

# Mitel Contact Center Management Demo Guide

May 2007

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## 1. Reporting

The following steps lead you through the reporting functionality step by step.

### Step 1. Launch the Demo Contact Center Management website.

- ✓ On the demo welcome page, click **Contact Center Management website**.

### Step 2. Navigate the reporting tab.

- ✓ Did you know Mitel Customer Interaction Solutions offers over 425 standard reports?

### Step 3. Create on-demand reports.

- ✓ Click **Reporter > Voice > Agent Reports**
- ✓ You specify the following reporting options when you create a report:

On the Basic tab, you would select

- Report Type
- Agent or Agent Group
- Days to include
- Start and End date
- Start and End hour
- Interval

On the Advanced tab, you would select

- Microsoft Excel Distribution (to email reports to internal or external recipients)
- Report Printing

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## Step 4. View previously created reports.

**NOTE:** The reports are in Microsoft Excel format. You must have Microsoft Excel installed on your computer to view these reports.

- ✓ Click **Report Inbox > Today's Reports**
- ✓ Review the top 5 reports used for voice media

### 1. Queue Performance by Period

The Queue Performance by Period report shows traffic level highs and lows, and the service level you provide at these times. Run this report each day and watch for trends in the traffic level, abandon rate, and service level.

### 2. Queue Group Performance by Queue

The Queue Group Performance by Queue report compares queues, and provides information on the performance of your entire contact center.

### 3. Queue Group (Abandon, Answer, Handle) Spectrum by Queue

The spectrum reports provide valuable information on how calls are dispersed in your contact center. You can configure abandon, answer, and handle thresholds, and describe the percent breakdown by time for

- **Calls Abandoned** answers: What was the greatest duration a caller waited before hanging up? What was the average time a caller waits in queue before hanging up?
- **Calls Answered** answers: Which caller waited in queue for the greatest duration before an agent answered? How quickly are most calls answered?
- **Calls Handled** answers: What was the greatest duration an agent spoke to a caller? How quickly do most agents complete a call?

### 4. Agent Group Performance by Period

The Agent Group Performance by Period report allows you to identify trends in agent group performance. This report tells you how many agents are logged on, and how an agent group's performance varies throughout the day.

### 5. Agent Group Event by Period (hh:mm:ss)

The Agent Group Event by Period (hh:mm:ss) report lets you compare the performance of agents who perform similar jobs. This report provides the shift time by agent, and a variety of call counts and peg counts for phone usage, such as unavailable times.

### ✓ Email Queue and Queue Group Performance by Period reports

The Queue and Queue Group Performance by Period reports show the email activity of a queue or queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

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- ✓ **Fax Queue and Queue Group Performance by Period reports**  
The Queue and Queue Group Performance by Period reports show the fax activity of a queue or queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.
- ✓ **Chat Queue and Queue Group Performance by Period reports**  
The Queue and Queue Group Performance by Period reports show the chat activity of a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

## Step 5. Open a report.

- ✓ Find a report you want to view and click the corresponding **View** link.

## Step 6. Create on scheduled reports.

- ✓ Click **Reporter > Voice > Scheduled Reports**
- ✓ Scheduled reports provide the call center supervisor the flexibility to setup reports to email or print automatically, to selected user(s). One or more reports can be assigned to a schedule.
- ✓ Once call center supervisors know which metrics they need regularly and when then must be delivered to the recipient, Scheduled reports enables supervisors to automate their reporting requirements.

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## 2. Forecasting

The following steps lead you through the forecasting tool.

### Step 1. Launch the Demo Contact Center Management website.

- ✓ On the demo welcome page, click **Contact Center Management website**.

### Step 2. View the Forecasting tool.

- ✓ Click **Tools >Forecasting tab**
- ✓ You can create forecasting reports on historical statistics to determine how many agents you need to staff your contact center.
- ✓ Using “what if” scenarios empower call center supervisors to forecast call center staffing requirements for growth expectations

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## 3. Real Time

This section is designed to take you through each monitor step by step, but you can select the real time displays in any order you like.

### Step 1. Launch the Demo Contact Center Client.

- ✓ On the demo welcome page, click **Contact Center Client**.
- OR**
- On the demo Contact Center Management website, click **Real Time > Contact Center Client**.

### Step 2. Build a Contact Center Client profile.

- ✓ Click any of the real time options to build a Contact Center Client profile. Users can save profiles of their monitor selections and personal settings.

### “by position” monitors

- ✓ Click the **Position** icon in the Contact Center Client toolbar. The Agent State by Position monitor appears.
- ✓ This real time monitor displays agent states according to where they are located in a grid pattern.
- ✓ Notice the background colors of the agents change. The colors represent alarms, or thresholds you can customize. These colors (alarms) are configurable by the user and can be saved as part of a profile. For example, colors change depending on the time the agent spends in a particular state (such as the length of time on an ACD call, non-ACD call, Idle, Make Busy, etc.).

### “by time” monitors

- ✓ Click the **Time** icon in the Contact Center Client toolbar. The Agent State by Time monitor appears.
- ✓ This display is similar to the Agent State by Position display except the agents are grouped in columns according to the state they are currently in.
- ✓ The columns (from left to right) are ACD, Idle, non-ACD, and Unavailable.
- ✓ The number of agents in each state is shown in brackets in the column heading.
- ✓ The color changes are based on alarms set by the supervisor and reflect the time spent in each state (similar to the “by position” monitors).
- ✓ “by time” monitors are considered by some to be the most useful real time displays for supervisors because they show, at a glance, what all your agents are doing right now. For example, it quickly answers: Is everyone busy on a call? Are they all idle? Is everyone on break at the same time?

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- ✓ This real-time information is critical to supervisors so they can adjust to changing call volumes quickly.

## Shift monitor

- ✓ Click the **Shift** icon in the Contact Center Client toolbar. The Agent Shift monitor appears.
- ✓ This monitor displays shift-based statistics for any number of agents that you want to see.
- ✓ It shows the real time state of selected agents as well as their personal statistics since the beginning of the shift.
- ✓ This monitor is typically used by individual agents so they know their performance statistics as their shift progresses.

## Queue and queue group “by period” monitors

- ✓ Click the **Period** icon in the Contact Center Client toolbar. The Queue by Period monitor appears.
- ✓ The Queue by Period display shows the selected queue’s call handling performance in 15 minute increments since the queue opened.
- ✓ This monitor is excellent for spotting trends in the calls coming into the queue, as well as quickly spotting high abandon rates or other issues via alarm notifications.

## Queue and queue group “now” monitors

- ✓ Click the **Now** icon in the Contact Center Client toolbar. The Queue Now monitor appears.
- ✓ The Queue Now monitors display statistics for one or more selected queues.
- ✓ This monitor is essentially the real-time equivalent of the Queue Performance by Period report and shows the cumulative queue performance from the time the queue opened today.
- ✓ This is a very powerful monitor and is one of the top 3 used by most contact centers because it displays all key queue statistics in a single line display, including: number of calls currently waiting in queue and the number of available agents.
- ✓ In addition, users can “drill down” to agent statistics. Clicking the “+” links for each queue displays detailed information about the agent groups answering calls for that queue and individual agent statistics for agents associated to the agent group(s).

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## Real-time charts

- ✓ Click the **Charts** icon in the Contact Center Client toolbar.  
The Queue Now chart appears.
- ✓ Charts are graphical representations of the real-time queue displays.  
Notice how the chart updates in real time to reflect actual performance in the selected queues or queue groups.

## Real-time marquee

- ✓ Click the **Marquee** icon in the Contact Center Client toolbar.  
The real time desktop reader board appears.
- ✓ This is a very versatile monitor.  
It can be formatted for a custom look and feel with a wide variety of fonts and color schemes.  
Both static messages and real time parameters can be configured in this display on either a single line (to save desktop real estate) or multiple lines.
- ✓ Real time parameters can be configured to change color according to user defined thresholds. For example, for any queue the marquee can display the current Service Level in **red** if the service level is below target, or **green** if Service Level is above the goal.

## Contact Center Chat

- ✓ Click the **Contact Center Chat** icon in the next toolbar to see the built-in chat feature.
- ✓ The animation shows a typical chat session taking place in Microsoft Office Communicator.
- ✓ Chats are typically initiated by clicking an agent cell in a Contact Center Client real-time monitor.  
In the monitors agents and supervisors can see who is available and then quickly chat with them to resolve an issue.
- ✓ Chat is an effective way for agents to communicate with their supervisors and vice versa, particularly in geographically dispersed call centers.  
NOTE: The basic chat functionality, with contact center presence, is a standard feature of Contact Center Client. For extended presence, Microsoft Office Communicator must be installed.

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## 4. Softphone

### Step 1. Launch the Demo Softphone.

- ✓ On the demo welcome page, click **Softphone**.  
**OR**  
On the demo Contact Center Client menu, click **Softphone**.

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NOTE: This demo is not interactive – it presents an animation of a typical soft phone scenario.

- ✓ The user interface is virtually identical for ACD PhoneSet Manager (computer desktop functionality of a physical phone) or ACD Softphone (pure soft phone: no physical phone required, only a USB headset).

## Soft phone scenario

- ✓ **Logging on:** Agent logs in via the Actions drop down list. Note that all agent login ID's and extensions are available from a drop down list so the agent can log in to multiple queues as required. Also note the agent state icon changes to "Idle".
- ✓ **Pop up notification:** A screen pop indicating an incoming call appears on the desktop. The screen pop shows the origin of the caller in the header (if this was an ACD call the queue information would be displayed) as well as the caller line ID.
- ✓ **Answering the call:** The agent clicks on the screen pop to answer the call.
- ✓ **On a call:** The agent is now talking with the client (talk time is shown in Softphone window).
- ✓ **Assigning an Account Code:** If required the agent can select an account code from a drop down list to classify this call as a Sales Support call. (A report can be generated on the use of account codes by agents to provide more granularity on the types of calls being handled.)
- ✓ **Transfer/conference:** During the call the agent needs to conference in a colleague. The "conference" icon in the menu bar is selected to automatically put the caller on hold. The agent then dials the extension number of the colleague and is now talking to Maria.  
Maria agrees to join the calls so the agent clicks the conference icon again to initiate a 3-party conference call. You can see this visually from the drop-down list.
- ✓ **Ending a call:** The call concludes and the agent hands up by clicking on the hang-up icon on the menu bar. The agent is again idle and ready to take the next call.

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## 5. Interactive Contact Center

### Step 1. Launch the Demo Interactive Contact Center.

- ✓ On the demo welcome page, click **Interactive Contact Center**.  
**OR**  
On the demo Contact Center Client menu, click **Interactive Contact Center**.  
NOTE: This demo is not interactive – it presents an animation of the features of Interactive Contact Center.
- ✓ Interactive Contact Center provides the ability for
  - Supervisors to control agent and queue states in real time from real-time monitors in Contact Center Client.

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- Agents to control their own states in real time from real-time monitors in Contact Center Client.
- √ Interactive Contact Center allows supervisors to quickly react to changing conditions in the contact center by:
  - Remotely logging agents out of a quiet queue and into a busy one,
  - Removing agents from Make Busy so that they can begin taking calls
  - Remotely opening and closing queues to avoid excessive abandoned calls

## Interactive Contact Center functionality

- √ **Monitor Control:** The supervisor clicks in the Position monitor and selects Monitor Control. The monitor control acts on all devices in the display at the same time (for example, as supervisor can change the state of all agents in one action).

The available actions are:

- Log off – logs off ALL agents in the monitor
  - Set Make Busy – by reason code from a list
  - Remove Make Busy – removes ALL agents from Make Busy
  - Set Do Not Disturb – sets ALL agents to DND
  - Remove DND – removes ALL agents from DND
- √ **Agent Control:** The supervisor clicks again and selects Agent control. All actions for Agent control affect the selected agent only. Interactive Contact Center also enables agents to control their own states from real-time monitors in Contact Center Client

The available actions are:

- Log on – logs that agent on. Can select from multiple login ID's.
- Log off – logs that agent off
- Set Make Busy – set agent to make busy by reason code from a drop down list
- Remove Make Busy – removes selected agent from Make Busy
- Set Do Not Disturb – sets selected agents to DND
- Remove DND – removes selected agents from DND

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## 6. Interactive Visual Queue

### Step 1. Launch the Demo Interactive Visual Queue.

- √ On the demo welcome page, click **Interactive Visual Queue**.  
**OR**  
On the demo Contact Center Client menu, click **Interactive Visual Queue**.  
NOTE: This demo is not interactive – it presents an animation of the features of Interactive Visual Queue.
- √ Interactive Contact Center provides the supervisor, or authorized user, the ability to view calls waiting in queues in real time from within the Contact Center Client application, as well as redirect calls on demand.

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## Interactive Visual Queue functionality

- ✓ **Viewing monitors:** The supervisor clicks on the Queue Now real time icon and selects Interactive Visual Queue monitors. Then the specific queues to be monitored in this case are Gold and Silver queues.
- ✓ **Color indicators:** Different Colors are used to quickly identify priority callers. It is important to point out that in addition to assigning different colors (in this case green, yellow and red) to indicate the relative state of each caller, the following additional notifications are also available:
  - **Performance variables**—You can specify notifications for are Caller #, Caller Name, Priority, Time in Queue, Time in System and number of queue hops
  - **Font color**—You can configure it in addition to the background color
  - **Sound**—the alarm can be played when an threshold is reached. The sound can be a simple beep or a specific wav file the user can record for that specific event (ie. “key customer waiting in sales queue for more than 5 minutes”)
  - **Popup**—A text box can pop up on screen to display any text the user types in.
  - **Window on top**—Contact Center Client can be configured to appear on top of all other applications if an alarm/threshold is triggered.
  - **Email notification**—An email message can be sent when an alarm/threshold is triggered.
- ✓ **Redirecting a priority caller:** Fred Davis – a Gold level client - has accidentally dialed into the Silver queue, so the Supervisor clicks Fred position in queue and redirects him to the Gold Queue.  
NOTE: Queues open in Interactive Visual Queue are listed in the drop down list as available to accept the call.
- ✓ **Redirecting a call to an extension:** Greg Brown has been waiting too long in the Silver Queue, so the Supervisor decides to redirect the call directly to her extension 1234.
- ✓ **Dragging a call to another queue:** The Supervisor can drag a call from one queue and drop it onto to another. In addition to providing priority service, this is an effective way to manage high call volumes.

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## 7. Auditor

### Step 1. Launch the Demo Auditor.

- ✓ On the demo Contact Center Client menu, click **Auditor**.  
NOTE: This demo is not interactive – it presents an animation of the features of Auditor.
- ✓ Auditor provides the ability for
  - Supervisors to replay past contact center events, either in real-time or accelerated time.

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- Troubleshooting issues (for example, complaints from customers that they could not get through to an agent).
- Studying the behavior of agents and queue to aid in improving ACD design.

## Auditor functionality

- ✓ **Monitor selection:** The supervisor decides which real-time monitor to use when playing back the data.  
**NOTE:** Any real-time monitor, with the exception of the marquee, Softphone and Network Monitor, can be viewed in Auditor mode.
- ✓ **Date and speed settings:** The date and playback speed are then selected.
- ✓ **Slider control:** You can use the slider to select the time to begin the playback.
- ✓ **Play controls:** The manager pushes the play button to begin playback.  
**NOTE:** The Step size (in seconds) and Jump increment (in minutes) can be used for fine tuning the playback to pinpoint exactly where the problem occurred.

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## 8. Network Monitor

### Step 1. Launch the Demo Network Monitor.

- ✓ On the demo Contact Center Client menu, click **Network Monitor**.  
**NOTE:** This demo is not interactive – it presents an animation of the features of Network Monitor.
- ✓ Auditor provides the ability for
  - Supervisors to replay past contact center events, either in real-time or accelerated time.
  - Troubleshooting issues (for example, complaints from customers that they could not get through to an agent).
  - Studying the behavior of agents and queue to aid in improving ACD design.

## Network Monitor functionality

- ✓ **Network Monitor toolbar:** The Supervisor can see the Network Alarm toolbar, which provides a summary of the number of alarms and warnings current active.
- ✓ **Opening Network Monitor:** The Supervisor clicks on the toolbar to open the Network Alarm screen.
- ✓ **Media server status:** The Media Servers currently in critical alarm mode are shown. Notice that that alarm status of each media server can be “rolled up” into a single line display. This is handy for large enterprises with many media servers.

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- ✓ **Streaming data:** Once expanded, the Supervisor can click the Data Link button to view streaming data (ACD and SMDR) and to further diagnose the problem.
- ✓ **Notifications:** A key feature of the Network Monitor is the ability to set media server alarms and notifications. You can do this clicking anywhere within Network Monitor and selecting this option. Similar to other real-time monitors, notification options are: font and background color, sound, screen-pop, and email. An IT administrator can configure this monitor to send an email to her mobile device whenever there is a problem with one of the servers. This is very powerful notification and enables companies to address critical issues immediately!

## 9. WallBoarder

**Step 1.** Launch the Demo Contact Center Management website.



- ✓ On the demo welcome page, click **Contact Center Management website**.

**Step 2.** View WallBoarder configuration.

- ✓ Click **Real Time > WallBoarder**
- ✓ Both serial and IP enabled wallboards are supported in Contact Center Management and are fully configurable from the Contact Center Management website.
- Contact Center Management supports Spectrum wall signs.

**Step 3.** View configuration options.

- ✓ Expand the tree to navigation the wall board options: sign groups, sign variables, sign messages, and sign plans.

**Step 4.** View sign connectivity.

- ✓ Expand the Sign Group list.
- ✓ Click a sign in the group.
- ✓ View the connectivity and properties of the associated wall signs used by Contact Center Management.

**Step 5.** View sign variables.

- ✓ Expand the Sign variables list.
- ✓ Click the variable.
- ✓ Sign variables define the properties (including real-time statistics) of each variable used in the messages.

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## Step 6. View sign messages.

- ✓ Expand the Sign messages list.
- ✓ Click a message.
- ✓ Sign messages defines the properties (including the variables, font, position, color, effect, and display speed) of each message used in the wall signs.

## Step 7. View sign plans.

- ✓ Click **Sign plan** in the tree.
  - ✓ Sign plans define the circumstances and order of when the messages are to be played on the wall sign.
- 

## 10. YourSite

### Step 1. Launch the Demo Contact Center Management website.

- ✓ On the demo welcome page, click **Contact Center Management website**.
- ✓ YourSite provides the ability to create and manage PBX Contact Center configuration, Security, Business Schedules, and Enterprise Alerts in the Mitel solution

### Step 2. View media server configuration.

- ✓ Click **YourSite > Enterprise**
- ✓ Here you select options to configure voice media servers (PBXs), and email, chat and fax media servers for Multimedia Contact Center.
- ✓ Select a media server click the following tabs for configuration options:
  - Phone system type (Mitel SX-2000, Mitel 3300ICP, Mitel 200ICP)
  - Data Collection
  - Data Summary Options
  - MiTAI Options (for Interactive Contact Center functionality and Mitel phone system synchronization)
  - Enterprise Alerts (Network Monitor)
  - PBX Simulation (For demo purposes)

### Step 3. View device configuration.

- ✓ Click **YourSite > Configuration**
- ✓ Here you configure the following devices:
  - Employees and Employee Groups
  - Agents and Agent Groups
  - Queues and Queue Groups
  - Extensions and Extension Groups
  - Trunks and Trunk Groups
  - DNIS numbers and DNIS Groups
  - Account Codes
  - Make Busy Codes
  - Agent Teams
  - Voicemail Extensions

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- ANI (Calling Line Identification)
- Multimedia Contact Center

## Step 4. View schedule configuration.

- ✓ Here you are able to configure business hour rules for the Contact Center and the contact center Queues.
- ✓ Click **YourSite > Schedules**

## Step 5. View Customer Interaction Solutions security.

- ✓ Here you are able to setup security profiles to specify the access to functional areas of the contact center applications.
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## 11. Data Mining

### Step 1. Launch the Demo Contact Center Management website.

- ✓ On the demo welcome page, click **Contact Center Management website**.

### Step 2. View ACD Inspector.

- ✓ Click **Tools > Data Mining > ACD Inspector**
- ✓ ACD Inspector gives you the ability to create on-demand reports of historical statistics to find the “needle in the haystack”.
- ✓ ACD (Automatic Call Distribution) Inspector is designed to search ACD data records collected from the Mitel phone system.

### Step 3. View SMDR Inspector.

- ✓ Click **Tools > Data Mining > SMDR Inspector**
  - ✓ SMDR (Station Message Detail Recording) Inspector is designed to search SMDR data records collected from the Mitel phone system.
- 

## 12. My Options

### Step 1. Launch the Demo Contact Center Management website.

- ✓ On the demo welcome page, click **Contact Center Management website**.
- ✓ My Options enables users logged into the Mitel Contact Center Management to change their personal preferences within the Mitel Contact Center Management system.

### Step 2. View language options.

- ✓ Click **My Options > My preferences**
- ✓ Users can select their language of choice from English, Spanish, Dutch, Mandarin Chinese (simplified), Portuguese, Italian, French

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**Step 3. View language options.**

- ✓ Click **My Options > My preferences**
- ✓ Users can select the number of records displayed per page on the YourSite Configuration web pages.

**Step 4. View security role settings.**

- ✓ Click **My Options > My security role**
- ✓ Users can only view their own security role. They cannot configure security setting here. Users with an unrestricted security role or with administrative privileges must specify security roles in YourSite > Security.

**Step 5. View password configuration.**

- ✓ Click **My Options > Change my password**
- ✓ Users can change their login credentials.

**Step 6. View email contact list configuration.**

- ✓ Click **My Options > My contacts > My email contacts** or **My email contact groups**
- ✓ Users must configure their email contacts and email contact groups here if they want to distribute reports by email.

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## 13. Help

**Step 1. Launch the Demo Contact Center Management website.**

- ✓ On the demo welcome page, click **Contact Center Management website**.

**Step 2. View software downloads available for client and sever setup.**

- ✓ Click **Help > Software downloads / installations**
- ✓ This page contains the links required to set up client computers and install Contact Center Client, and required Microsoft and Adobe supporting software.

**Step 3. View Help files.**

- ✓ Click **Help > Customer Interaction Solutions Help**
- ✓ The Customer Interaction Solutions Help file discusses contact center concepts, contact center management, and the procedures to use the applications in the Customer Interaction Solutions portfolio.

**Step 4. View documentation.**

- ✓ Click **Help > Documentation**
- ✓ The Customer Interaction Solutions documentation includes the system engineering guide, installation guides, user guides, reporting guides, and Contact Center Management tutorial.

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## Step 5. View product licensing information.

- ✓ Click **Help > About your Mitel applications**
- ✓ The License information tab displays your software site key, warranty information, software version, and detailed licensing information on your Customer Interaction Solutions applications.
- ✓ The Contact information tab displays prairieFyre Software contact information if you require support.

**NOTE:** You can register the Contact Center Management software from the Contact Center Management website; however the Help > Register Now page is disabled for the demo.

Thank you for viewing the Contact Center Management Version 5 Demo.

## Contact Information

### Need more information?

Contact your Mitel Channel Partner

Contact a prairieFyre Software Inc sales representative

**Phone:** 613-599-0045

**Email:** [sales@prairiefyre.com](mailto:sales@prairiefyre.com)

Visit the following websites

**prairieFyre Software:** [www.prairiefyre.com](http://www.prairiefyre.com)

**Mitel:** [www.mitel.com](http://www.mitel.com)