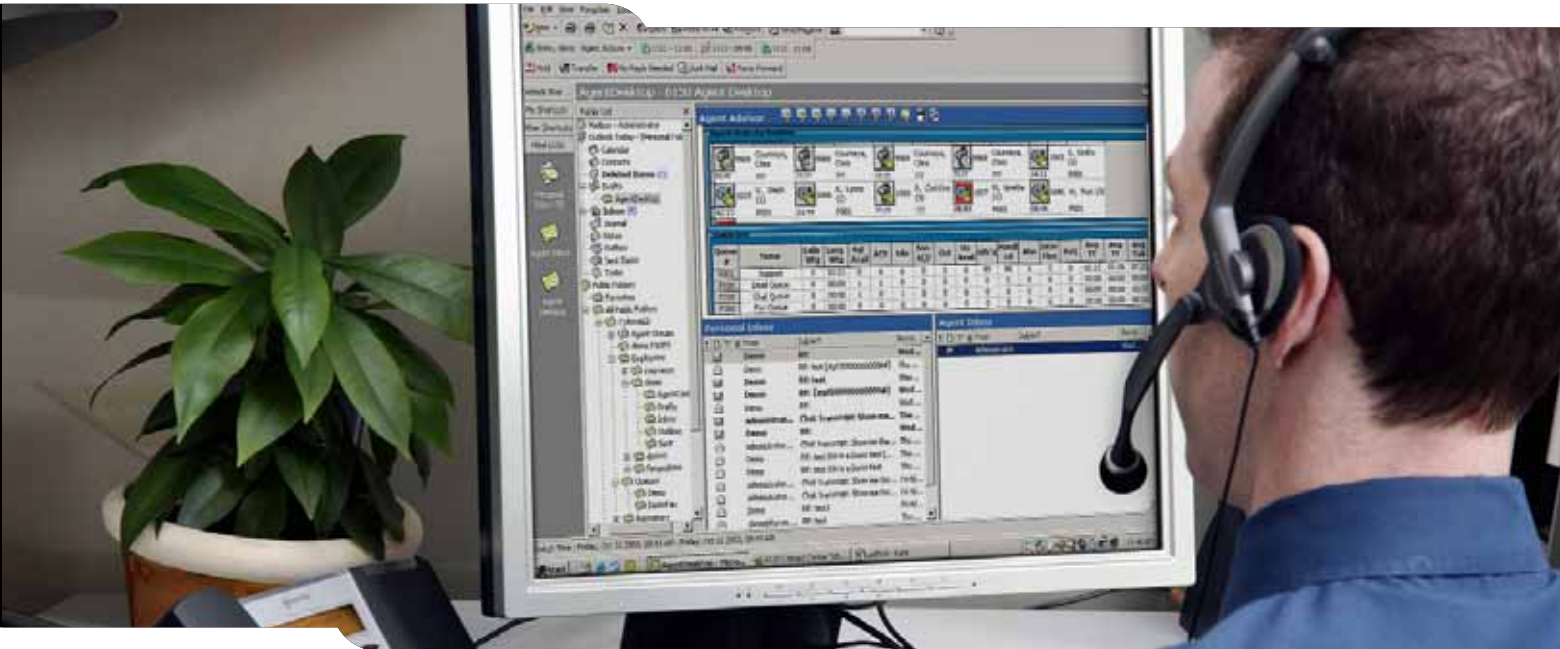


6150 | Multimedia Contact Center



Today's contact center customers want to contact you in the medium of their choice – voice, e-mail, web chat, or fax – and expect you to be just as responsive in these media as you are on the phone. As a result, you need a solution that allows you to efficiently integrate and maintain service levels across all contact types, and monitor and report on them.

Mitel Networks' Response

The Mitel Networks™ 6150 Multimedia Contact Center offering integrates with Mitel Networks 6110 Contact Center Management (CCM), Microsoft® Exchange 2000+ and Microsoft Office 2000+® to provide:

- Automated routing of e-mails/web chats and faxes to the longest idle agent
- Real-time monitoring of all multimedia agents and queues
- Historical reporting of all media types
- Agent forecasting for all media types

Contact Center Benefits

Mitel Networks 6150 Multimedia Contact Center transforms your operation into a fully multimedia-enabled contact center that can:

- Efficiently deliver service to customers in the media of their choice
- Maintain service levels across all contacts, ensuring all customer inquiries are addressed in a timely manner
- Capture more detailed customer information than is possible during voice communications
- Assist customers in completing online transactions, information queries, or other web-based experiences with web chat
- Protect against liability and customer claims with accurate tracking and reporting on all contact types



it's about **YOU**

Feature	Description	Benefit
Advanced Routing Features		
Multimedia Queues	Create unlimited e-mail/web chat/fax queues, such as Support@yourcompany.com, to distribute media types to the longest idle agent in the group.	Optimize the use of queue and agent resources to ensure service levels are met.
Flexible Routing	Overflow, interflow, and re-queue e-mail/web chat/fax sessions, similar to the ACD.	Optimizes the use of queue and agent resources to ensure service levels are met.
Agent Groups	Route multimedia contacts to one primary agent group and up to three overflow groups.	Optimizes the use of pooled resources resulting in more cost-effective workflow. Deliver consistent process / service.
Agent "No Answer" Handling	Set timers for individual media types that specify the duration of time an e-mail/web chat/fax waits for an agent to answer it before it is re-queued at a higher priority. If the agent does not respond to the request, the system puts the agent in make busy with reason (for the current media type only) and pegs the agent with a re-queued event.	Ensures the longest-waiting contacts have the highest priority.
"Original Agent Not Available Requeue Time"	When a customer e-mails/web chats/faxes back, the system attempts to route the contact back to the original agent. If the agent is not available in a set amount of time, the system offers the contact to a different agent in that agent group.	Shortens response time as the agent does not have to review the contact history prior to responding, which reduces customer wait time and frustration.
Auto-acknowledgement Messages	Create unique auto-acknowledgement messages for each e-mail and web chat queue based on time of day.	Notifies customers you have received their inquiry and reassures them you are handling their requests. Also helps to eliminate multiple inquiries.
Customer Tracking	Assign unique ticket numbers to each incoming e-mail/web chat/fax session, linking the customer's entire history together.	Enables managers and agents to view detailed contact history based on individual case numbers. Enables the customer to reference specific contacts.

Feature	Description	Benefit
Agent Productivity Tools		
Agent Availability Across Media Types	Enables agents to have a unified login/availability screen across all media types: login/logout, set make busy with reason/remove make busy with reason, do not disturb / remove do not disturb.	Allows agents to store their preferred login IDs to use each day. Eliminates having to login to multiple applications.
Customer History	Enables the agent to view the customer history of previous e-mail/fax sessions including: <ul style="list-style-type: none"> • Current case and all correspondence associated to that contact • Entire history of all contacts, from and to, a customer 	Enables agents to review the contact history of customers and provide efficient service.
Media Request Transfers	Enables an agent who lacks the knowledge required to answer an e-mail/web chat/fax request, to transfer the request to an alternate agent, queue or e-mail address.	Ensures that the customer receives the correct answers as quickly as possible.
Automatic Agent Identification	To transfer an e-mail/web chat/fax request, the agent only needs to know the name of the agent to which he/she is transferring the request and not the agent's e-mail address.	Allows for agent mobility. The system identifies the e-mail address when the agent types the name.
"No Reply Needed" or "Junk Mail" Settings	Tag a contact with "no reply needed" or "junk mail". If an agent receives an e-mail/fax from a customer and no response is required, the agent can tag the contact with "no reply needed". If an agent receives an e-mail/fax from an unsolicited sales organization, the agent can tag the contact with "junk mail".	Enables accurate reporting on all contacts, showing the contact as having been received and not requiring a response.
FAQ Response Templates	Create a folder of standard company responses to Frequently Asked Questions (FAQs). The 6150 Multimedia Contact Center automatically adds the appropriate FAQ template information, as identified by the agent, to the reply.	Increases productivity and reduces response times while maintaining quality with uniform responses.
Account Codes	Enables the agent to enter account codes based on topic.	Enables supervisors to track the level of service provided to customers across all media types consistently.
Threshold Alerting	Threshold alerting provides a visual warning to supervisors/agents when the wait time of the longest-waiting e-mail/web chat/fax (in the queue) exceeds the threshold.	Alerts supervisors/agents so they can proactively respond to changes in service level.

6150 Multimedia Contact Center integrates all media types into the 6110 Contact Center Management (CCM) for:

Feature	Description	Benefit
Supervisor Management		
Multimedia 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.
Multimedia Real-time Monitoring	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 and displays 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.
Multimedia 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.	Enables supervisors to plan and manage contact center resources more effectively in order to meet expected traffic volumes.

6150 Multimedia Contact Center 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	6110 CCM, Version 4.0+ Microsoft Windows® 2000+ Server Microsoft SQL 2000 Server Microsoft Exchange 2000+ Microsoft Internet Explorer 6.0+ Pentium® IV – 3.0 GHz 1 GB RAM Network card	Microsoft Windows 2000+, XP or 98 Microsoft Outlook 2000+ Microsoft Internet Explorer 6.0+ Pentium III – 800 MHz 256 MB RAM

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