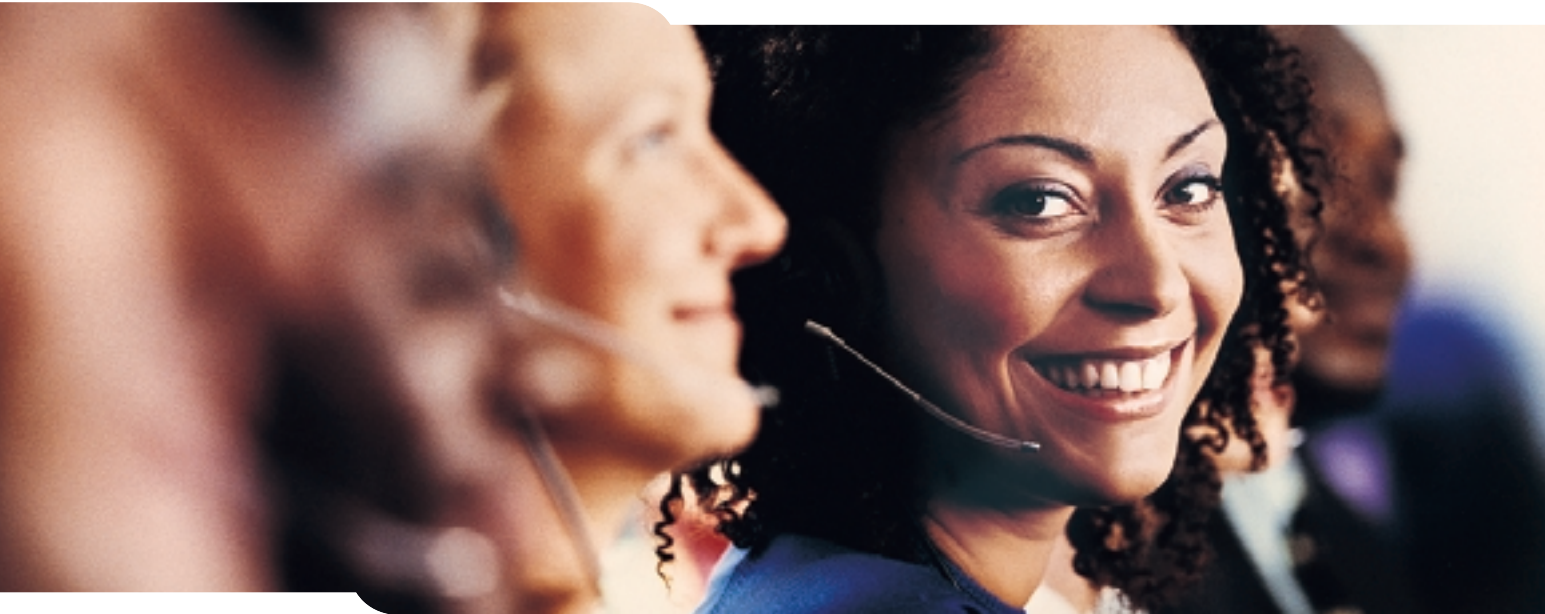


6200 | Cost Management Solutions for Contact Centers



Mitel Networks™ 6200 Cost Management Solutions for Contact Centers provides you with a fully integrated voice and data network management solution that helps you monitor your contact center resources while controlling costs. This feature-rich system has an easy-to-use intuitive user interface and empowers you to manage your contact center in a cost-efficient and effective manner.

Contact Center Need

Fast-paced contact centers need to deliver high-quality responsive services while controlling costs. Knowing customer communication patterns can influence your network design. Quick access to communication patterns and cost information is critical to making strategic decisions.

Mitel Networks' Response

Monitor your contact center communications while controlling costs:

- Calculate call costs
- Analyze historic calling patterns for budgetary purposes
- Negotiate better phone rates
- Apply calling activity data to contact center labor scheduling and forecasting
- Maximize employee productivity and ensure resources are used appropriately
- Reduce misuse of resources by reporting on corporate e-mail usage

Contact Center Benefits

This solution offers:

- Generation of clear, concise reports
- Automation of repetitive tasks
- Intuitive, easy-to-learn interface
- Web-enabled option
- Record collection from the Mitel Networks 6110 Contact Center Management (CCM) application



Feature	Description	Benefit
Easy Installation, Learning and Operation	Simple and intuitive point-and-click interface makes the software easy to learn and operate. Informative and clear help files.	Spend more time on your business and less time learning and using software. Quick implementation. Minimum labor.
Accurate and Flexible Call Costing	Track inbound, local and outbound calls as cost per minute, cost per call or surcharge. Maintain full control over initial and additional call duration increments. Customize allocation of telephone usage costs by trunks, extensions and cost centers.	Supports a wide variety of costing implementation in a straightforward manner. Implement simple to complex rate plans in order to help monitor and control communication costs.
Third-Party Billing Integration and Reporting	Import usage from third parties (calling cards and cellular phones). Consolidate all usage back to specific individuals and cost center.	Provide a total view and cost of all your communication transactions.
Internet Reporting	Web-based tool to monitor outbound Internet usage down to the user level. Monitor employee web surfing behavior.	Ensure that employees are utilizing corporate resources appropriately for bandwidth and productivity purposes.
E-mail Usage	Collects CDR records from the Mitel Networks 6110 CCM without additional hardware.	Ensure that employees are utilizing corporate resources appropriately for bandwidth and productivity purposes.
Web Reporting	Web-based reporting where end users select from different filter parameters to dynamically generate reports.	Instant access to information from anywhere in the world.
Powerful Scheduler	Schedule repetitive tasks such as data collection, costing and reports, every minute to once a month.	Streamline your business processes.
Over 50 Standard Reports Plus Powerful Filters	Various reports such as originating call location and exception reports. Filters allow you to select specific calls such as international calls, calls over a certain cost, or long duration calls.	Clear and concise reports give the tools you need to manage your communication infrastructure and employee productivity.
Call Details Record Collection (Co-resides with 6110 CCM)	Web-based tool to monitor inbound and outbound e-mail usage down to the user level. Domains can be classified.	Save money. No additional hardware is required. It leverages your current investment in 6110 CCM to obtain billing/chargeback capability.

www.mitel.com

1-800-648-3579

Mitel Networks

350 Legget Drive
Ottawa, Ontario
K2K 2W7 Canada
(613) 592-2122

Mitel Networks, Inc.

205 Van Buren Street
Suite 400
Herndon, VA
20170-5336 USA
(703) 318-7020

Mitel Networks Ltd.

Mitel Business Park
Portskewett, Caldicot
NP26 5YR UK
Sales: 0870 9093030
General: 0870 9092020
Int: +44 (0) 1291 430 000

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