

6115 | Interactive Contact Center



Dynamic changes in queue volumes can directly impact a contact center's ability to deliver on service levels. If one queue has callers waiting while another is sitting idle, neither the customer's nor the center's interests are served. As a contact center manager, you need tools to change agent and queue states instantly so you can respond to changing contact volumes immediately.

Mitel Networks' Response

The Mitel Networks™ 6115 Interactive Contact Center offering integrates with Mitel Networks 6110 Contact Center Management (CCM) to provide supervisors with browser-based tools to:

- Dynamically control the availability of individual agents and queues
- Schedule queues to open or close automatically based on business hours
- Enable do not disturb on specific queues, diverting callers to alternate answering points
- Assign make busy with reason codes to individual agents

Contact Center Benefits

Mitel Networks 6115 Interactive Contact Center provides advanced capabilities that:

- Support an immediate response to changing call volumes
- Ensure contact center resources are most effectively deployed at any and all times
- Respond to and control situations involving individual agents and/or agent groups



it's about **YOU**

| Feature | Description | Benefit |
|-----------------------------------|---|--|
| Agent Control | | |
| Real-time Control of Agent States | Supervisors can control the real-time states of individual agents by: <ul style="list-style-type: none"> Logging them in and out Placing them in and out of do not disturb Placing them in and out of make busy with reason Dynamically moving them from one answering queue or multimedia queue to another | Enables supervisors to: <ul style="list-style-type: none"> Control and deploy agents instantaneously to respond to changing contact volumes. Allow agents to take breaks while covering off their position. |
| Enhanced Agent Desktop Display | With the enhanced agent desktop display, agents view customizable monitors on their computer desktops and can control their availability across multiple media. They can: <ul style="list-style-type: none"> Log themselves in and out Place themselves in and out of do not disturb Place themselves in and out of make busy with reason Dynamically move themselves from one answering queue or multimedia queue to another | Enables agents to easily control their availability via their desktop. Make busy with reason codes enable the supervisor to track why, when and for how long agents are in make busy. Also enables other agents and supervisors to see who is in make busy and for what reason. |
| Queue Control | | |
| Real-time Control of ACD Queues | Supervisors can control queues by opening or closing them using the queue do not disturb function. | Enables supervisors to control the availability of queues and respond to changing call volumes immediately. |
| Scheduled Control of ACD Queues | Supervisors can schedule queues to be active or inactive based on the business hours scheduled for each queue. | Automates queue scheduling, eliminating the need to log queues on and off manually. |
| Administration | | |
| One Point Database Administration | 6115 Interactive Contact Center provides a database synchronization feature which updates the 6110 Contact Center Management (CCM) database with any changes to the PBX queue/agent information, including associated agent names and IDs and agent group names and IDs. | Lowens the administrative burden/cost on supervisors by eliminating the need to program multiple devices. |

6115 Interactive Contact Center System Requirements

| Communication Platforms | Servers | Workstations | | | |
|--|--|---|--|---|--|
| Mitel Networks SX-2000® Lightware™ 29, or higher Mitel Networks 3300 Integrated Communications Platform (ICP), all versions | 6110 CCM, Version 4.0+ 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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