

# MiCloud Contact Center

Integrated Tools for Managing and Reporting Contact Center Performance

---

## MiCloud Contact Center

provides companies the sophisticated yet easy-to-use tools they need to manage, measure and optimize call center performance. It combines the Mitel communications platform, Automatic Call Distribution (ACD) and a modular suite of feature-rich, cloud-based applications for streamlining contact center management and resolving customer inquiries from the first point of contact.

### MiCloud Contact Center is ideal for companies that:

- Need an affordable and feature-rich system
- Have 100 or fewer agents and 10 or fewer supervisors
- Run core voice reports (from over 90 report templates)
- Want a system that will enable them to grow and quickly add new agents

**Improve Productivity** — Desktop productivity tools – with integrated online presence, agent and queue control – enable agents to identify customers, conference in product experts and improve communications and call handling. Supervisors can change agent and queue availability, and adjust to unplanned call volumes.

**First call resolution** — Route calls to the most appropriately skilled agent based upon predefined agent skill levels.

**Monitor and Manage** — Real-time and historical reporting that provides contact center supervisors with the information they need when they need it to manage effectively. Identify problem areas, analyze trends in performance and make smart decisions.



Powering connections



## MiCloud Contact Center Contact Center Includes:

### **AUTOMATED CALL DISTRIBUTION (ACD)**

ACD helps businesses optimize resources by enabling them to handle large numbers of incoming customer calls and answer them with as few trained agents as possible. An ACD system routes incoming calls to the longest idle agent within a specific agent skills group. If no agents are available, calls are queued and forwarded to an agent when one becomes available.

### **ACD GROUP PRESENCE**

ACD Group Presence permits an agent to selectively join or leave an agent group (or a collection of agent groups) instantly without logging in or out.

### **ACD AGENT HOT DESKING (WITH OPTIONAL PASSWORD PROTECTED LOGIN)**

The ACD Agent Hot Desking feature allows an agent to log in to any ACD group and have the system apply the agent's personal phone profile to that ACD group. After the agent logs in to the ACD group, the agent has access to his or her own personal speed calls, features and phone settings. If you use ACD Agent Hot Desking in a call center, you do not have to provide agents with separate phones for their personal use. Instead, you can make a pool of shared phones available to many agents and any ACD group that an agent logs into will also function as the agent's personal phone.

After logging in as an ACD hot desk agent, you can use the following personal phone features and change the following settings:

- Callback Messages (message waiting indicator)
- Auto Answer
- Do Not Disturb (DND)
- Last Number Redial
- Triple Ring Callbacks
- Advisory Status Message

### **QUEUE PRIORITIZATION**

Assign priority levels to each ACD path that determine how the system handles queued calls, what system resources to use, when the call is to be answered and which group will answer the call. For example, a queue receiving expensive incoming calls – such as collect long distance – can be assigned as a high-priority queue so those calls get answered first.

### **PREDICTIVE ROUTING**

Predictive routing provides the ability to overflow calls from one group to another based on historical answer times from agents in that group.

### **SKILL PROFICIENCY ROUTING**

Within any skill group, agents can be assigned a skill proficiency level (from 1 to 500). Calls to a skill group are then routed to the highest skilled available agent. If agents of equal skill proficiency are available, the call is routed to the longest idle agent. This ensures each call gets to the best available resource to meet the customer's needs. Agents appearing in more than one skill group may be assigned a different skill proficiency level for each group.

## REMOTE AGENTS

Extends full voice and data capabilities enjoyed by agents in your contact center to agents working at home or remotely. All a remote agent needs to be a fully integrated member of the contact center team is a Mitel IP phone, a PC, a home router and high-speed internet connection.

This enables you to:

- Grow your contact center beyond the limits of its current facilities without increasing overhead
- Offer agents the option of working at home without the need, expense or hassle of a daily commute
- Recruit new skilled agents from outside your geographic area without requiring them to relocate
- Retain the services of skilled agents who move away from your operation due to relocations

## HISTORICAL REPORTING

MiContact Center Management reporting provides supervisors with enterprise-wide historical statistics that paint both the big picture and the call-by-call performance of each agent. Supervisors can generate, schedule and share reports over any date and time horizon. They can readily measure and demonstrate contact center performance against service level objectives and optimize contact center operations.

## QUEUE AND INDIVIDUAL AGENT REPORTING

Queue reporting enables supervisors and management to determine how queues are performing, monitor staffing levels, identify problems and analyze trends.

Individual agent reports provide insights on agent activity and performance, such as the amount of time an agent spends on ACD calls, on inbound non-ACD calls and on outgoing calls. These reports also show how much time an agent spends in Do Not Disturb and Make Busy, and the duration of time an agent is logged into a group.

This kind of information helps the supervisor monitor and assess agent and agent group productivity and performance, and to answer questions such as: Are there enough agents to meet the call load? Are there too many agents? Are agents spending too much time in Do Not Disturb or Make Busy?



## REAL-TIME QUEUE MONITORING FOR SUPERVISORS AND AGENTS

The Contact Center Client module provides customizable real-time monitors with visual, auditory and email alarms. Supervisors are notified immediately of changing call volumes and customer service issues so that they can respond, to ensure service levels are maintained. They can instant message employees to coach them as well as broadcast real-time statistics and messages on marquee monitors.

Agents are provided with up-to-the-second statistics so that they always know the status of team members before they go on breaks or transfer calls. Shared profiles with real-time alarms configured alert employees when they deviate from corporate service goals.

With integrated real-time availability and online presence, employees can instantly locate and conference in available product experts as well as identify who other agents are speaking with using caller ID. Agents can share information with other agents involved in a call to provide additional context about customer transactions upon a call transfer. They can avoid blind transfers and callbacks, and resolve customer inquiries in a single transaction.

## BROADCAST MESSAGING TO AGENTS/SUPERVISORS

Send messages / broadcast to agents and supervisors quickly and securely.

### OVERFLOW

Overflow enables calls to be redirected from a primary agent group to another in the event of high call volumes when agents of the primary group are busy. This reduces the primary call group's workload improves call answer times and ensures that service level goals are met.

A path contains one primary agent skill group and can have up to three overflow groups. Calls that overflow maintain their position in queue and are queued simultaneously against all agent skill groups that have been overflowed to expand the pool of agents that can take the call. Group overflow timers determine how long a call waits before overflowing.

### PREDICTIVE OVERFLOW

Predictive overflow determines whether a newly-queued call to an agent skill group should be immediately overflowed or sent to the next agent skill group. The average call duration is based on the average agent talk time, including the work timer. If the system predicts that a call will not be answered before the overflow timer expires, the system places the call in overflow before the timer expires.

### INTERFLOW

Interflow is a time-based or load-based feature that takes an ACD call out of the path and routes it to the interflow answer point (if one is programmed). It enables a call to be taken out of a queue and given an alternative treatment. The call may interflow to a voice mail system, another ACD queue with a higher priority, a Recorded Announcement Device or another extension answering point.

### UNAVAILABLE AGENT SKILL GROUP ROUTING

An agent skill group is unavailable if all agents are logged out or in Do Not Disturb. Calls that are directed to an unavailable agent skill group are prevented from being queued. An immediate overflow is attempted. If all agent skill groups within a path are unavailable, then the path is unavailable and Path Unavailable handling is used.

## PATH / QUEUE UNAVAILABLE ROUTING

When a path or queue is unavailable, calls can be routed to a Path Unavailable answer point such as an attendant, voice mail, another ACD path or a system speed call number. This allows the supervisor the choice of where to send calls received after hours or during holidays.

An ACD path becomes unavailable in the following situations:

- The path directory number is remotely placed in Do Not Disturb (DND) mode
- The primary and all programmed overflow agent skill group directory numbers are remotely put in DND mode
- All members of all agent groups in the path are logged out
- A combination where all agent groups are either in DND mode or have no agents logged in

### DIAL OUT OF QUEUE – FIRST RAD MESSAGE ONLY

Callers in an ACD path can dial out during or between RAD messages, if they cannot wait for an agent to answer or if they want to change their current action. This gives the caller the opportunity to exit the wait queue and choose to be rerouted to an alternate answer point as programmed on the switch. This allows callers to control their own choices, and thereby reduce abandon rates. Instead of losing business, this provides options in the event a caller does not have time to wait.

### SILENT MONITORING

Silent monitoring enables a supervisor to monitor calls for quality purposes.

- **Silent Monitoring: User** – Silently listen to an agent's telephone conversation in real-time, with or without the agent's knowledge.
- **Silent Monitoring: Group** – Scan active calls in a group and silent monitor calls of their choice.
- **Silent Monitoring: Barge** – While monitoring a call, supervisors may join the call.
- **Silent Monitoring: Help Request** – During a call, an agent can request help from a supervisor, alerting them via the phone display to start silently monitoring the agent's call.

## AUTO ANSWER

As soon as an agent becomes available, the next incoming call is presented via a short ring, and then their phone automatically answers the call.

## MAKE BUSY (WITH REASON CODES ON MCD)

Agents can use the Make Busy feature to temporarily stop receiving ACD calls without having to log out and then log back in. This ensures that an agent does not receive calls while they are unavailable to answer them. Reason codes enable agents to select a reason for their Make Busy status from a predefined set of options.

## DO NOT DISTURB (DND)

The Do Not Disturb feature makes an agent's phone inaccessible for all internal and ACD calls.

## WORK TIMER

A programmable time period (max of four hours) after each call that enables an agent to complete required tasks prior to receiving their next ACD call. This allows agents to fine tune their own performance by giving them a set time to complete paperwork and wrap up other activities before accepting another call, thereby reducing agent frustration.

## QUEUE STATUS ON PHONE DISPLAY

Enables agents to view some basic queue statistics on their telephones, including group name, the number of active agents in the group, the number of calls waiting in the group queue, and the length of time the longest call has been waiting.

MiContact Center Management empowers companies to:

- Gather real-time business intelligence to optimize resources and operations
- Respond immediately to changing contact volumes
- Simplify data management, save time and lower the administrative overhead
- Maintain business continuity during an outage
- Analyze when and why service problems occurred
- Coach individual employees and communicate essential information to all employees
- Understand the complete context of customer transactions
- Immediately notify employees when they are not meeting company service goals
- Ensure that the MiContact Center Management database and the telephone system are always synchronized for accurate reporting