

# Mitel MiContact Center Enterprise

NEW IN RELEASE 9.2

Release 9.2



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MiContact Center Enterprise – New in Release 9.2  
Release 9.2 – November 2016

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# INTRODUCTION

This document describes new features introduced in Mitel MiContact Center Enterprise and OAS 9.2.

MiContact Center Enterprise is an All in One, adaptive and flexible platform for UC&C, Mobility, Contact Center, Business Process Automation, Analytics and reporting as well as service and database integration. Release 9.2 continues to build on adding value for customers by providing targeted features enhancing the agent and customer experiences.

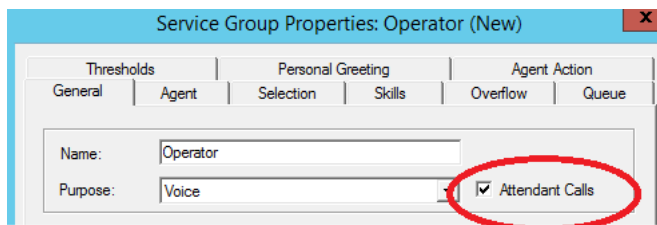
## ATTENDANT AGENT FEATURE

A number of enhancements have been made in both the MiCC Enterprise platform and the MiCC Agent application to enable contact center agents to act as attendants, handling calls from attendant-designated service groups in combination with regular voice service groups, without the need of using InAttend integrated into the contact center. The improvements are in these areas:

- Improved directory search capability in Agent
- Possibility to see presence/line state of other parties
- Keyboard shortcuts in place to access attendant functions
- Recall at no answer for transferred calls
- Camp-on functionality to busy extension

## ATTENDANT CALL SERVICE GROUPS

Service Groups can (when they are created) be tagged as Attendant groups:



Thresholds		Personal Greeting		Agent Action	
General	Agent	Selection	Skills	Overflow	Queue
Name: Operator					
Purpose: Voice		<input checked="" type="checkbox"/> Attendant Calls			

When incoming calls arrive to service groups designated for Attendant Calls, the Directory tab on the Agent will be opened and focus will automatically be set to the Directory search field, allowing the agent to easily search for a consulted party.

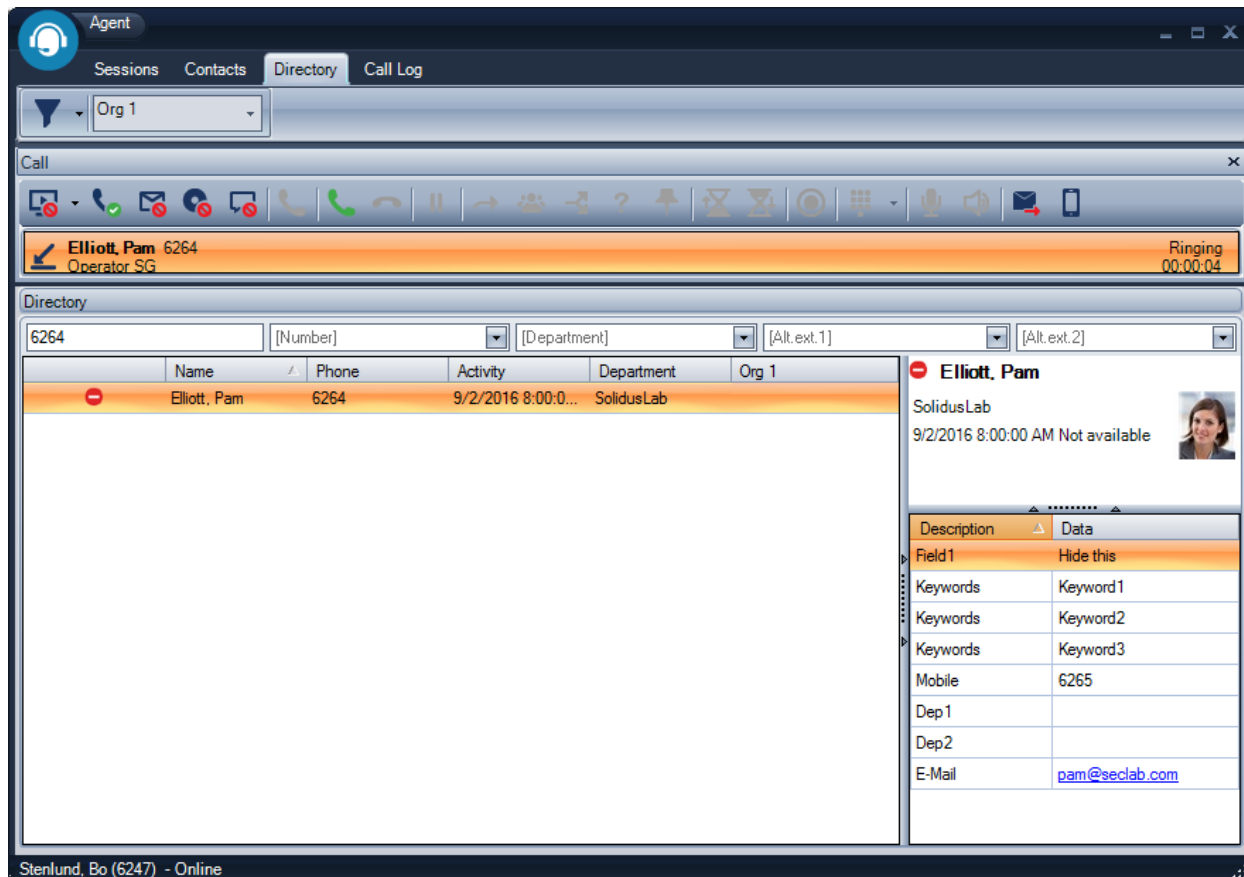
Consultation call handling is modified when handling calls from Attendant service groups. If the call is placed on hold, a regular consultation call will be performed, allowing the agent to perform a supervised transfer.

If the consultation party is called directly, either by selecting a party from the directory or entering the called number, the consultation call will be handled as an operator call. The call will be diverted to the consulted party, and recall the agent if it fails to reach the consulted party.

## DIRECTORY SEARCH

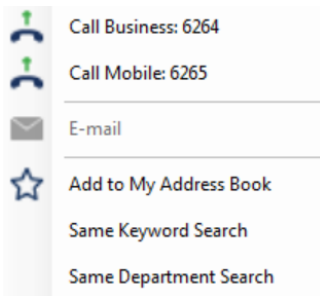
As before, the CMG directory, up to 5 LDAP directories and optionally the agent's personal contacts from Outlook can be selected for the directory search.

When a call to an attendant Service Group is delivered to an agent (with Attendant Agent privilege and acquired attendant agent license), the Directory tab is opened and Directory look-up information related to the caller is shown to the agent. The agent can now start searching the directory for the person the caller wants to be connected to:



The Advanced Search dialog is removed, as it is now possible to search across multiple fields directly from the Agent directory. The Agent directory allows a search to be performed on up to five search fields. The first search field is an open ended progressive search, which will detect name or number. Four additional search fields can be configured by the agent and updated dynamically. Each field can be configured to search on Number, Department or any configured CMG or LDAP search field. If information is entered in multiple search fields, an "AND" search will be performed, so only entries matching all search criteria will be displayed.

Right-mouse clicking on a selected directory entry displays a menu of additional options:



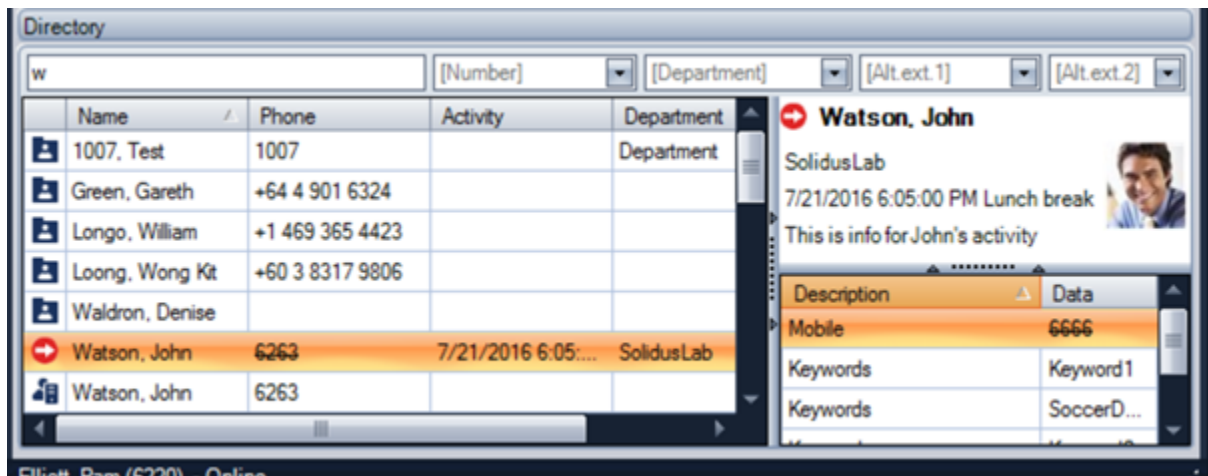
Selecting the Same Keyword Search (CMG only) or Same Department Search (CMG and LDAP) option initiates a search for other users with the same defined keyword or located in the same department as the selected user.

## DIRECTORY DETAILS

Details are shown for the selected entry in the Details pane to the right. This is a resizable and collapsible pane that shows selected UDFs for CMG entries and all UDFs for LDAP entries.

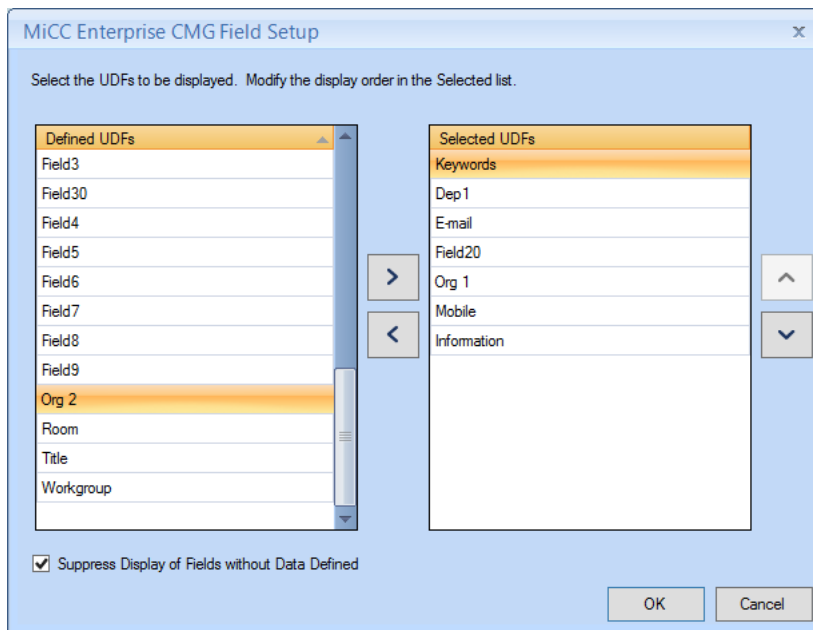
The upper pane displays the picture and presence information, if available, and the lower pane displays details for the directory entry from the CMG or LDAP directory.

Directory numbers set as Secret in CMG will be displayed with a strike-through font for agents with Attendant privilege. For other agents, the fields will not be displayed.









### CMG Field Configuration

The MiCC Enterprise CMG Field Setup utility application allows the user to configure which CMG user defined fields should be displayed, and the order in which they will be displayed in the directory details. In addition, fields without data can be suppressed from being displayed in the directory details. This utility application is accessed from the MiContact Center Setup application.



## PRESENCE AND ACTIVITY INFORMATION

If the system is integrated with the BluStar Web service, presence information is shown for the search result entries. The following states can be displayed:

-  - Busy
-  - Busy and Forwarded
-  - Idle and Forwarded
-  - Idle
-  - Ringing
-  - Unknown

In addition, if the directory entry is from the CMG directory, Activity information including the end time of the activity, the activity description and an Activity Note (if present) will be shown to the agent.

## ATTENDANT CALL HANDLING

### KEYBOARD SHORTCUTS

Many Attendants prefer to use the keyboard instead of the mouse when handling calls and performing directory searches, so a number of additional keyboard shortcuts have been introduced, enabling attendant calls to be handled without using the mouse. In addition to the existing function key support for answering (F3) and clearing calls (F4), the agent can tab through the search fields and use the arrow and page down keys to scroll through the search results. Search fields can be cleared by pressing Alt-Delete, Alt-K will invoke a Same Keyword search and pressing Alt-D will invoke a Same Department search on the selected entry. Pressing Enter on a selected directory entry will call that entry. Alt-P can be used to set focus to the detail display, and Alt-L sets focus to the [Search] field in the directory display.

## TRANSFERRING / EXTENDING CALLS

When a call arrives from an Attendant service group, focus will automatically be set to the Directory search field in the Directory tab. This allows the agent to easily search in the directory.

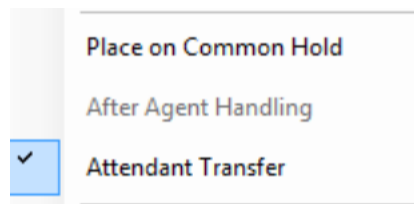
Consultation call handling is modified when handling calls from Attendant service groups. If the call is placed on hold, a regular consultation call will be performed, allowing the agent to execute a supervised transfer

If the consultation party is called directly, either by selecting an entry from the directory or directly entering the number to be called, without first placing the active call on hold, the consultation call will be handled as an attendant extended call. The call diverts away from the agent's phone and the agent enters clerical state.

### *Updating Call Handling Dynamically*

Service group calls not associated with an Attendant service group can be modified to be handled as Attendant calls when a consultation call is made. This can be set for all voice service group calls through the user preference option "Attendant Transfer for all Service Group Calls". When this option is set, all voice service group calls will be treated as Attendant calls when performing a consultation call.

To enable or disable Attendant call handling per call, the agent can right-mouse click on the call and select "Attendant Transfer" from the displayed menu.

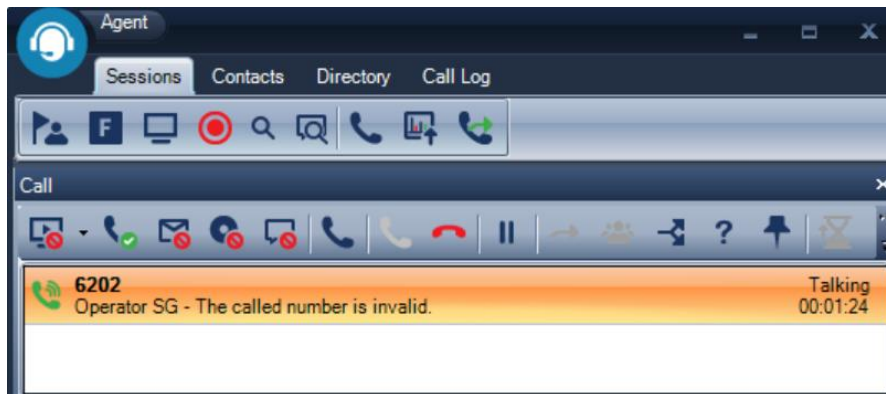


The setting will persist for the duration of the call. It will be set automatically if the service group is an Attendant designated group or the user preference option "Attendant Transfer for All Service Group Calls" is set. It can be disabled by selecting the option again while the call is active.

## RECALL OF ATTENDANT EXTENDED CALLS

If the consulted number is invalid, busy, or fails to answer in the configured amount of time, the agent will be recalled, and the recall reason will be indicated in the agent's call window. The reason for the recall will be shown. The reason can be one of the following:

- The called number is invalid
- The called party didn't answer
- The called party is busy



If the agent is busy, the recalling call will be sent to the service group queue and diverted to the next available agent. If Preferred Agent is configured for the service group, the call will wait for the configured amount of time for the agent to become available before being sent to another agent.

## CAMP-ON TO BUSY EXTENSION

The agent can choose to transfer the caller to a busy extension (camp-on). The system will supervise the call and initiate a recall if the maximum time for camp-on expires.

## DISPATCH QUEUES

Service Groups of type *Voice-Manual Routing* can also be designated as Attendant service groups. In this case, the call will display in the Dispatch window and it can be selected by the agent. In addition, Attendant service groups of type *Voice* which have the *Display in Dispatch* option selected will be shown in the Dispatch window.

Calls can be retrieved from the Dispatch queues by selecting the call in the queue and pressing the Enter key or pressing the *Retrieve* button.

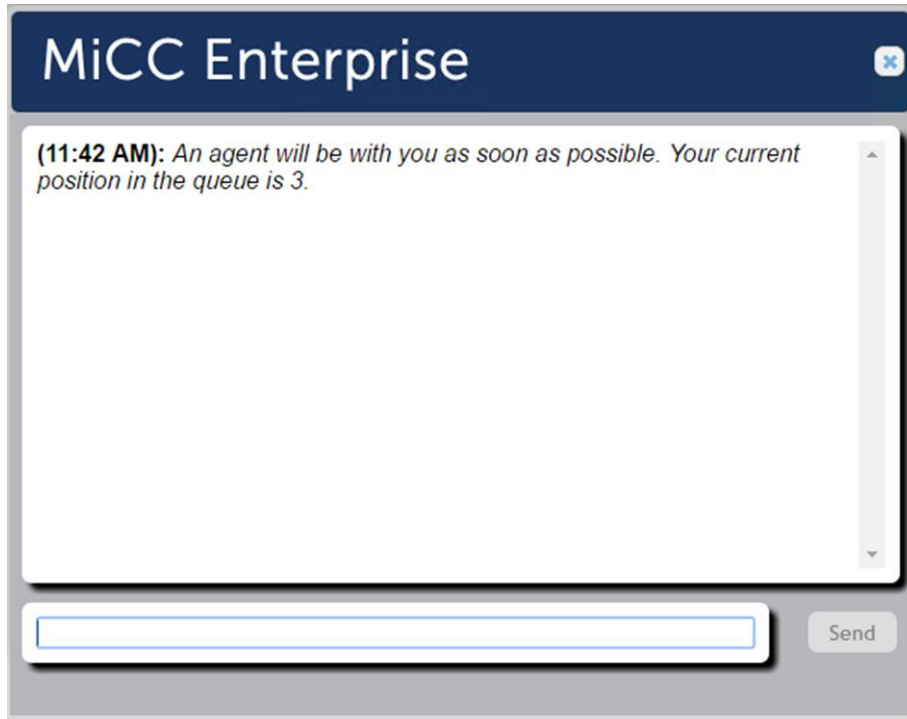
## CHAT AND E-MAIL ENHANCEMENTS

The external customer chat function has been enhanced. Some of these enhancements have also, for consistency, been implemented in the e-mail function, such as support for response files.



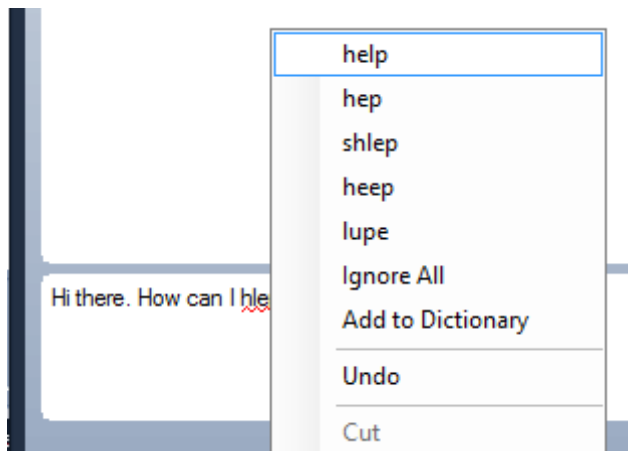
## QUEUE POSITION

The current position in queue is indicated to the customer. This is implemented in the provided chat client as well as in the chat API:



## SPELL CHECKER

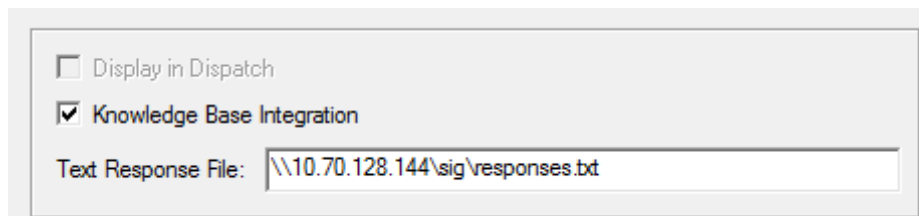
In release 9.2 an active spell checker is introduced in the Agent chat dialog. The spell checker will underline misspelled words and allow the agent to select a correction from a list. The agent can also add the word to the Dictionary to avoid future warnings.



As before, the spell check dictionaries for languages other than English can be downloaded from OpenOffice.org.

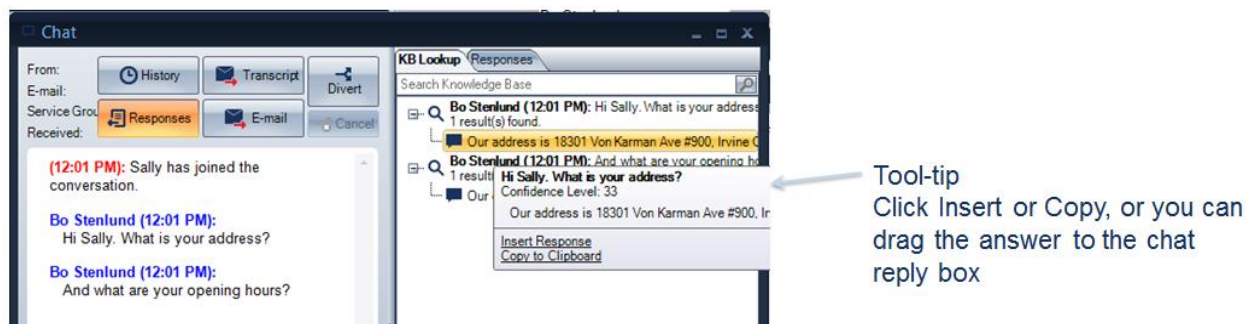
## KNOWLEDGEBASE INTEGRATION AND COMMON RESPONSES/FAQ

The Agent chat dialog has been enhanced to include a resizable and collapsible pane to display matching information from the KnowledgeBase as well as content from a Common Response file. It is configurable per Chat, E-mail or SMS Service Group, in the General Tab of Configuration Manager service group properties whether KB and/or Response file integration should be available:



### KNOWLEDGEBASE

Chat, e-mail and SMS messages received from the customer will be sent to the KnowledgeBase to determine whether information matching the customer's message can be retrieved. If so, the retrieved information is shown to the agent in the KB Lookup tab:

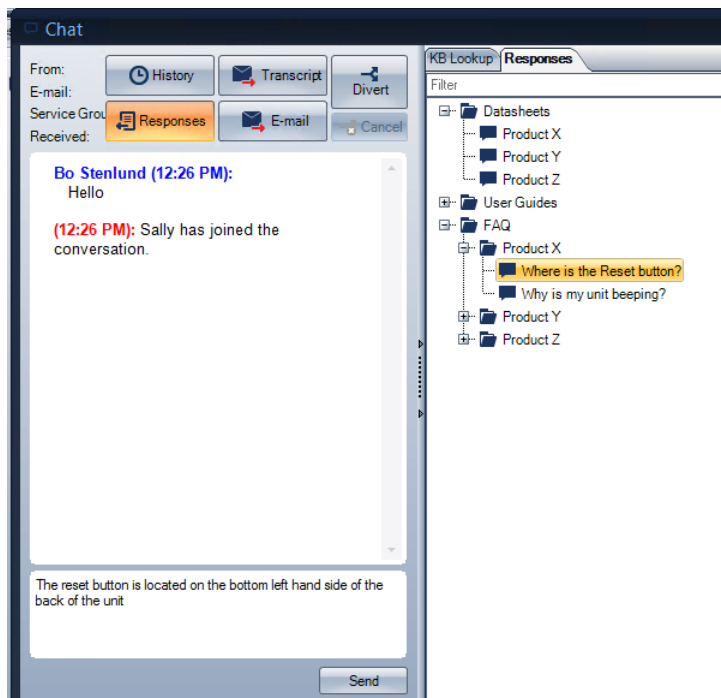


Messages sent and received in the chat conversation or the e-mail/SMS message are automatically added to the KB Lookup tab, and a lookup is performed in the KnowledgeBase. The results of the lookup are displayed below the message. Hovering the mouse over the KB lookup response displays the Confidence Level associated with the response, as well as options to insert the KB lookup response directly into the chat conversation or e-mail/SMS message, or copy it to the Windows Clipboard.

The Agent can also directly enter text into the [Search KnowledgeBase] field on the KB Lookup tab to initiate a lookup in the KnowledgeBase for the entered text.

### COMMON RESPONSES / FAQ

Response files are XML based and contain tags to organize the information in multi-level groups. Information in the response file can be searched for and then the selected answer can be dragged or copied into the chat conversation or the e-mail/sms message:

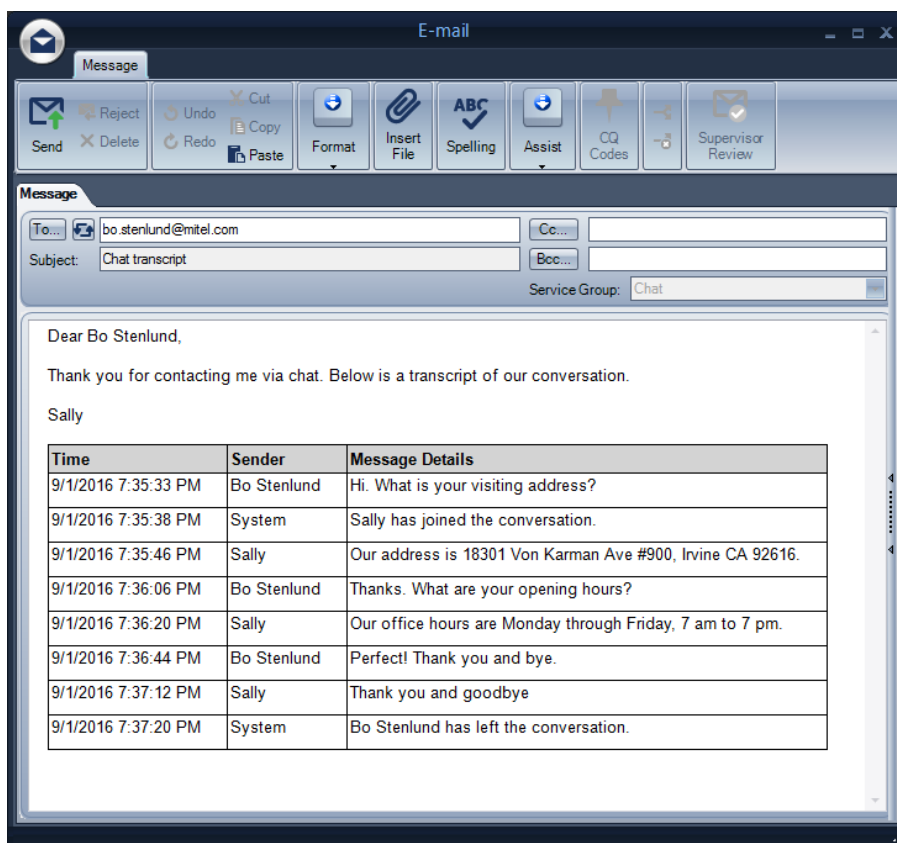


The exact syntax of the Response file is described in the CPI documentation library, in the Advanced Configurations document.

The Response text sent to the customer could also consist of a link to a HTML or text file, or to an image file. Replaceable identifiers can also be used in both KBs and Response files. For example \$Agent.Name\$ will be replaced by the responding agent's configured name before being sent to the customer. A complete list of allowed Identifiers is available in the Advanced Configurations document.

## E-MAILING CHAT TRANSCRIPTS

The functionality to e-mail a transcript of a chat conversation has been greatly improved in this release. It can be configured per Service group if the chat transcript should automatically be opened in an e-mail dialog at the end of a chat session, or the agent can press the Transcript button in the Chat dialog. A custom template can be used for the transcript e-mail, or the standard text can be used:



## APPLY NUMBER TRANSLATION TO SMS MESSAGES

The option to apply defined number translation parameters to SMS messages was previously only available based on system configuration and was applied to all outgoing SMS messages. It is now possible to configure this per SMS message by selecting the option directly in the SMS dialog when sending an outbound SMS message.

## E-MAIL FALLBACK HANDLING

It is possible to filter incoming e-mails from designated e-mail addresses so that the e-mails are not routed through the MiCC Enterprise system. The e-mail messages are moved to a designated folder where they can be checked by a system administrator.

## TEST FOR E-MAIL SERVER CONNECTION

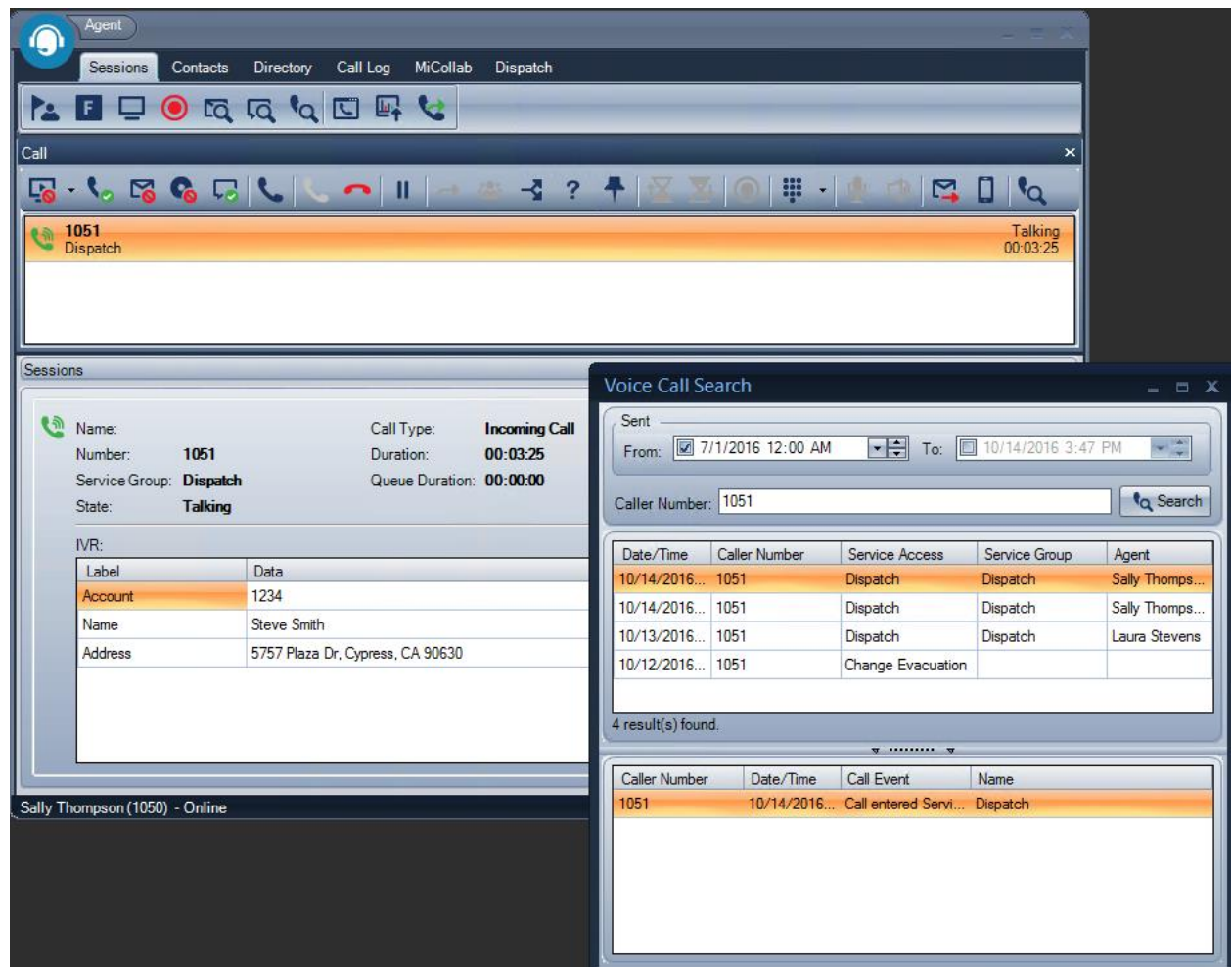
After configuring the e-mail server settings, a test option is added to Configuration Manager so that communication with the e-mail server can be verified, as well as existence and access to the Inbox, Sent Items, Trash and Fallback folders.

## FONT SELECTION FOR CHAT

The font style, size and color can be selected to be used in the Chat dialog for displaying chat conversations. This option is set in the Agent user preferences.

## CUSTOMER HISTORY SEARCH ENHANCEMENTS

Customer history search capability has been added to the Agent application for voice calls. A toolbar icon has been added to the main tool bar and also to the Call window. When an agent in conversation with a customer clicks the Call History icon the Voice Call Search dialog is opened and the customer's number is pre-populated.



The agent can then see all the previous calls this customer has made during the entered date/time interval. The details of the selected call are displayed in the re-sizable lower pane.

Access to the Voice Call Search feature requires the agent to be assigned the *Search Voice Call History* privilege.

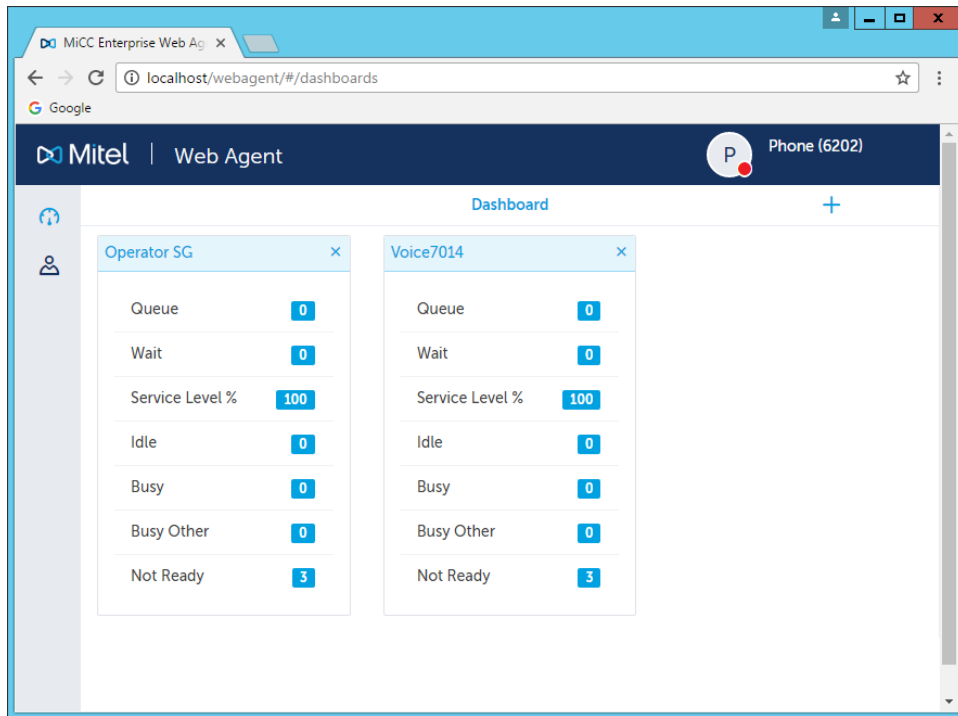
## WEB AGENT

The Mobile Agent application is now replaced with the Web Agent application. Web Agent runs in the user's browser, and it allows the user to perform the following:

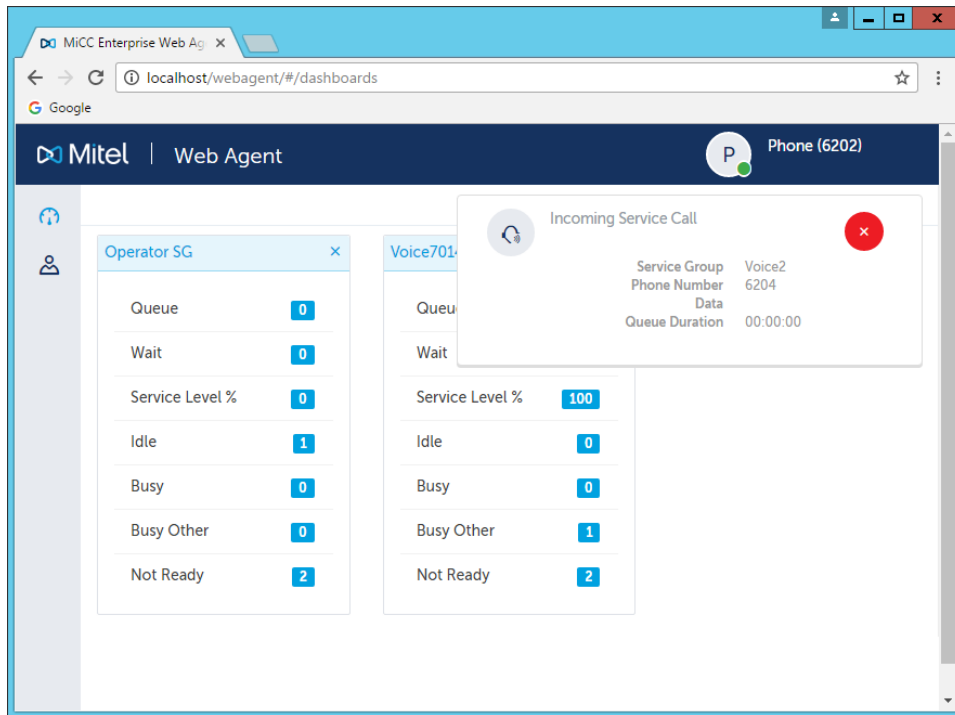
- Logon/Logoff as a Phone Agent

- Set Ready/Not Ready status
- View Call Information for incoming service group calls
- Send and receive Text Messages with other logged on Web Agents and Agents

In addition, real-time information can be configured to be displayed for selected service groups.



When a service group arrives to the Web Agent, information is displayed regarding the call:



Logged on Web Agents are visible to other Agents in the MiCC Enterprise system. Privileged agents can change the Ready/Not Ready status of Web Agents, logoff Web Agents, or send messages to Web Agents.

## ENHANCEMENTS TO INSTALLATION AND UPGRADES

MiCC Enterprise 9.2 provides the ability to configure customized configurations allowing customers to install clients from a designated web site, as well as the automated download and installation of software updates.

An installation repository can be defined for each tenant, or customer. The defined URL is used by the customer clients to access the client download page in order to download the MiCC Enterprise client installation customized for that customer. It is also possible for customers to generate a customized ClientSetup.ini file for automated client installation. This can be used in cases where customers do not want to provide sensitive information such as account information to the MiCC Enterprise system administrator.

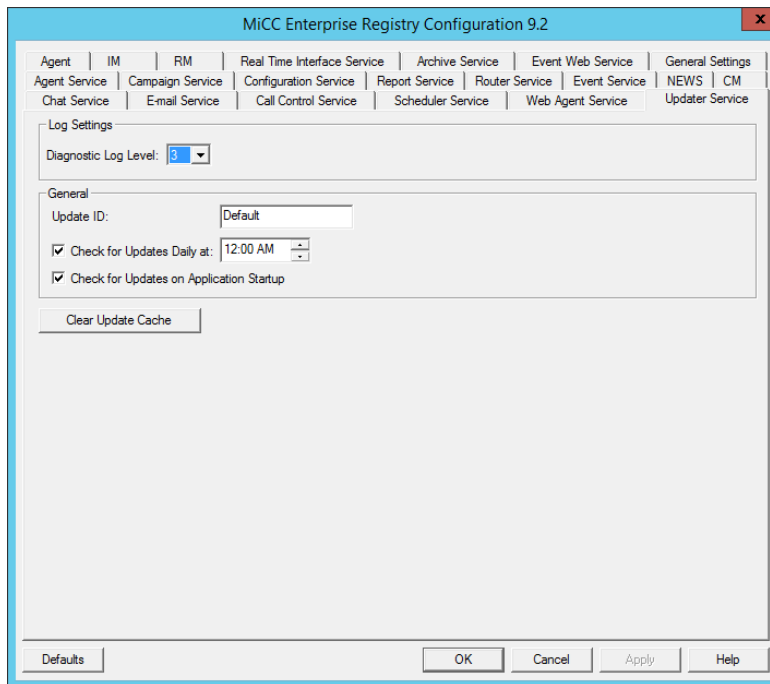
Each installation repository folder has a configuration file, Setup.config, defined which specifies the files to download for the installation. The client download page can be customized for each customer.

## HOT FIX AND INSTALLATION UPDATES

When a MiCC Enterprise client is installed, a service will also be installed that will check daily for new installation packages or hot fix updates to the installed MiCC Enterprise components. If a software update is identified, it will be downloaded to the client's computer. Starting a MiCC Enterprise application will also initiate a check for software updates. If an update is found, the

user will be prompted to install the update. If the update is not installed, the application will terminate.

It is possible to disable the updates and set the timing for the daily update check using the MiCC Enterprise Registry Configuration application (SeCCfg.exe).



## SOCIAL MEDIA INTEGRATION

The Facebook plugin is being re-introduced in release 9.2. It was temporarily phased out in release 9.1 due to Facebook announcing that the API the plugin was using was not going to be supported anymore.

in this release an updated Facebook plug-in is introduced. This updated Facebook plugin is using the new API released by Facebook. Existing Social Media plug-in licenses can be used in 9.2.

## WEB MANAGER ENHANCEMENTS

The Skills Report in Web Manager allows the user to view all skills and skill levels assigned to a selected user. The report content can be exported to a CSV file or printed.



The screenshot shows a web browser window with the URL `localhost/WebApps/ContactCenter/UserSkillsReporting`. The page title is "Contact Center / Users / Skills Report". It features a search bar and a "Show 10 entries" dropdown. Below the search bar is a table with columns: Name, Agent Group, Skill, and Skill Level. The table displays four entries for user "Elliott, Pam". At the bottom, it says "Showing 1 to 4 of 4 entries" and has "Previous", "1", and "Next" navigation buttons.

Name	Agent Group	Skill	Skill Level
Elliott, Pam	<Default>	S1	1
	<Default>	S2	1
	<Default>	S3	1
	<Default>	TestSkill	1

Web Manager is also updated to allow configuration of all service group, agent, and agent group parameters, other than permissions, so it is aligned with Configuration Manager.

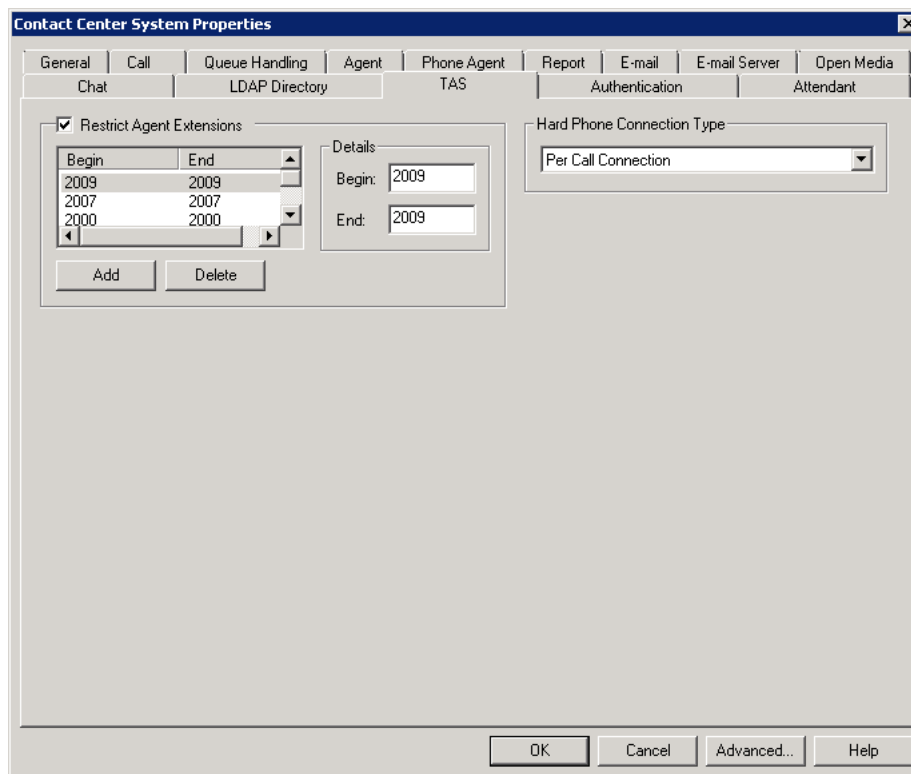
In MiCC Enterprise 9.2, Web Manager requires a license to run.

## ENHANCEMENTS TO TELEPHONY APPLICATION SERVER

Support for the Cisco call manager was introduced in Solidus 8.3. In Solidus 9.0, hard phone device support was introduced, and in MiContact Center Enterprise 9.1 Line State Monitoring for Cisco integrations was added.

In MiCC Enterprise 9.2 TAS has been further enhanced to support:

- Line state monitoring when connected to the Mitel Telepo Call Manager
- Support for session timers (RFC 4028)
- Support for multiple SIP trunks toward the call manager
- Enhancements for multi tenanted environments so that users associated with a tenant can be blocked from calling users or services associated with other tenants. This can be configured in Configuration Manager system properties.



## SCRIPT MANAGER ENHANCEMENTS

### SCRIPT MANAGER MEDIA SERVER VARIABLE

The Script Manager Media Component Library provides a system variable, `ACSMediaServerUsed`, which is available for TAS based systems. It stores the name or IP address of the ACS Media Server used to store a recorded file. After the Record block completes, this system variable is set based on information received in the Record Ended event from TAS.

### DEFLECT CALL BLOCK – MAINTAIN QUEUE OPTION

An option to Maintain Queue is added to the Script Manager Deflect Call block so that calls can be deflected, but continue to remain at the virtual device.

## ADDITIONAL ENHANCEMENTS

### INCREASE IN NUMBER OF CONCURRENT AGENTS

MiContact Center Enterprise 9.2 will allow for up to 3000 concurrently logged on agents in one system. This is increased from 1500 in the previous version. The total call handling capacity remains the same as before, up to 40,000 sessions per hour. A 'session' in this context could be an inbound or outbound phone call, an e-mail/SMS message, a chat session or an Open Media request.

## WHITE LABELLING

Custom splash (.BMP) screens for IM, RM, CM and Agent at start-up can be defined per tenant.

Defined custom Logo files are now also displayed in Web Manager and the Agent desktop application.

## CAMPAIGN EVENTS ADDED TO CALL DETAIL REPORTS

Events for campaign activities including the following are added to the Call Detail Reports:

- Campaign Call allocated to agent
- Campaign Call initiated by agent
- Campaign Call rejected by agent
- Campaign Call status entered by agent

In addition, regular agent and service group events will be generated for campaign calls.

## IVR DATA

IVR data is now displayed in the Session tab in the Agent application for E-mail and SMS messages.

## DISPLAY OF REPLYING AGENT IN CHAT AND E-MAIL HISTORY

In the Chat and E-mail History display in Agent, the name of the agent handling the chat or e-mail session is now displayed in the history results.

## AGENT MESSAGING

The Agent messaging dialog now allows up to 1000 characters to be sent in a text message instead of 250. It is also possible for the initiator of the message to check an option restricting receivers of the message from replying to the message.

## AGENT GROUP TABS

Tabs opened in the Agent application based on the Agent Group configuration can be configured to always remain open by selecting “Suppress Close for Agent Group Tabs” in the MiCC Enterprise Registry Configuration application, on the Agent tab.

## FORCE NOT READY INDICATION

It is possible to configure Agent to display a message box when the Agent is forced not ready indicating the reason for the change to not ready status, or use the default balloon notification. This option is set in the user preferences.

## OPEN MEDIA LINK OPTION

When an Open Media session is added, it is possible to specify that the e-mail address or URL link provided with the session should be opened inside the Agent application in an e-mail dialog or Agent tab, or executed in an external mail application or browser.

## INFORMATION MANAGER CALLBACK QUEUE COUNT

An option can be set in the MiCC Enterprise Registry Configuration application on the IM tab to “Show Callbacks in Queue Count”. If this option is set, Information Manager will display three values for the queue count, including the total number of sessions in queue, the number of callbacks and web callbacks in queue, and the number of scheduled callbacks and web callbacks. This information will be displayed in the service group table and chart views.