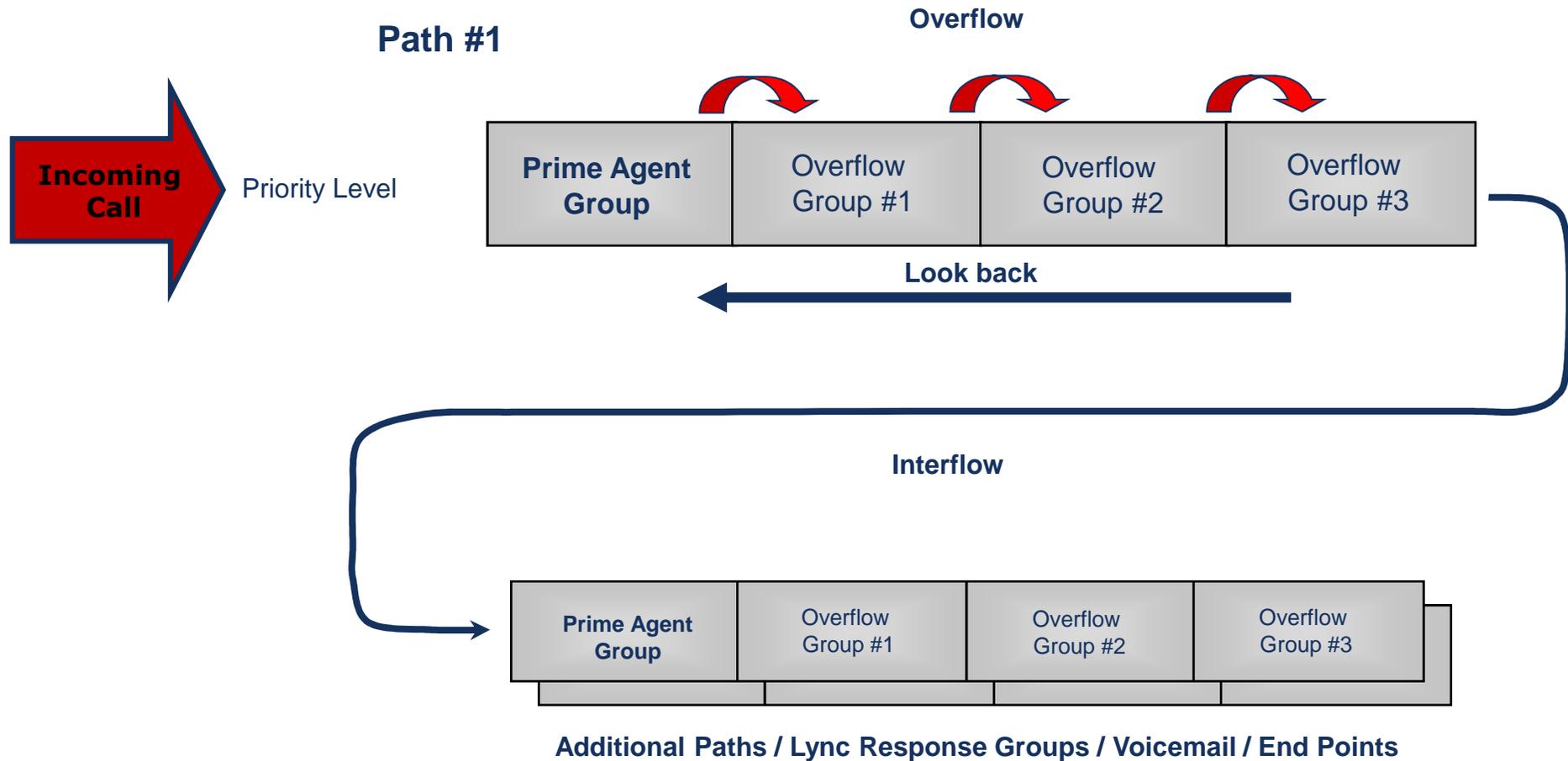
# Path / Queue Concept

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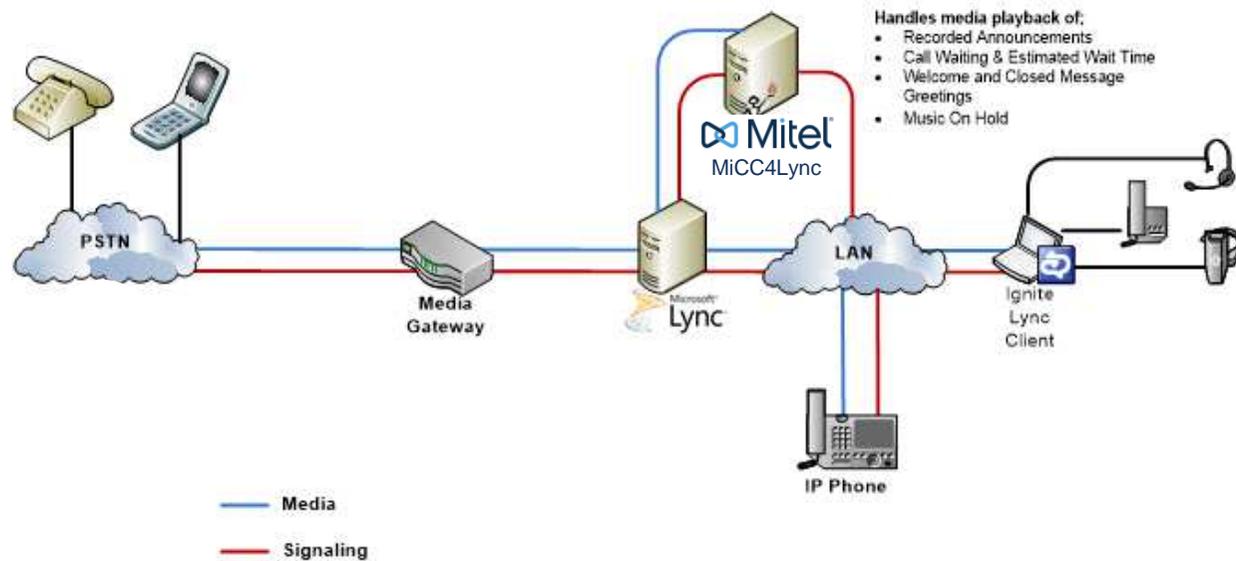
- Each path (Queue) has a series of agent groups within it.
- Each group can have it's own unique overflow timer;
  - Timers determine when the call flows to the next group.
- Each path can have recorded announcement (comfort) message(s) programmed for it.

# Overflow / Interflow & Look Back



# Network Topology

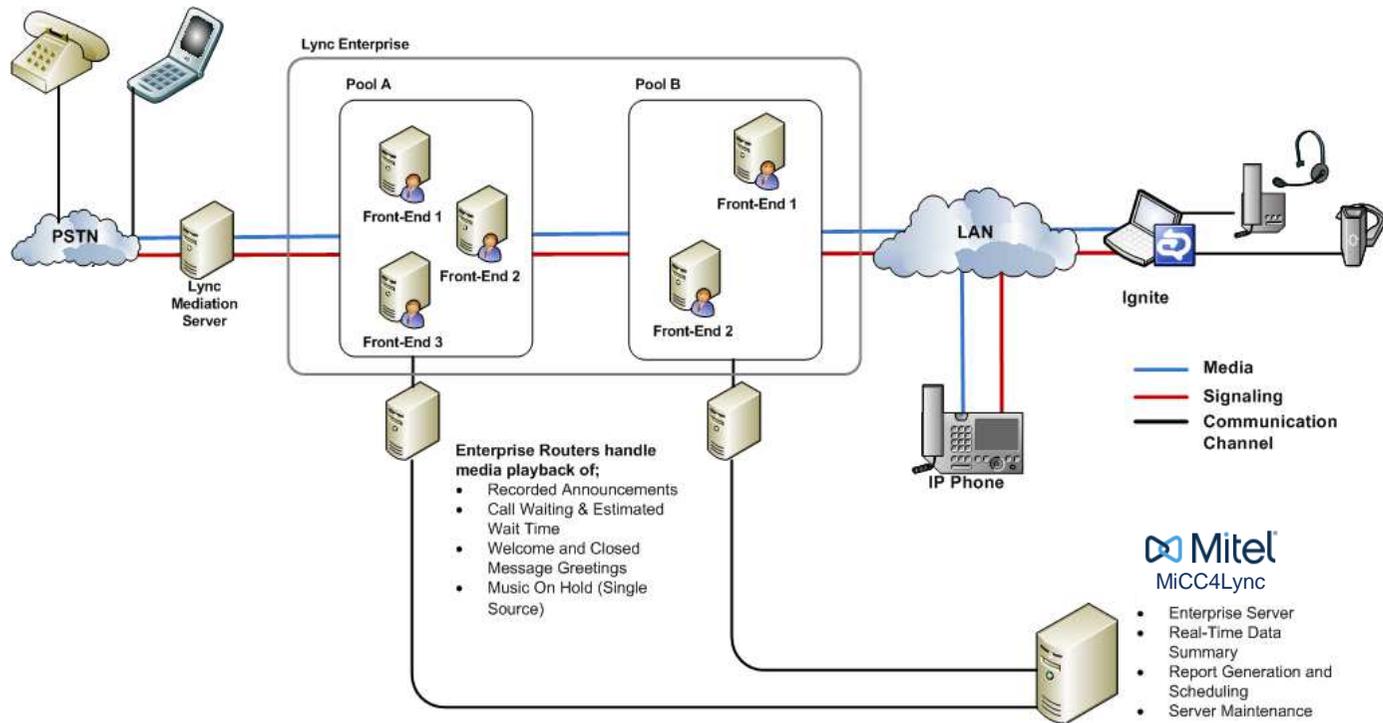
- Lync Standard or Enterprise Edition (single pool, single Front-End) deployment.



- Mitel ACD routers and applications typically reside on a single server and integrate to Lync call control through UCMA/SIP.
- Calls to ACD queues do not leave Lync Front-end: Routers apply ACD business rules, play announcements and then route calls to the longest-idle agent through their Lync client.
- Mitel Server can be virtualized.

# Network Topology

- Lync Enterprise Edition deployment (multi pool and Front-end)



- Mitel Listener/Provisioner are installed on each Front-end Server.
- A single Mitel Router is installed per Lync Enterprise Pool.
- If there is only one Enterprise Pool, the Router can be collocated with the Enterprise Server.

# Features

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- Automatic Call Distribution (ACD) routes voice calls based on:
  - Longest idle agent
  - Business Hours
  - Overflow/Interflow timers to route calls to other queues, agent groups or answer points
- Auto Attendant and Intelligent in-queue messaging: expected wait time, announcements and music.
- Leveraging the Enterprise presence from Lync, providing contact center agents instant access to key subject matter experts, support teams, and business intelligence across the enterprise.
- Reporting on all contact center resources and the ability to readily share them with others in the organization.

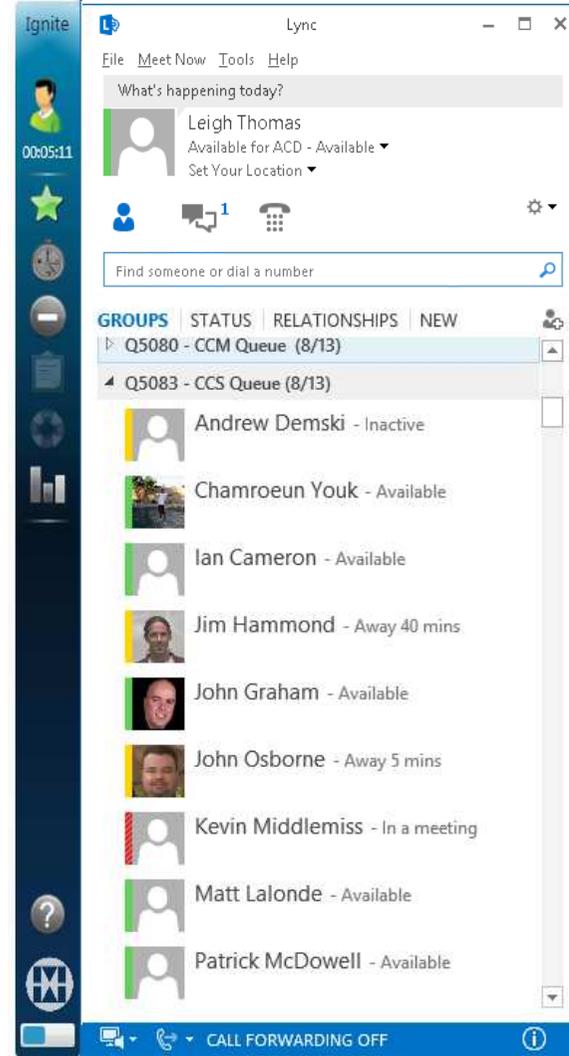
# Features

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- Real-time monitoring and control of agents and ACD queues with the ability to take immediate action to address service affecting issues and ensure customer service quality.
- Auditor capability, allowing rewind of the real-time monitor to investigate complaints are times of poor performance
- Agent Forecasting the number of employees required to meet service level goals.
- A single-point of administration for system provisioning and synchronization of the Contact Center Management database with Active Directory and the Lync Front End server.
- CRM Screen Pops based on ANI (telephone number of the caller) or the DNIS (the number the caller dialed).

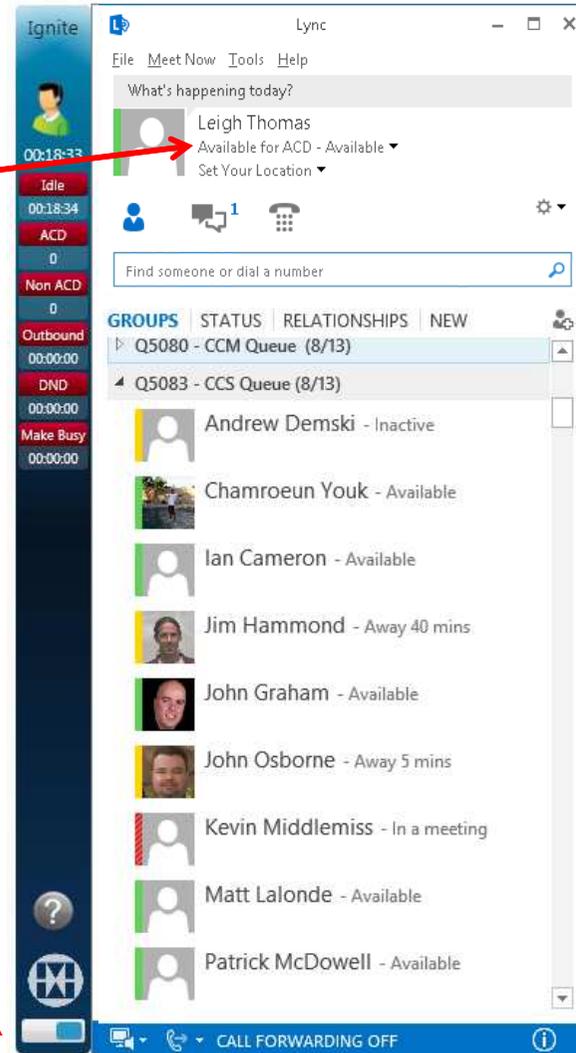
# Mitel Ignite Features

- Rich Ignite interactive buttons enables agents to:
  - Login/Logout of ACD and make themselves available to specific queues.
  - Manage Make-Busy and Do-Not-Disturb states with user-definable and reportable reason codes.
  - Request help from supervisors.
  - Open real-time Agent, Agent Group, and Queue performance displays.



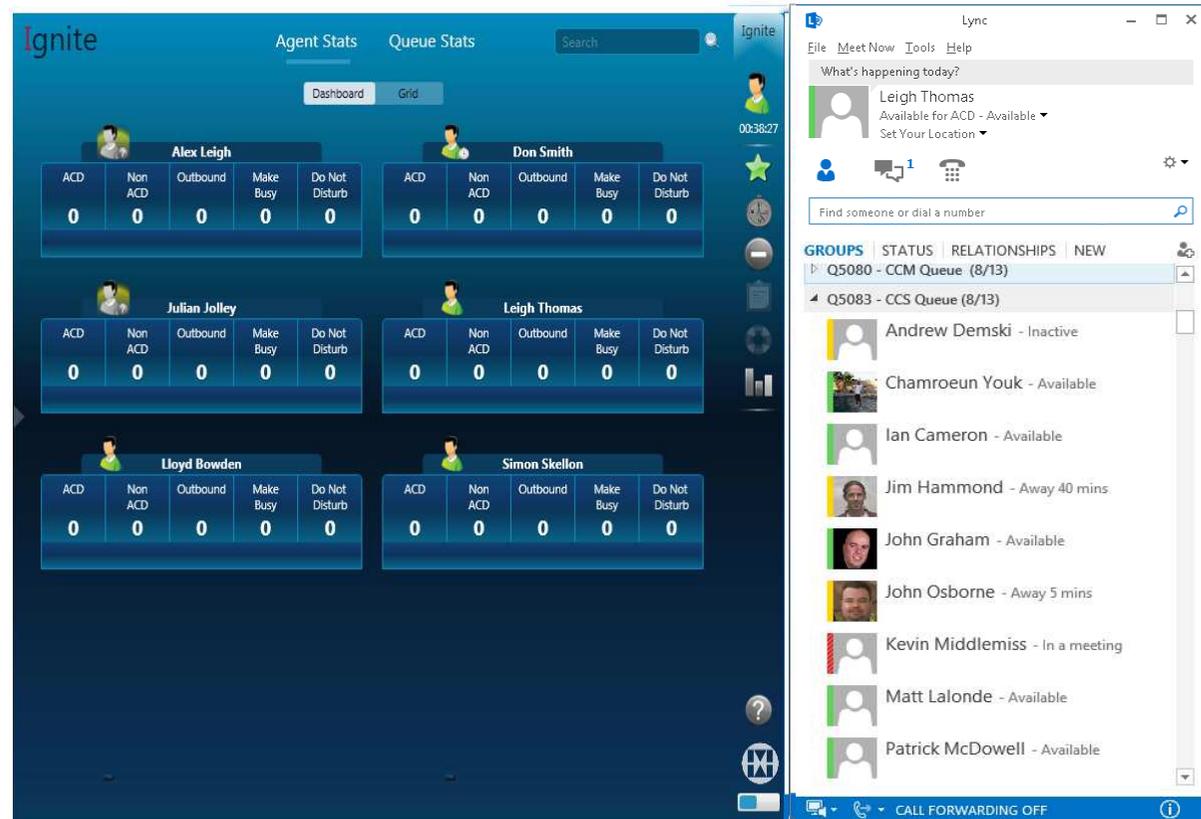
# Mitel Ignite Features

- View your ACD agent state
- Ignite extends the standard Lync presence states to make them specific to a contact center
- View the ACD agent state of other agents in your contact center
- Ignite interactive switches the toolbar to provide a summary view of an agent's performance



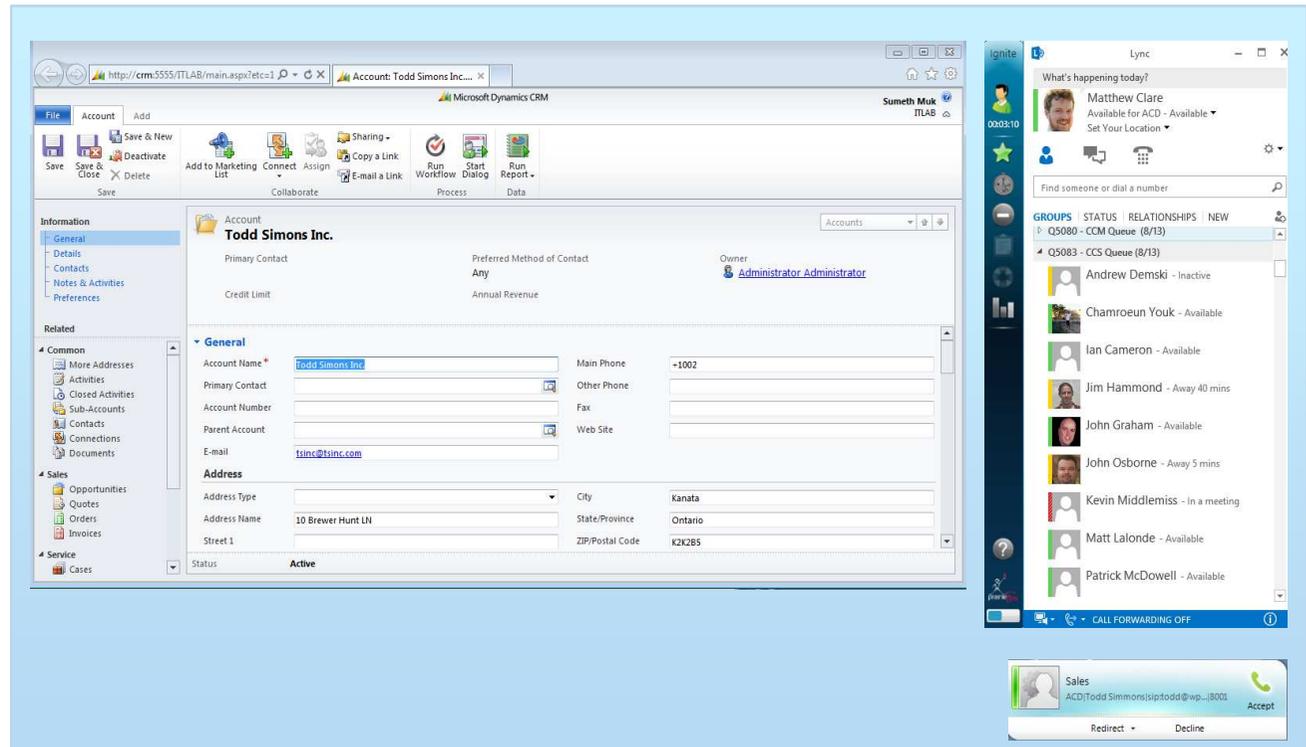
# Mitel Ignite Features

- Ignite dashboard slides out to view real-time agent and queue performance statistics.
- Agents can control their availability in queues and request help from their supervisors with the click of a mouse.



# Mitel Ignite Screen Pop

- As calls arrive, Agents and employees using Microsoft Lync with Mitel Ignite can receive screen pops from applications such as Microsoft CRM.
- Screen pops can be based on ANI, DNIS, or CLID



# Mitel Supervisor Client Features

Supervisors can tag agents to be silent monitored, and then whisper to agents while on calls, or barge in to help with problematic calls.

Supervisors can view ACD agent states and Microsoft Lync presence in a single real-time display.

The screenshot displays the Mitel Supervisor Client interface with several key sections:

- Queue Now:** A table showing real-time queue statistics for various queues (e.g., CS CCM Queue, CS 3Q Queue, CS MCC Queue, CS CCS Queue, CS CA Queue, CS CS Queue).
- Agent State by Time:** A grid showing the status of agents (e.g., Steve Carter, Budd Renaud, Ian Sanzo, Jim Hammond, Robert Campbell, John Osborne, James Renaud) and their current state (e.g., Idle, Unavail, Log Off).
- Queue Performance by Period (CS CCM Queue - Q5080):** A bar chart showing performance metrics (Handled, Abandoned, Interflowed) over time from 1:30:00 PM to 3:15:00 PM.

Supervisors can right-click agent cells to initiate instant messages, silent monitor and change agent states in real-time including:

- Log an agent in.
- Log an agent out.
- Join/Leave agent skill group.
- Set Make Busy, and more.

Supervisors can view queued calls and queue statistics, such as Longest Waiting, Agents Available, ACD Handled, Abandoned and Interflowed.

# Mitel Contact Center Reporting

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- Over 115 standard reports, enabling you to measure contact center agent and queue performance, over any date and time horizon, including Make Busy with Reason Codes and Do Not Disturb states.
- Customizable, on-the-fly reporting, including filtering options.
- Scheduled reports, automatic report printing, and automatic emailing of reports to a specific contact or group of contacts.
- Unique reporting inboxes for each supervisor.
- Based on Microsoft SQL and SQL Reporting Services.
- Reports delivered in formatted Microsoft Excel or Adobe PDF.

# Mitel Contact Center Reporting

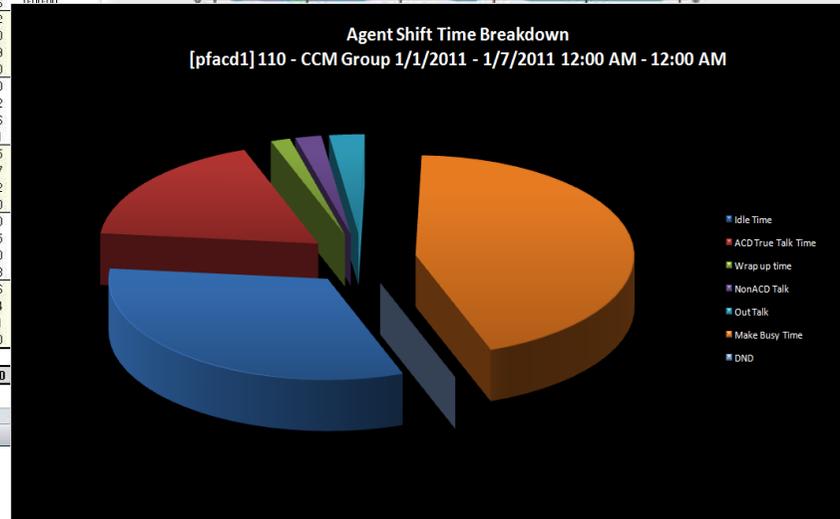
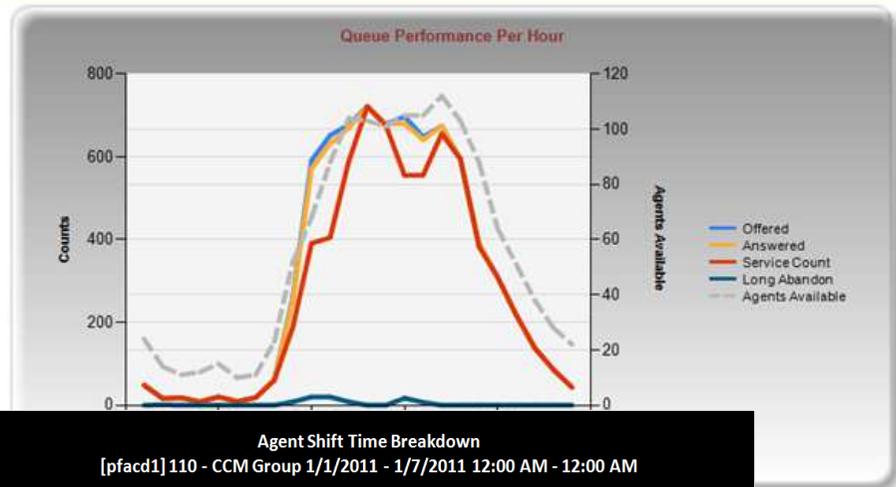
## Queue Hourly Performance

3/25/2010 - 3/26/2010

Lync%20Queue%20Report[1] - Microsoft Excel

Report: Queue Group Performance by Period  
 Site: Local Lync Site  
 Device: Customer Service Red, Green, Blue  
 Date range: 12/1/2010 - 12/31/2010 8:00 AM  
 Created on: 1/7/2011  
 Created by: Michael Burnett

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (H:M:SS)	Average delay to abandon (H:M:SS)	Average delay to interflow (H:M:SS)
08:00	43	38	14	5	0	1	0	38	0	0	0	0:00:09	0:00:12	0:00:00
08:30	11	11	2	0	0	0	0	11	0	0	0	0:00:06	0:00:00	0:00:00
09:00	30	27	3	3	0	0	0	27	0	0	0	0:00:12	0:00:43	0:00:00
09:30	34	32	0	2	0	0	0	31	1	1	0	0:00:50	0:04:18	0:00:00
10:00	46	30	4	5	3	0	3	30	0	0	0	0:01:25	0:03:12	0:00:00
10:30	36	35	8	0	1	1	1	33	2	2	0	0:00:40	0:00:00	0:00:00
11:00	61	48	6	8	5	1	5	47	1	1	0	0:01:20	0:05:58	0:00:00
11:30	53	45	0	6	2	1	2	42	3	3	0	0:01:45	0:02:30	0:00:00
12:00	40	34	4	2	4	1	4	33	1	1	0	0:00:45	0:08:00	0:00:00
12:30	44	35	4	5	4	0	4	35	0	0	0	0:00:45	0:00:22	0:00:00
13:00	59	56	4	3	0	3	0	54	2	2	0	0:01:03	0:03:16	0:00:00
13:30	56	49	0	5	2	0	2	49	0	0	0	0:00:36	0:00:31	0:00:00
14:00	46	40	5	5	1	2	1	40	0	0	0	0:00:29	0:00:35	0:00:00
14:30	59	52	4	6	1	0	1	50	2	2	0	0:01:27	0:01:17	0:00:00
15:00	43	39	5	2	2	0	2	39	0	0	0	0:00:37	0:01:02	0:00:00
15:30	48	40	2	7	1	1	1	39	1	1	0	0:02:01	0:06:00	0:00:00
16:00	32	29	2	0	3	0	3	25	4	4	0	0:02:57	0:00:00	0:00:00
16:30	39	36	4	1	2	0	2	36	0	0	0	0:00:44	0:03:25	0:00:00
17:00	31	28	2	2	1	1	1	28	0	0	0	0:01:22	0:04:40	0:00:00
17:30	19	13	4	4	2	0	2	12	1	1	0	0:01:33	0:02:03	0:00:00
18:00	11	10	0	1	0	0	0	10	0	0	0	0:00:57	0:02:36	0:00:00
18:30	17	15	0	2	0	0	0	14	1	1	0	0:00:41	0:09:04	0:00:00
19:00	6	5	0	1	0	0	0	5	0	0	0	0:05:56	0:07:41	0:00:00
19:30	7	6	0	0	1	0	1	5	1	1	0	0:03:05	0:00:00	0:00:00
Total	871	761	77	75	35	12	35	741	20	20	0	0:01:06	0:03:00	0:00:00



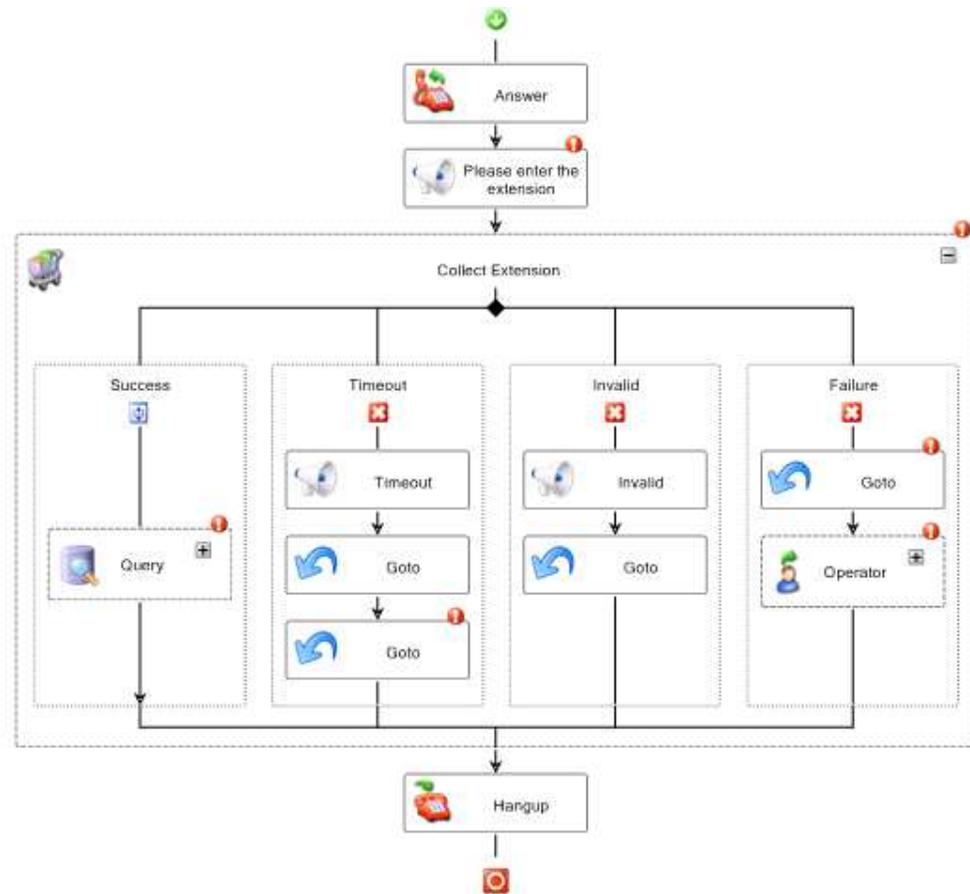
# Messaging & Announcements

Options

# Bolt On IVR

## with Visual Workflow Manager

- Quickly and easily manage call flows with intuitive drag-and-drop GUI
- Copy and add to call workflows
- Managed through YourSite Explorer – the same admin interface as MiCC4Lync
- Ability to run IVR activity reports
- Can be used to enhance the resiliency of MiCC4Lync



# IVR Routing

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- Visual call flow editing & publishing
- Self help workflows that guide callers to information, extensions or queues
- Collected Digits – dip into CRM and screen pop record to agent
- Position in queue, expected wait time & Queue conditional messages & routing
- Integrated prompt editor
- Unified Visual Queue - visual representation of all interactions – voice, web chat, email, etc – that are waiting in a specific queue
- Voice & Web callbacks managed through web callback monitor (7.1) & automatically queued to agents (8.0)
- Can be sold independently of the MiCC4Lync

# Multi-media (or Multi-channel) Contact Center

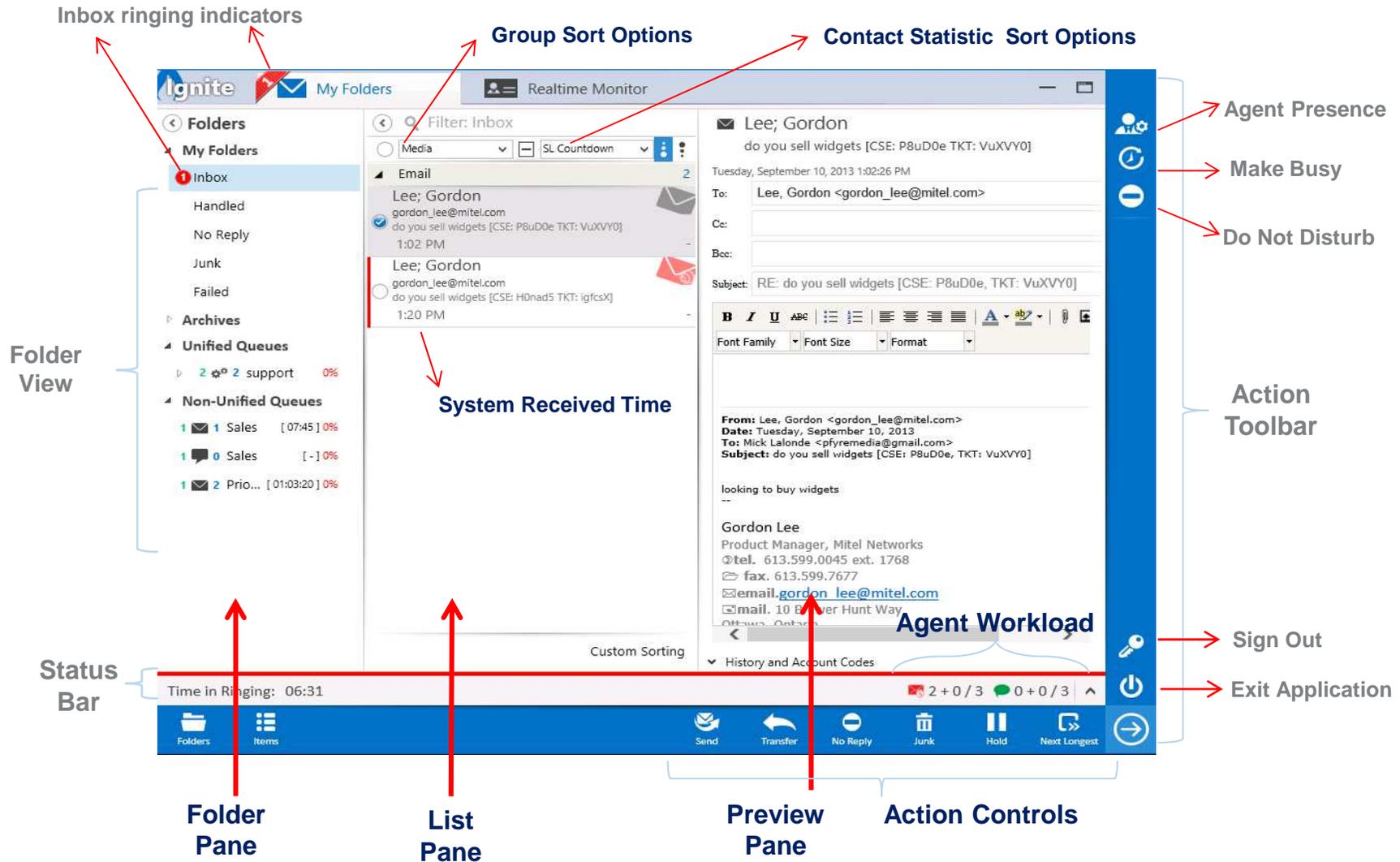
## Email Server Support

### Microsoft Exchange 2007/2010/2013, Exchange Online and Gmail

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- Multimedia Contact Center application will be an IMAP/SMTP interface in order to support Microsoft Exchange 2007/2010/2013, Exchange Online and Gmail.
- If using Exchange as an email server, only the corporate Exchange Server will be required.
- Gmail requires subscription to Google Apps for Business.
- If using Gmail or Exchange Online there is no local Exchange Server requirement.

# Multimedia Contact Center Agent Desktop Application (“My Folders” view)



# Multimedia Contact Center Desktop

## Agent Desktop Application (“Realtime Monitor” view)

The screenshot displays the Ignite Realtime Monitor interface. At the top, there are tabs for 'Queue Group', 'Queue', 'Agent Group', 'Agent', and 'Employee'. The main area is a grid of performance metrics for different queues and agents. Each metric is shown in a table format with columns for 'Contacts Waiting', 'Offered', 'Interflowed', 'Service Level', and 'Requeued'. The status for each metric is '0'. The queues shown are Support P100, Sales P200, General P300, Support 100, Support 200, Sales 200, Sales 200, General 300, Sales 200, General 300, and General 300. On the right side, there is a search bar and a list of queues with checkboxes. At the bottom, there is a status bar showing 'Time in Idle: 01:12' and three status indicators: '0+0/1', '0+0/1', and '0+0/1'.

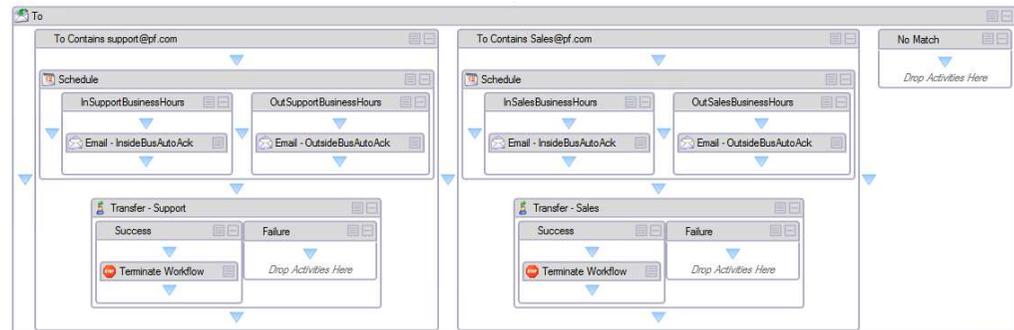
Queue/Agent	Contacts Waiting	Longest Waiting	Offered	Handled	Interflowed	Abandoned	Service Level	Abandoned %	Requeued
Support P100	0	-	0	0	0	0	0	0	0
Sales P200	0	-	0	0	0	0	0	0	0
General P300	0	-	0	0	0	0	0	0	0
Support 100	0	-	0	0	0	0	0	0	0
Support 200	0	-	0	0	0	0	0	0	0
Sales 200	0	-	0	0	0	0	0	0	0
Sales 200	0	-	0	0	0	0	0	0	0
General 300	0	-	0	0	0	0	0	0	0
Sales 200	0	-	0	0	0	0	0	0	0
General 300	0	-	0	0	0	0	0	0	0
General 300	0	-	0	0	0	0	0	0	0

# Multimedia Contact Center Administration

## Routing using Visual Workflows

- In this example, the email media server has received an inbound email. It directs this email to its inbound workflow.
- A check of the receiver's email address is used to determine whether it is directed to the support branch or sales branch.
- The appropriate email acknowledgement is sent based on a check of the business hours.
- The inbound email is routed to the support or sales queue group.

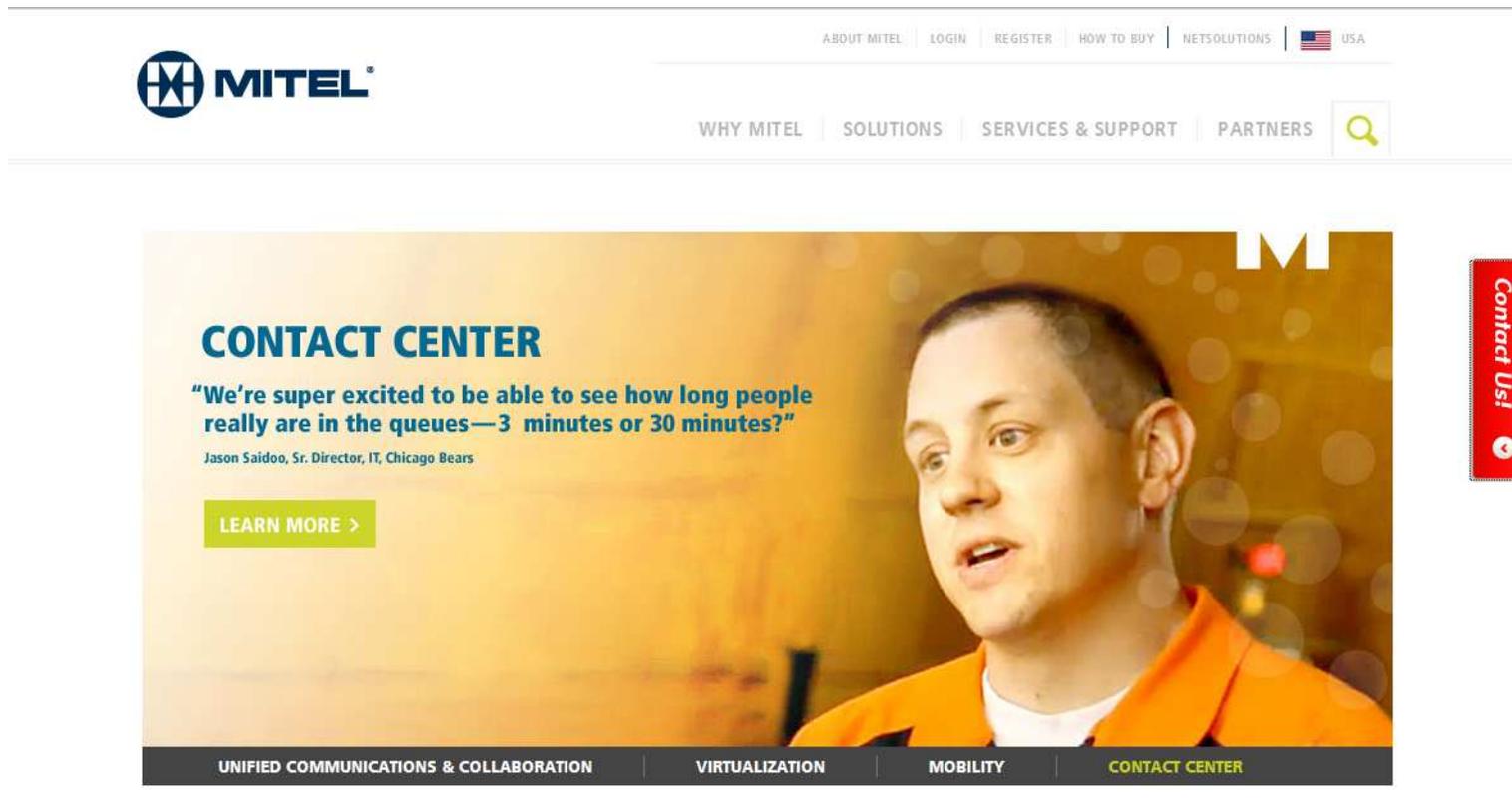
### Visual Workflow Example



# Multimedia Contact Center

## Contact Us Tab

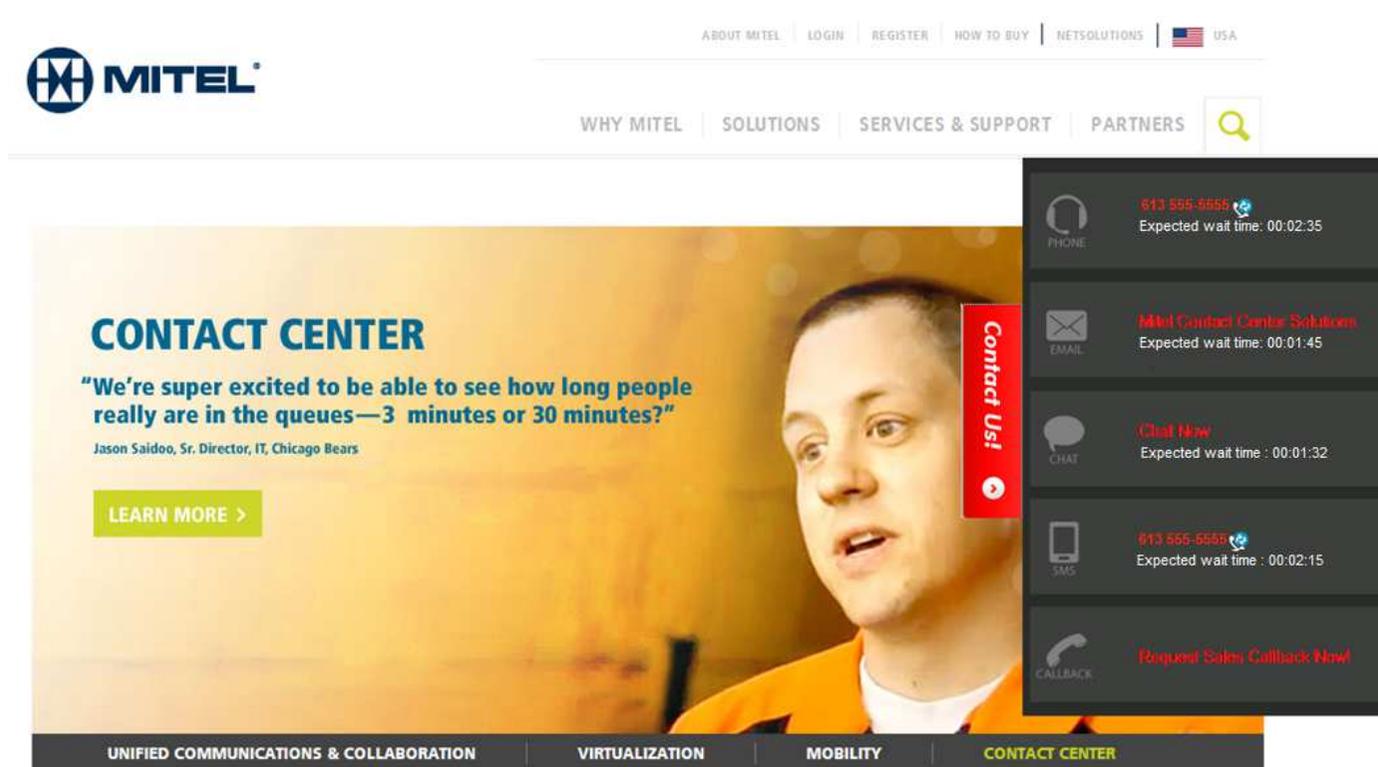
- New “Contact Us” tab can be placed on any web page expanded to provide a list of methods which the customer can choose to contact the company.



# Multimedia Contact Center

## Contact Us Tab

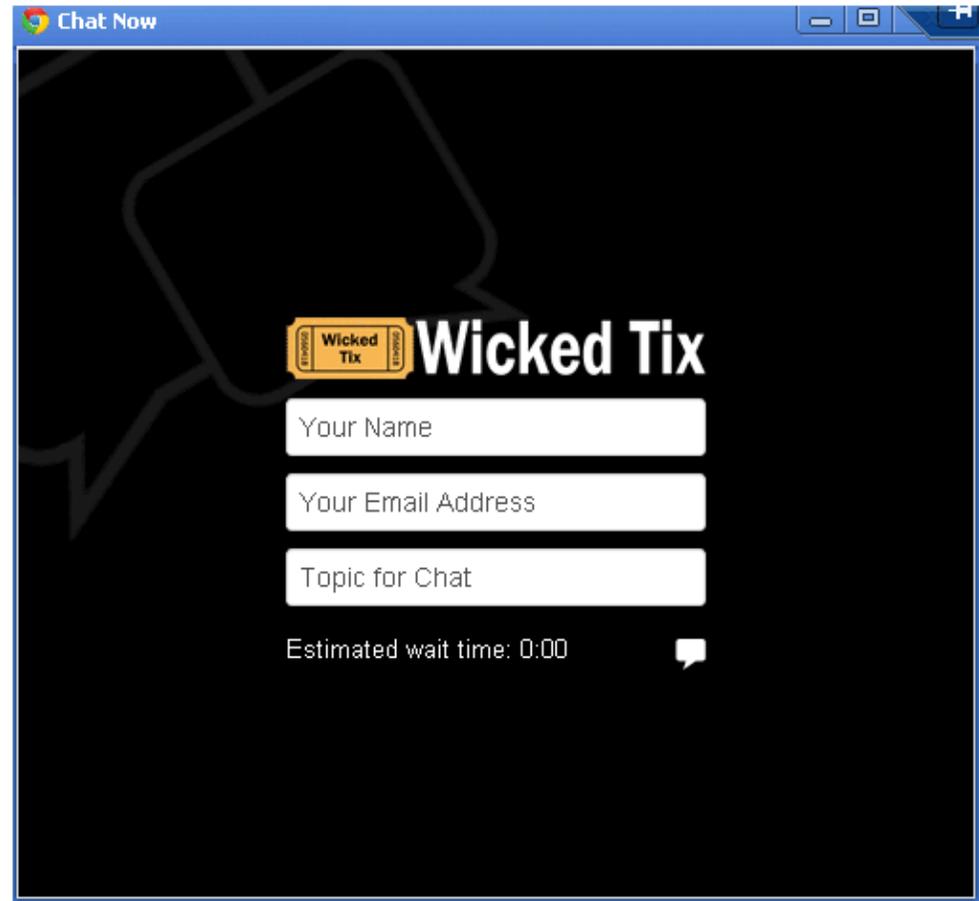
- Contact Us tab can be configured to auto expand if user remains on web page for specified time.
- New statistic “expected wait time” can be displayed beside each contact method to inform the customer which method has the shortest wait time.



# Multimedia Contact Center

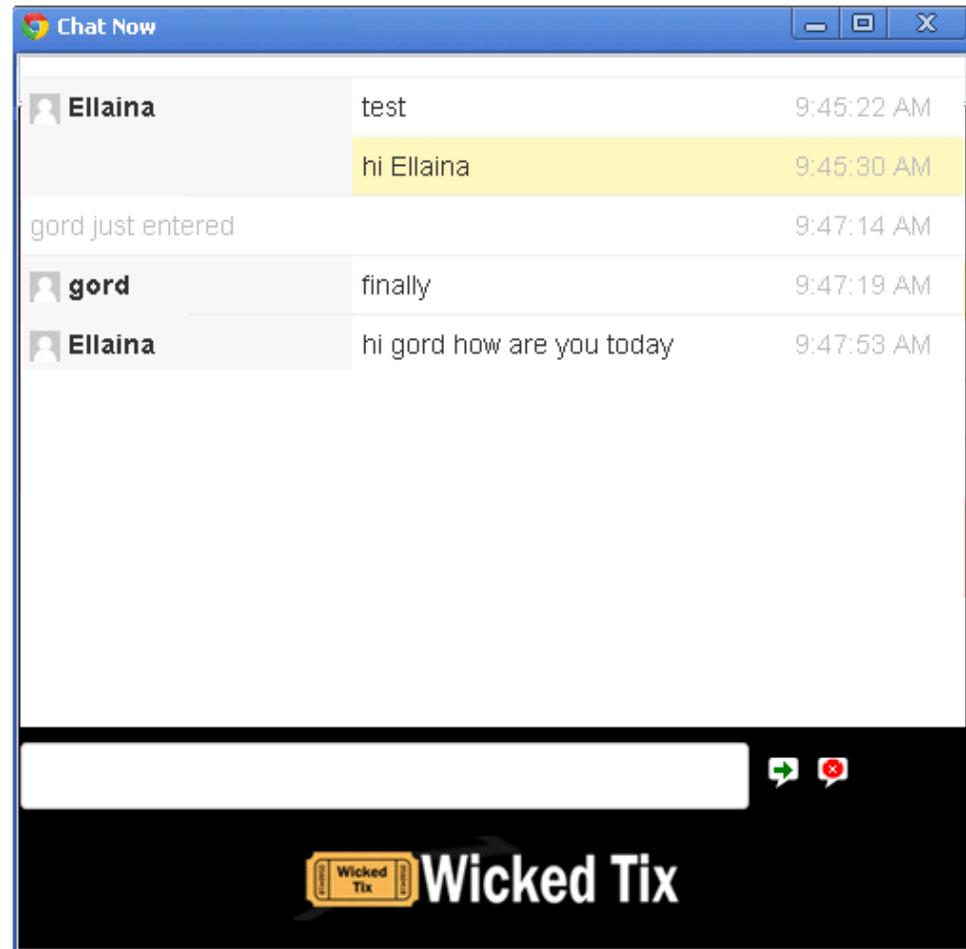
## Web Chat / Pre-Chat Form

- A default pre-chat web form is provided and can be customized.
- Option to use chat client to present pre-chat questionnaire and record responses.
- Pre-chat input can be used by inbound workflows to filter chat requests and direct them to different queues.



# Multimedia Contact Center Web Chat / Chat Client

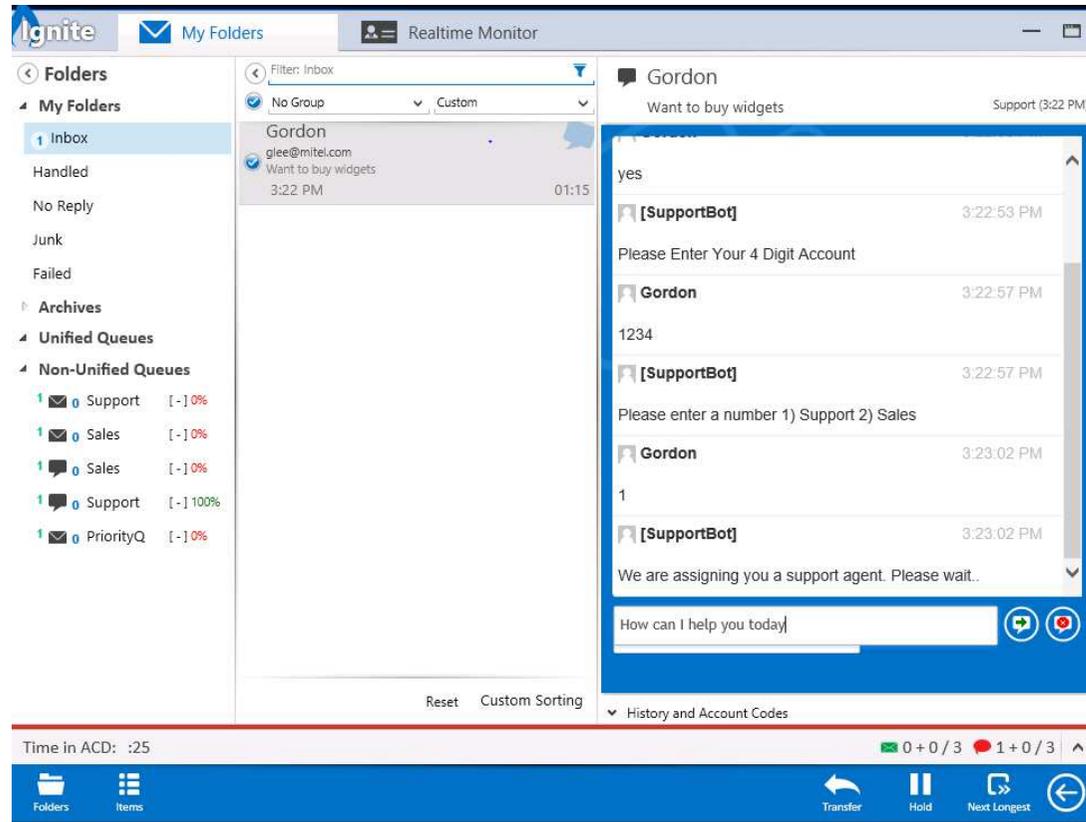
- Typing indicator is provided for both parties.
- Clickable URL links can be received which will open web page in new browser window.



# Multimedia Contact Center

## Web Chat / Chat Agent View

- Media can be sorted by media type
- Agent double clicks on offered chat contact to start chat



# Multimedia Contact Center

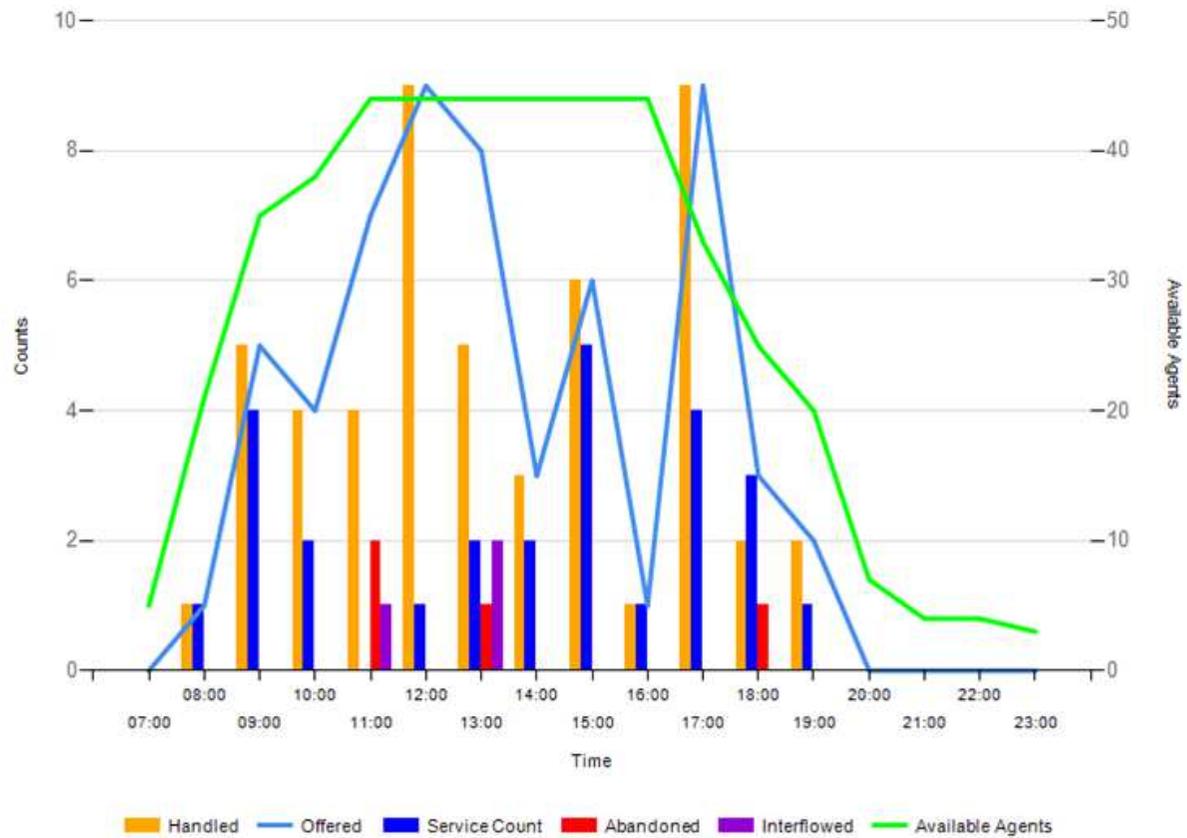
## Reporting and Supervisor Enhancements

### Queue Chart Traffic Report

#### Queue Performance - Call Volume and Agents Available

This report shows call volume and agents available for the queue.

Parameters:  
 Queue Group: [Pprim] P280 - CCM  
 Date Range : 11/16/2010 - 12/7/2010  
 Report Interval: 60 Minutes

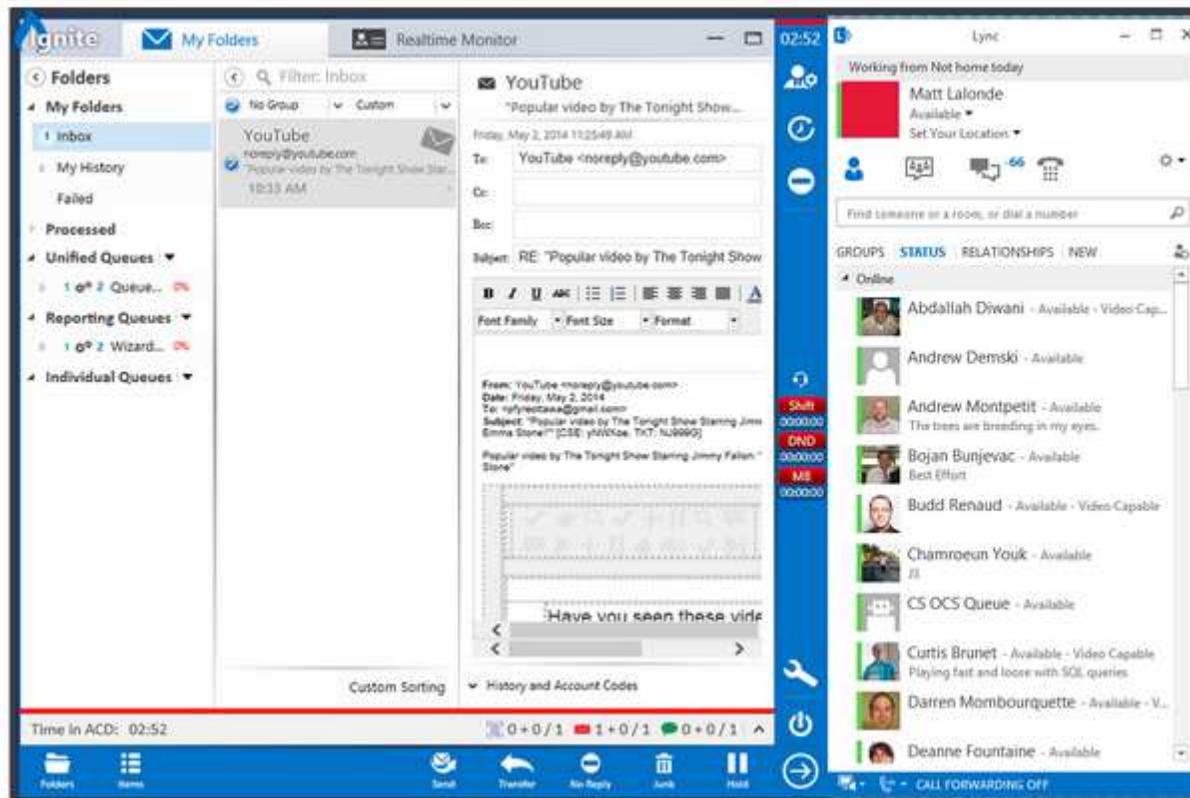


# Multimedia Contact Center

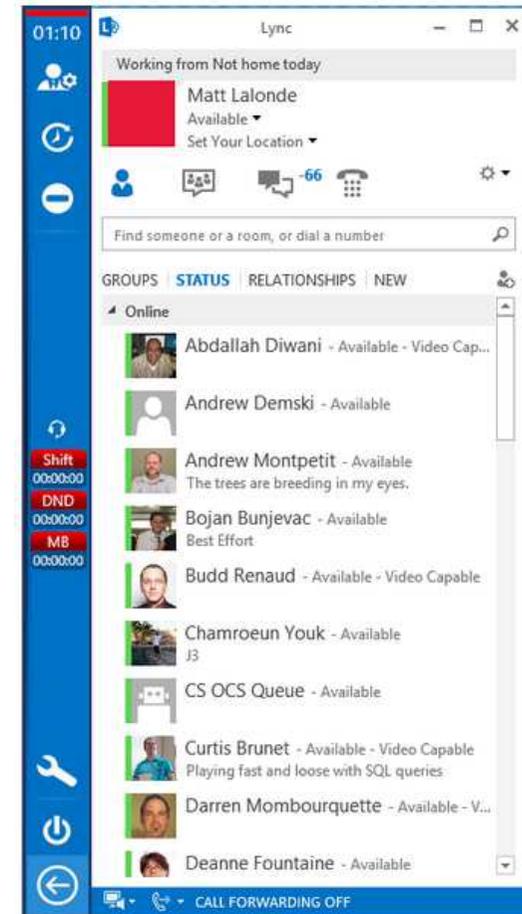
## Reporting and Supervisor Enhancements Unified Queue Group Report



# Next Version (single CC agent desktop client) Ignite Contact Center Client Docked to Lync Client



Ignite client expanded to handle multimedia



Ignite collapsed for voice only agents

# Technology Partner Ecosystem

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- Mitel partners with AudioCodes SmartTap for Microsoft Lync call recording interoperability with its Contact Center for Microsoft Lync software.
- Mitel also recommends AudioCodes gateways to enable interoperability of Mitel MiContact Center for *Microsoft Lync* and Lync Server with TDM and IP telephone systems, SIP trunking providers, legacy analog devices, SIP phones and mobile clients.



- Mitel is currently participating in the Plantronics Development Partner Program and recommends Plantronics headsets for its Microsoft contact center solution.

# THANK YOU

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