

Mitel Cloud Services Voice

Powerful phone channel capabilities & cloud flexibility for your Contact Center

Key Features

- Inbound numbers
- Intelligent routing
- Flexible distribution
- Blended inbound/outbound agent states
- Progressive dialer



If you manage a traditional brick-and-mortar contact center, you likely deal with multivendor, on-premise systems that are rigid and make it difficult to respond quickly to business needs. At the same time, fluctuations in call volume can make it even more challenging to manage which agents handle inbound and outbound calls, especially across multiple centers or within a distributed workforce.

The cloud-based Mitel® MiContact Center Live can provide you with unprecedented flexibility, agility and control in your contact center. Specifically, the Mitel Cloud Services Voice application brings robust phone channel capabilities together, including:

- *Inbound calling*
- *Automated and manual outbound dialing*
- *Interactive voice response (IVR)*
- *Integrated multichannel agent desktop and phone panel*

Inbound

Maximize every inbound call to provide the best customer interaction and experience.

By leveraging the intelligent multichannel routing capabilities of the MiContact Center Live Platform,

Mitel Cloud Services Voice gives you complete control over inbound call routing and ensures that each call is routed to the best available agent, regardless of their location or telephone transport method (PSTN or VoIP).

FEATURES:

- **INBOUND NUMBERS** – *Deliver your customer's calls via toll free or direct dial (DID) numbers to MiContact Center Live Platform via SIP if connected to our data center, or a PSTN network of your choice.*
- **INTELLIGENT ROUTING** – *Use the information you have about your customer to find the best agent to help with their needs.*
- **FLEXIBLE DISTRIBUTION** – *Enable your customer care specialists to service your customers seamlessly whether they are located at contact center locations or scattered across the globe.*



Outbound

Manage your outbound dialing campaigns intelligently while improving your agent productivity and customer experience.

With automated preview and progressive dialers, Mitel Cloud Services Voice removes all the manual aspects of outbound dialing so that your agents can focus on delivering better results. For contact centers that have fluctuating inbound call volume, Mitel Cloud Services Voice fully supports blended inbound/outbound agents, allowing agents to take inbound calls during call spikes and make outbound calls during lulls. Plus, the on-demand outbound functionality can be rapidly configured and deployed with flexibility across any or all of your agents, making it ideal for telemarketing, surveys, telesales or fundraising campaigns.

FEATURES:

- **BLENDED INBOUND/OUTBOUND AGENT STATES** – *Adjust agents quickly based on immediate needs.*
- **PROGRESSIVE DIALER** – *Automatically dial leads when an agent becomes available, filtering non-human contacts and increasing agent utilization.*
- **PREVIEW DIALER** – *Enables agents to preview the customer record immediately before the outbound dial in order to deliver a better customer experience and maximize lead conversion.*
- **WRAP-UP CODES** – *Ability to disposition calls (to add to DNC list or to mark for future follow-up)*

IVR (Interactive Voice Response)

Improve your customer experience quickly and easily with touchtone IVRs you can design and build yourself.

Mitel Cloud Services Voice provides an integrated routing & IVR platform, enabling the business user to customize self-service, customer segmentation or routing IVR applications in just minutes, without the need for IT involvement. With Mitel Authoring, a user-friendly drag and drop interface gives you the power to make adjustments in a snap and incorporate intelligent routing based on customer information into your call flows. Mitel Cloud Services Voice also offers speech-enabled applications, touchtone call routing and post-call surveys.

Mitel Engage: The Integrated Agent Desktop

Improve agent performance with Mitel Engage, a powerful, flexible and easy-to-use agent desktop that enables agents to engage better and faster with customers across any contact channel, including voice, email, SMS, chat, Facebook and Twitter.

Through a 100% web-based agent desktop and phone panel, Mitel Cloud Services Voice supports inbound/outbound calling with a common set of telephony controls for agents and also easily integrates with third-party desktops with URL-triggered screen pops.

For agents working in the leading CRM platforms such as Salesforce.com and RightNow, the CTI Adapter in Mitel Cloud Services Voice provides full functionality – including call controls, click to dial, presence management, screen pops, automated case updates – for agents within the CRM user interface. And for agents working in proprietary environments, Mitel Cloud Services Voice provides a Desktop API that allows you to build a customized UI to fit your needs.

MiContact Center Live Applications Support a Complete Contact Center Platform

MULTIMEDIA

- **CHAT AND EMAIL** – Communicate with customers in the channel of their choice and “pivot” to the other channels as needed to deliver better customer experience
- **TWITTER, FACEBOOK AND SMS** – Listen, analyze and respond quickly to customers in social channels – or “pivot” the conversations to private channels when appropriate

RECORDING

- **CALL RECORDING** – Record every interaction with 100% 8-bit call recording and address performance issues before they affect service levels and business outcomes
- **INDUSTRY-FIRST CLOUD-BASED SCREEN RECORDING** – Get even more performance and compliance coverage by combining call recording with video of agent desktop activity, without any hardware or software limitations

REAL TIME AND REPORTING

- **HISTORICAL REPORTING** – Powerful reporting tools provide critical information to the business user in just a few clicks
- **LIVE DASHBOARDS** – Critical dashboards give you immediate visibility into operations

CALL FLOW AUTHORIZING

Quickly create contact flows into your contact center and dynamically change routing rules based on current business needs – all manageable by the business user without IT involvement.

Mitel Cloud Services Voice

| Features | Basic | Professional | Enterprise |
|---|-------|--------------|------------|
| Voice | • | • | • |
| ACD Skills-Based Routing | • | • | • |
| IVR | • | • | • |
| Real Time and Reporting | • | • | • |
| Silent Monitoring | • | • | • |
| Speed Dial | • | • | • |
| Call Flow Authoring | • | • | • |
| Outbound Dialing | – | • | • |
| Chat & Email | – | • | • |
| Callback | – | • | • |
| CTI / CRM Integration | – | •* | •* |
| Data Exchange | – | • | • |
| Surveys | – | • | • |
| Social (SMS, Facebook, Twitter) | – | – | • |
|  | – | • | • |
| | – | – | • |

*Optional add-on