

6120 | Contact Center Scheduling



With personnel costs representing upwards of 65 percent of contact center budgets, effective scheduling is critical to controlling costs. Scheduling too many agents can unnecessarily increase your costs. Scheduling too few agents can result in customer dissatisfaction. Creating schedules manually can cost a lot of time and headaches. As a result, contact centers require a solution for easily managing their workforce at an affordable price.

Mitel Networks' Response

Mitel Networks™ 6120 Contact Center Scheduling integrates with Mitel Networks 6110 Contact Center Management (CCM) forecasting capabilities to enable supervisors to:

- Automatically schedule agents to meet forecasted activity levels on a shift, daily, weekly and monthly basis
- Efficiently schedule agents by assigning tasks to them based on skill set
- Schedule within budget by viewing reports (generated automatically) on the financial impact of each schedule
- Adjust schedules on the fly based on changing conditions
- Plan and track training, meetings, vacations and sick leave with sophisticated accrual-based leave planning
- Store employee skills, hire dates, payroll rates, addresses and emergency information with employee profiles
- Report on schedules, budgets and payroll rates

Contact Center Benefits

Mitel Networks 6120 Contact Center Scheduling provides contact centers with advanced, automated capabilities that:

- Ensure the right number of agents with the right skills are always available to meet contact center service levels
- Reduce costs and payroll expenses by avoiding unnecessary scheduling
- Reduce the administrative time required for manual scheduling
- Increase employee morale and reduce turnover by offering flexible and consistent schedules
- Respond to changing resource demands on the fly
- Avoid scheduling conflicts in employee availability and overtime eligibility



it's about **YOU**

Feature	Description	Benefit
Skill-based Schedules	Provides the ability to schedule agents based on the skills required for the shift.	Enables supervisors to ensure coverage and service levels are met by having the right agents logged in at the right times.
Automated Schedules	Provides the ability to auto-generate schedules based on forecasts from past contact center performance and business rules.	Enables supervisors to save time that would have been spent manually scheduling agents, and to avoid costs and payroll expenses incurred by scheduling too many agents.
Customized Agent Schedules	Provides the ability to create and distribute customized schedules based on agent availability and shift preferences.	Enables supervisors to create schedules tailored to the needs of the individual agents. Increases employee morale and reduces turnover by ensuring flexible and consistent schedules.
Accrual-based Time-off Planning	Automatically tracks agents hours and accrued time-off.	Ensures agent time-off is tracked and scheduled for minimal impact on contact center staffing levels, operations and service-level objectives.
Employee Information Management	Permits the ability to store employee skills, hire dates, payroll rates, addresses and emergency information with employee profiles.	Ensures employee skill set is on file for skill-based schedules. Ensures quick access to pertinent employee information.
Reporting	Provides the ability to print reports on scheduling, budgets and payroll rates.	Ensures supervisors are informed of all aspects of contact center workforce management.
Mitel Networks 6125 Real-Time Scheduling Adherence (add-on option)	Provides the ability for the supervisor to monitor in real-time agent adherence to schedule based on adherence parameters from scheduled events including start of shift, breaks, lunches, jobs and end of shift, and associate them to ACD contact center events.	Supervisors can ensure agents are performing their on-phone and off-phone duties as scheduled in 6120 Contact Center Scheduling. Ensures supervisors have the right number of agents in the right place at the right time.

6120 Contact Center Scheduling System Requirements

Communication Platforms	Servers	Workstations (Optional)			
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	6110 CCM, Version 4.0+ Microsoft® Windows® 2000+ Server Microsoft SQL 2000 Server Microsoft Internet Explorer 6.0 Pentium® IV – 2.4 GHz 1 GB RAM 30 GB HDD Network card	Microsoft Windows 98, 2000+ or XP Internet Explorer 6.0 Pentium III – 350 MHz 256 MB RAM 20 GB HDD Network card			
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