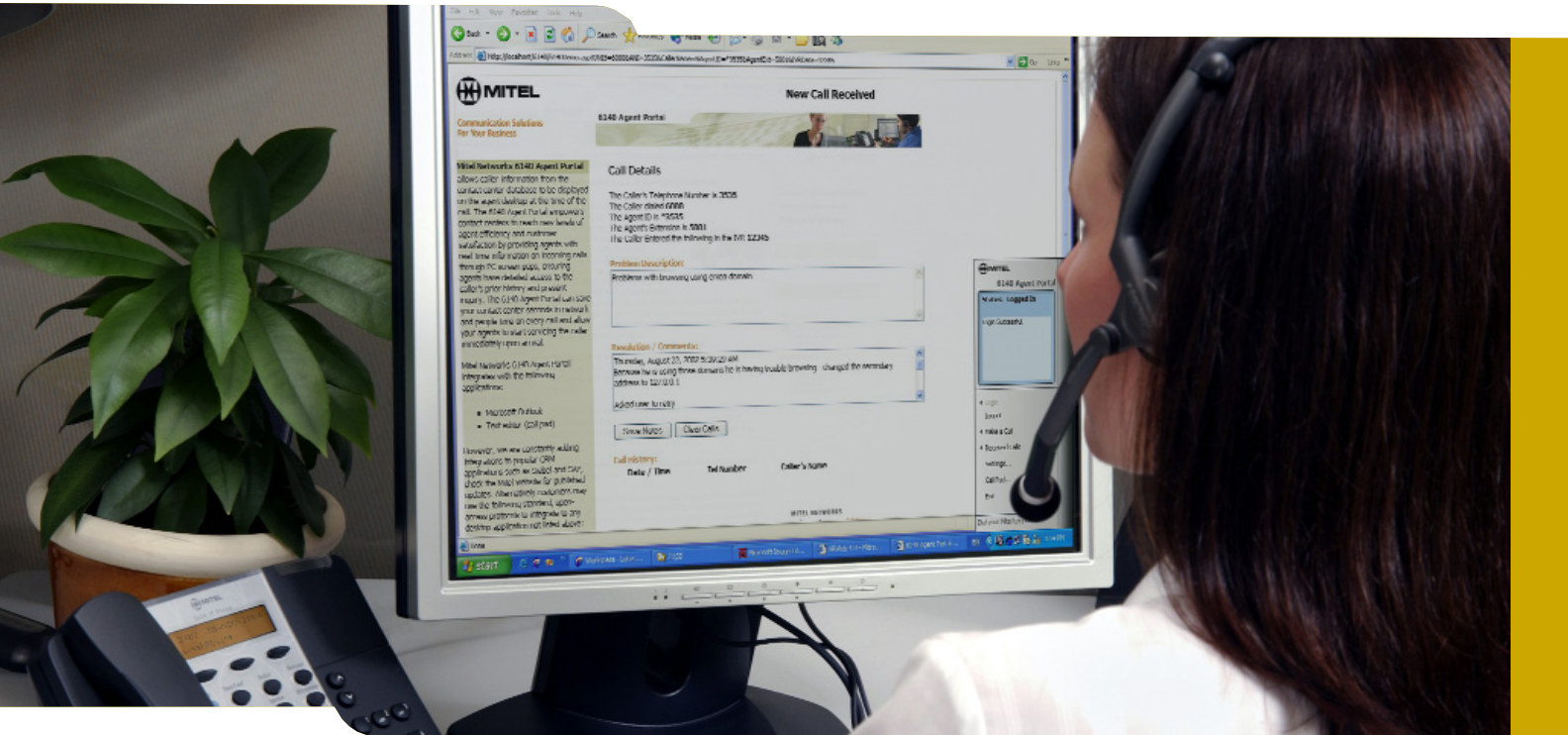


# Custom Development for Contact Centers



The award-winning Mitel® 6100 Contact Center Solutions portfolio provides comprehensive, readily deployable, and cost effective tools for supporting contact center operations and multimedia customer / agent contacts. However, it doesn't stop there. If your contact center requires custom applications to support the specialized requirements of your operations or customers, the 6100 Contact Center Solutions portfolio also includes Mitel MiService Solutions Custom Development to meet your specific needs.

## Application Scenario

### Custom Applications for Contact Centers

The Mitel MiService Solutions Custom Development team has made contact centers an area of specialization and focus, delivering a wide range of customized applications including Interactive Voice Response (IVR) applications, outbound dialing applications, and Customer Relationship Management (CRM) integration services. Contact centers can also call upon MiService Solutions for a broad range of packaged, modular planning, development, implementation and support services to help them get and keep their operation functioning to its fullest potential.

## Mitel Solution

### Interactive Voice Response Applications

The Mitel MiService Solutions Custom Development team offers expertise in the design, development and implementation of advanced IVR solutions tailored to the specific needs of individual contact centers. IVR applications are developed in open Rapid Application Development (RAD) environments for improved interoperability and timely deployments. They can be designed to respond to digits entered by callers or speech recognition. All IVR applications are delivered on an Intel based PC platform running Microsoft® and include a system administration module for



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managing and reporting on the system. IVR applications from MiServices Solutions Custom Development can include the following functionality:

- Voice mail
- Outbound telemarketing
- Information hotline
- Talking classifieds
- Touch-tone order entry
- Text-to-speech
- Automated help desk
- Fax-on-demand
- Chat lines
- Automated attendant
- Audio-text
- Database access
- Customer reminder

### CRM System Integration

Ready access to Customer Relationship Management (CRM) systems is often central to contact center operations. MiService Solutions Custom Development can assist in integrating legacy, custom and new CRM applications into a contact center's information technology infrastructure and operations – smoothly and seamlessly.

### Automated Outbound Dialing Applications

An increasingly popular choice for contact centers providing telemarketing and fundraising services, Automated Outbound Dialing can greatly enhance both the efficiency and effectiveness of these efforts. MiService Solutions Custom Development provides custom Automated Outbound Dialing applications designed, developed and integrated to help contact centers connect with customers.

### Planning and Implementation Services

In addition to custom contact center application development, Mitel also offers planning and implementation services geared toward assisting contact centers in taking fast and full advantage of Mitel products and solutions. From requirement assessment and system configuration to multi-site implementations on-site, Mitel provides the expertise contact centers can count on to make it happen. Offerings include:

- Requirement assessments
- Systems design
- VoIP network assessment, design, verification
- Project management
- Traffic engineering
- Advanced applications support
- Integration and testing
- Voice network engineering
- Custom applications training
- Implementation, integration and optimization
- Training

For details or to purchase, please contact your Mitel Solution Provider, or go online to [www.mitel.com](http://www.mitel.com).

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