

6110 | Contact Center Management



The cost of deploying sophisticated contact center management solutions is a barrier for contact centers, regardless of their size. Customers, both internal and external, expect agents to be responsive and will accept nothing less than the highest quality of service. As a result, contact centers require a solution that is easily and efficiently implemented, and provides supervisors with integrated tools for managing, reporting and forecasting contact center performance.

Effective contact center management means having the right resources in the right place at the right times to handle an accurately forecasted workload at service level with quality.

To manage contact center agents and call processing efficiently, the manager must know:

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

To determine the right balance between the agents scheduled and the service provided to customers, you need a systematic planning and management strategy — and the right management information system (MIS) software package.

Mitel Networks' Response

The Mitel Networks™ 6110 Contact Center Management (CCM) solution provides advanced, browser-based capabilities for:

- Historical reporting on all agents and queues over any date and time horizon
- Viewing the historical events for a particular date, in simulated real time
- Real-time monitoring of all contact center activities for queues and agents
- Forecasting the number of agents required to meet service level goals based on historical data and "what-if" scenarios
- Sending online messages/broadcasts to agents and supervisors quickly and securely

Contact Center Benefits

The 6110 CCM solution provides contact centers of all sizes with management tools that enable supervisors to:

- Respond instantly to changing traffic volumes and ensure service levels are maintained
- Ensure agents adhere to their shifts and meet performance standards while on the job
- Capture detailed and accurate information on queue and agent performance and readily share this information with others in their organization
- Accurately forecast the agents required to meet future traffic volumes
- Coach and motivate agents to optimize service and develop new skills
- Easily configure the database and control user access to applications and devices

Features	Descriptions	Benefits
Historical Reporting and Monitoring		
Historical Reporting	Supervisors can view, generate, schedule and share 250 different report types across all contact center elements over any date and time horizon. Presentation-quality tables and charts for all reports are delivered in Microsoft® Excel.	Enables supervisors to easily measure and demonstrate contact center performance against service level objectives, and optimize contact center operations.
Historical Monitoring	Supervisors can view historical events at their own pace in simulated real time. They can view each agent's state, how long they were in that state, and when they logged on and off. They can monitor queue activities and call volumes.	Enables supervisors to analyze when and why past service problems occurred so they know how to avoid similar problems in the future.
Data Mining	Supervisors can search through all enterprise call records generated by the telephone system. The data mining tools are loaded with filter and search parameters capable of finding virtually any contact center event.	Enables supervisors to search through call records and find that 'needle in a haystack'. The supervisor can easily identify the series of agent and queue events that led to a breakdown in customer service, and can search non-ACD extensions to review call activities.

Features	Descriptions	Benefits
Real-time Monitoring		
Real-time Monitoring for Supervisors	Supervisors view real-time, displays of agent and queue activity, with customizable monitors and alarm thresholds. Display each agent's current state, how long they've been in that state, when they logged on and off, and more. Queue monitors display real-time queue statistics.	Enables supervisors to proactively manage their contact center based on current conditions. Supervisors can track and provide feedback on the performance and shift adherence of individual agents. They can also respond immediately to changing traffic volumes and queue conditions to ensure service goals are maintained.
Real-time Monitoring for Agents	With the agent desktop display, agents view customizable displays on their computer desktop, of current shift statistics, queue statistics, and the availability of other agents in their answering group.	Empowers an agent with the information they require to make informed decisions to meet personal and contact center service level objectives.
Internal Instant Messaging	Agents and supervisors can communicate with each other, quickly and securely, using internal instant messaging capabilities.	Enables supervisors to broadcast service alerts to all agents, coach agents, and to send timely messages, such as asking an agent to delay going on break when the contact center is busy. Enables agents to request assistance while on a call to ensure quality of service.
Reader Board Messaging	Program Spectrum LED reader boards with the 6110 CCM administration. Display contact center statistics including the number of calls in queue, the wait time of the longest waiting caller, and the number of available agents. Supervisors can broadcast messages and use audible alerts and jazzy display options.	Empowers contact center employees with information they require to meet personal and contact center service level objectives.
Agent Forecasting		
Forecasting	Supervisors can forecast contact center agent requirements based on historical information, average talk times, wrap-up times and service level objectives. Supervisors can also perform "what-if" scenarios to better understand the implications of their decisions prior to implementing them. Presentation-quality tables and charts for all forecasts are delivered in Microsoft® Excel.	Enables supervisors to plan and manage contact center resources more effectively in order to meet expected traffic volumes.
Multi-site Management		
Multi-site Management	Extends the capabilities of the 6110 CCM across multiple sites / switches, enabling supervisors to receive up-to-the-minute reports and view real-time agent and queue displays for multi-site contact centers via the corporate LAN/WAN or Intranet/TCP/IP.	Enables supervisors to monitor and respond to changing contact center activities across multiple sites, ensuring enterprise resources are effectively managed.

6110 Contact Center Management System Requirements

Communication Platforms	Servers	Workstations
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, Windows 2000+ Professional or Windows XP Microsoft Internet Explorer 6 Pentium® IV – 1.5 GHz 512 MB RAM 20 GB HDD Network card	Windows 98, 2000+ or XP Excel 97, 2000, 2002 or XP Microsoft Internet Explorer 6 Pentium III 256 MB RAM 150 MB HDD Network card

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