Mitel MiContact Center Enterprise

NEW IN RELEASE 9.3

Release 9.3

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MiContact Center Enterprise – New in Release 9.3
Release 9.3 – February 2018

INTRODUCTION

This document describes new features introduced in Mitel MiContact Center Enterprise, TAS and OAS 9.3.

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 9.3 continues to build on adding value for customers by providing targeted features enhancing the agent and customer experiences.

ATTENDANT AGENT FEATURES

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:

- Presence and Line State status displayed in the directory

- Busy Lamp field feature

- Enhancements to Attendant Recall

- Set diversion and activities on behalf of other users

- Attendant E-mail parameters can be configured per Service Group

- Send caller directly to user's voice mailbox

- Transfer a caller bypassing diversion

- Update designated directory fields

PRESENCE AND LINE STATE STATUS

Previously, presence and line state status were combined into a single presence status. In MiCC Enterprise 9.3, these are displayed separately. The first column displays overall presence status for the user, which will vary depending on the presence status source. The Number column displays the line state status for the user.

Note presence and line state status are only displayed for agents with Attendant Agent privilege. Otherwise, the overall presence status is displayed in the Directory Details display.

BUSY LAMP FIELD

The Personal Address Book window, which as before can be a free-floating dialog or docked into the main Agent application frame, has been enhanced with line state and presence information for agents with Attendant Agent privilege. This enables the Personal Address book to be used as a Busy Lamp field panel for quick access to frequently called users.

Note that both presence status and line state are displayed.

ATTENDANT RECALL ENHANCEMENTS

MANUAL RECALL

After an Attendant Transfer is performed, and while the call is still in Clerical state, the Attendant Agent can request to retrieve the call either by entering the keyboard shortcut Alt-R or by right-clicking on the call and selecting the option "Retrieve Attendant Call". The call will be immediately diverted back to the Attendant Agent and display "Recall requested by Agent" as shown below. A directory lookup is automatically performed on the original number called, similar to a regular Attendant recall.
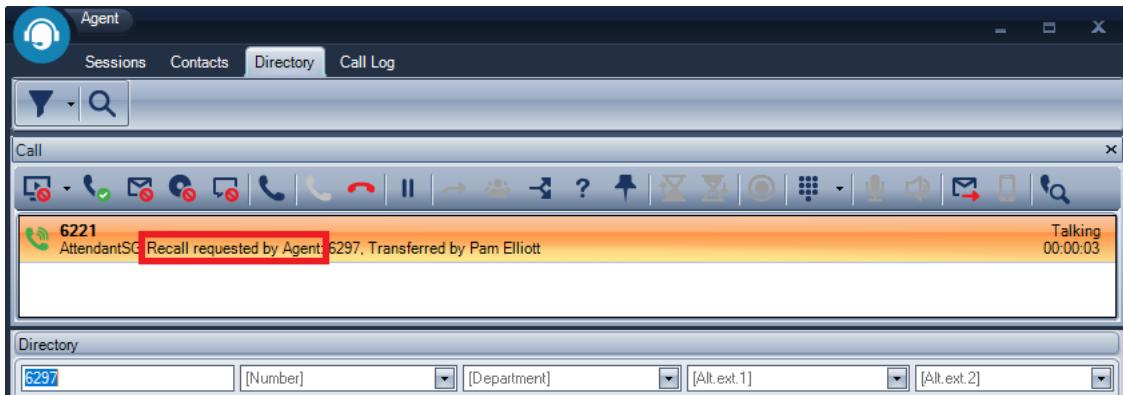
The CDR events in Report Manager will also indicate that the call was requeued due to a recall request by the Attendant Agent.

ABILITY TO SEE ORIGINAL TRANSFERRING AGENT AT RECALL

Normally an Attendant Agent call that recalls due to busy, no answer, or an invalid destination will be sent to the originally transferring agent. However, if the agent is logged off, not ready for voice calls, or busy with another call, this may not be possible. In this case, it is helpful to see which Attendant Agent originally transferred the call.

This information is displayed in the Call window, as well as the Session Information for the recalling call, as shown below.
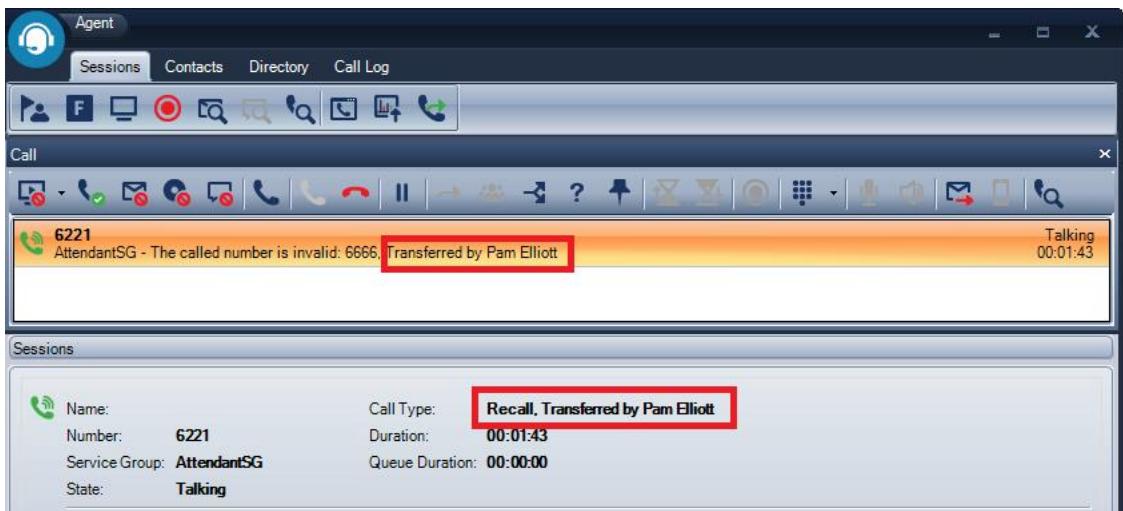
SETTING DIVERSIONS AND ACTIVITIES FOR OTHER USERS

For Attendant Agents, it is possible to display activities for a selected CMG directory entry by right-clicking on the directory entry and selecting "Display Activities", or by pressing the keyboard shortcut Alt-A to display the Activities dialog.

As shown below, the Activities dialog displays all active and recurring activities for the user.

Information displayed includes the following:

- Activity type:

    o ⬤ = Currently active activity

    o ↻ = Non-recurring activity, not currently active

    o 🕐 = Recurring activity

- Activity Description

- Start and End time for the activity

- Additional Information entered when the activity was added for the user

- The Attendant Agent or CMG user who added the activity

- Whether forwarding is enabled. Note that forwarding is not available for MX-ONE call managers.

The Attendant Agent can add a new activity, edit an existing activity, or delete an existing activity. If the Add or Edit option is selected, the Add/Edit Activity dialog is displayed. It is also possible to directly display the Add Activity form from the directory by selecting the user and entering the Alt-N keyboard shortcut.

Activities can be added for up to 50 users at a time by selecting all of the users from the directory and entering the Alt-N keyboard shortcut, or by right-clicking and selecting Add Activity from the menu. Note that activities can only be added for multiple users, not deleted or edited.

The agent can select any of the defined activities from the Activity list. If an activity has a default duration defined, the Duration and End fields will automatically be updated to reflect the default duration.

Duration values of 15 minutes, 30 minutes, 1-8 hours, 1-4 days, or 1-2 weeks can be selected. If the Duration value is changed, the End time is automatically updated to reflect the selected duration. Similiarly, if the End time is changed, the Duration field is automatically updated to display the difference between the Start and End times in hours and minutes. It is also possible to enter a value directly in the Duration time that is not in the list of predefined values. A single number entered is considered to be a value of minutes. A number in the format of h:m (using the culture-defined time separator character) is considered to be a value consisting of hours and minutes. Any value of seconds will be ignored.

If the activity duration is defined in CMG as Next Working Day, the End field will automatically update to 8AM for the following day. The End time can be unchecked to define an indefinite time for the activity, allowing the activity to be set from the current time forward until it is edited or deleted. Note that in this case, it is not possible to define Recurrence for the activity.

When adding a new activity, or editing an existing recurring activity, the Recurrence settings can be modified. Note that it is not possible to edit Recurrence settings for a non-recurring activity. An activity can be defined to recur Daily, Every Workday, or Every n weeks. An end date for the recurrence can be entered, or the activity can be left without a recurrence end date, indicating it will continue to recur until it is deleted or edited.

The Information field can be used to enter additional information for the activity. This will be visible in the Activity dialog for all Attendant Agents, as well as in the directory display when the activity is active.

For non-MX-ONE systems, diversion can be defined with the activity. The user's phone can be set to be diverted to the Attendant or another number when the activity becomes active. For MX-ONE systems, diversion to Attendant is supported.

Note that only one Activity and Add/Edit Activity dialog can be defined at a time. If another directory entry is selected, and Add/Edit Activity is requested for that entry, the existing dialogs will be refreshed with entry about the newly selected directory entry.

ATTENDANT E-MAIL PARAMETERS CONFIGURED PER SERVICE GROUP

It is now possible for the Attendant E-mail feature to support multiple e-mail templates. A default e-mail template, e-mail service group and e-mail subject can be defined for the system, as well as for each service group of type voice.

E-mail templates can be defined for Attendant use when created on the Attendant tab of Configuration Manager Tenant system properties. These are distinct from the e-mail templates created on the E-mail tab of Configuration Manager Tenant system properties, which are used with e-mail service groups.

If there is an active call and the Attendant Agent initiates an e-mail to an entry in the directory, the E-mail window will display with the template, service group and subject associated with the active call's service group automatically selected, as shown below.
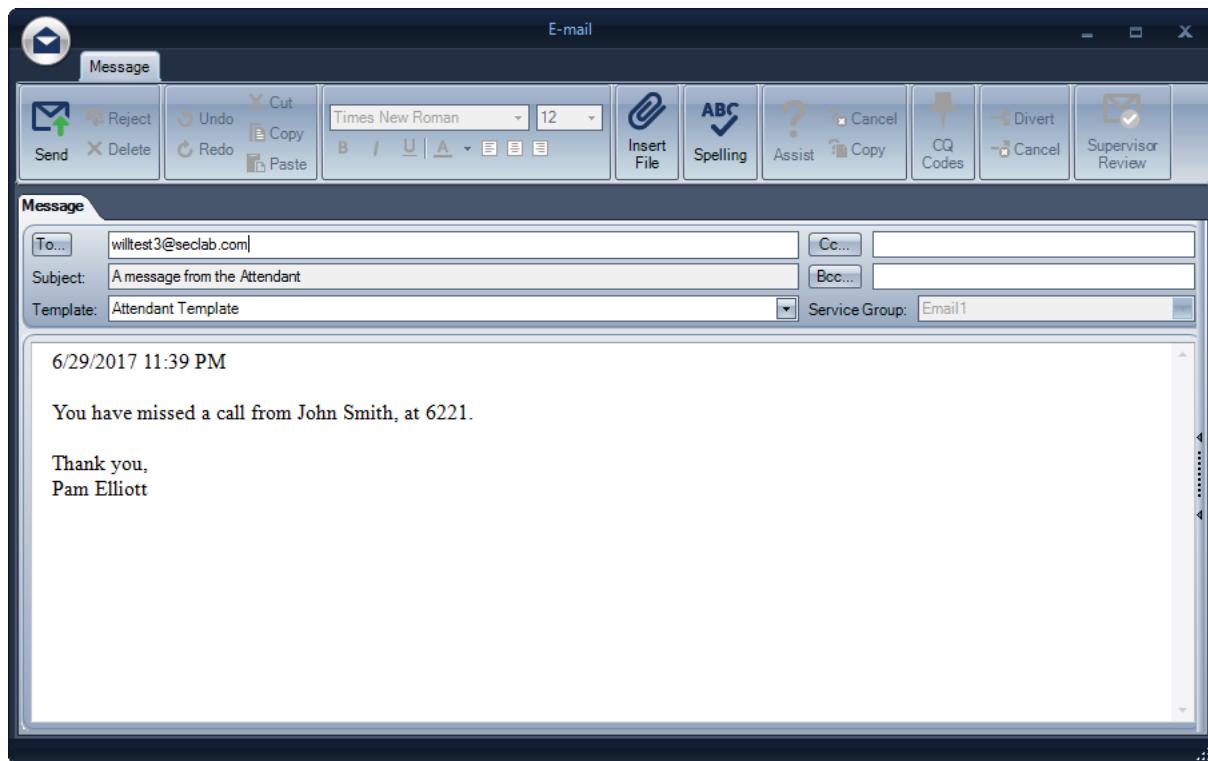
Note that the Subject, Service Group and Template fields are automatically populated based on the setting for the service group associated with the call. The template can be modified to use one of the other templates configured for Attendant E-mail. The Subject and Service Group fields cannot be modified by the agent.

If there is no active call or no e-mail service group associated with the service group that the active call is associated with, the default Attendant e-mail template, e-mail service group and e-mail subject defined for the system will be used.

SEND CALLER DIRECTLY TO USER'S VOICE MAILBOX

If the Attendant Agent performs a directory lookup and sees that the directory entry is busy or unavailable, it is possible for the Attendant Agent to directly transfer the caller to the directory entry's voice mailbox. This can be done by right-clicking on the directory entry and selecting "Call Voice Mailbox".

Note that the voicemail access number must be defined in Configuration Manager system settings for this feature to be enabled. This feature is only available for TAS based systems, and not for call managers using OAS.

TRANSFER CALLER BYPASSING DIVERSION

If the Attendant Agent performs a directory lookup and sees that the directory entry's extension is diverted, it is possible for the Attendant Agent to transfer the caller to the person's number, bypassing the set diversion. For example, high priority calls may need to be allowed through. Diversion bypass can be requested by right-clicking on the directory entry and selecting "Bypass Diversion".

Note that the Diversion Bypass must be enabled in Configuration Manager system settings for this feature to be enabled. This feature is only available for TAS based systems.

UPDATE DESIGNATED DIRECTORY FIELDS

MISC fields in the CMG database can be designated as visible only to Attendant Agents, and Attendant Agents also have the ability to update these fields, so the information is visible to other Attendant Agents.

Fields are designated as Attendant Agent fields by selecting "Select Search Fields" from the MiCC-Enterprise Setup Utility. MISC fields 5 and higher can be selected as Attendant Agent fields. A checkbox is displayed in the Attendant Only column of the MiCC Enterprise CMG Field Setup dialog if the field can be set for Attendant Only. If the checkbox is checked, that field will only be displayed for Attendant Agents, and Attendant Agents will also be able to update the fields.

Note that any changes made in the MiCC Enterprise CMG Field Setup dialog require a restart of the Agent Service (CCAS) to take effect.
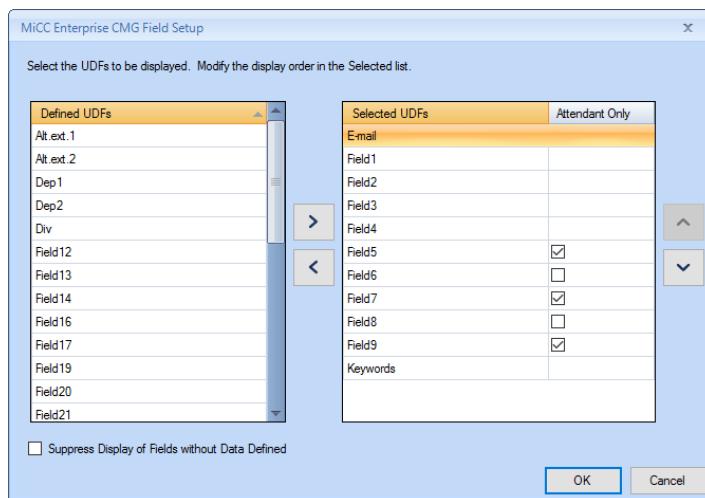
In the example above, Field 5, Field 7 and Field 9 are designated as Attendant Only fields. When the Directory Details are displayed for a CMG directory entry, the Attendant Only fields are shown in a blue font, so they are distinguishable for the Attendant Agent, as shown below.

To update a field, the Attendant Agent can directly type in the Data field associated with the Attendant Only field. This data will updated in the CMG directory, and visible to all other Attendant Agents and CMG administrative users.

If the Attendant Agent begins updating a field and then decides to discard the update, the Escape key can be pressed, and the Data field will return to its original value.
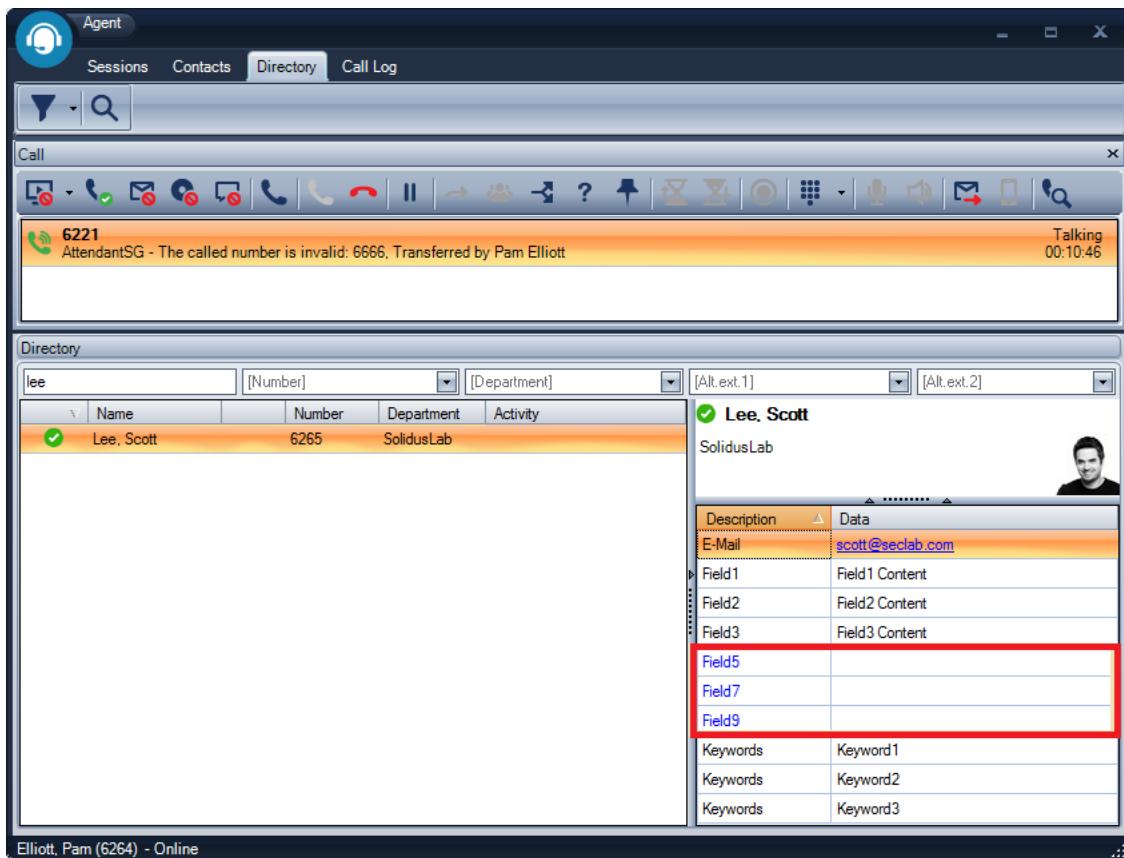
ADDITIONAL AGENT ENHANCEMENTS

CUSTOMIZABLE DIRECTORY

Previously, it was possible to only select one user-defined field (i.e. UDF) for display in the Directory search results. Agents can now fully customize the directory display, selecting Name, Phone, Activity, Department, as well as any defined UDFs for display.

To select the columns to display, the agent presses the Column Selection button on the Directory tab.
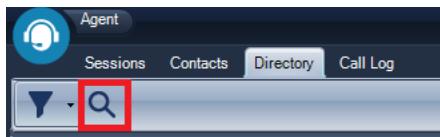

This displays the Column Selection dialog, as shown below. All defined UDF fields, as well as Number, Department and Activity, are available for selection. Note that the Name field is automatically selected for display.

The list of available UDF fields will differ depending on whether the CMG directory is installed and selected. If so, all UDFs defined in CMG and selected for viewing in MiCC Enterprise Setup will be displayed for selection. Otherwise, UDFs defined for LDAP directories will be displayed for selection.
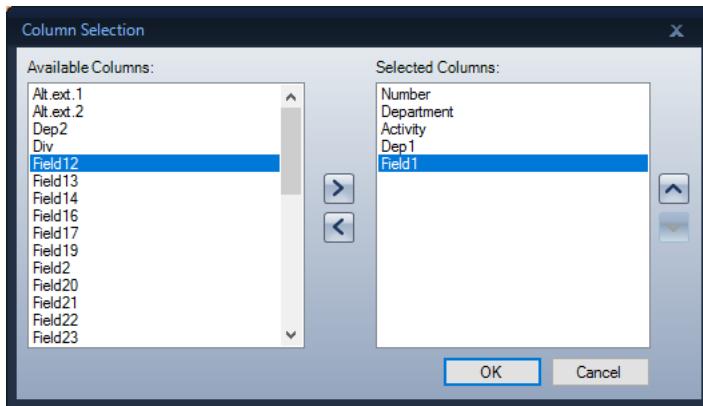
If the columns are updated, the directory display is immediately updated, as shown below. Only the selected columns, as well as the Presence and Name columns, are viewed.
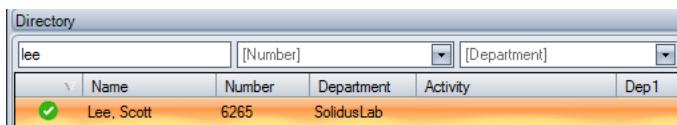
The agent can also reorder the columns by selecting the column header with the mouse and dragging it to the desired position. Note that it is not possible to change the positions of the Presence or Name columns; they are required to be the first and second columns. All of the column settings will be stored in the agent's user preferences, so they are applied whenever the agent logs on.

DIRECTORY SEARCH ENHANCEMENTS

The previous directory search always performed an "AND" search across all entered search fields. This means that only directory entries matching all entered search fields would be displayed. It is also useful for agents to be able to perform an "OR" search, where directory entries matching any of the entered search fields are displayed. This provides more flexibility with the search function.

To invoke an "OR" search, press the search button indicated below.
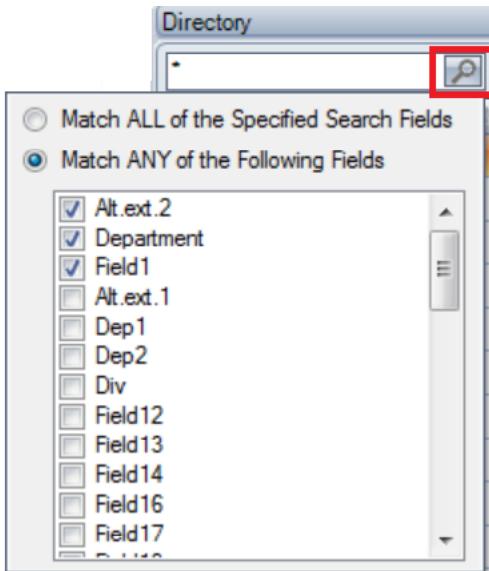
This will display the dialog shown above, allowing the agent to select which fields should be searched. All directory entries containing the entered search criteria for any of the selected fields will be displayed.

Note that when the "OR" search is used, only the main search field can be used to enter search criteria. All of the other search fields will be hidden. To switch back to an "AND" search, press the search button again, and select "Match ALL of the Specified Search Fields".

SELECTION OF CALLER ID TO DISPLAY FOR OUTGOING SERVICE CALLS

When initiating an outbound service group call, such as a callback, web callback, or campaign call, it may be desirable to show a common number as the calling party number, rather than the agent's actual extension number.

Caller ID values can be configured on the Call tab of the Tenant System Properties in Configuration Manager, as shown below. A descriptive name can be entered, as well as the caller ID value that will replace the agent's number when the call is initiated.
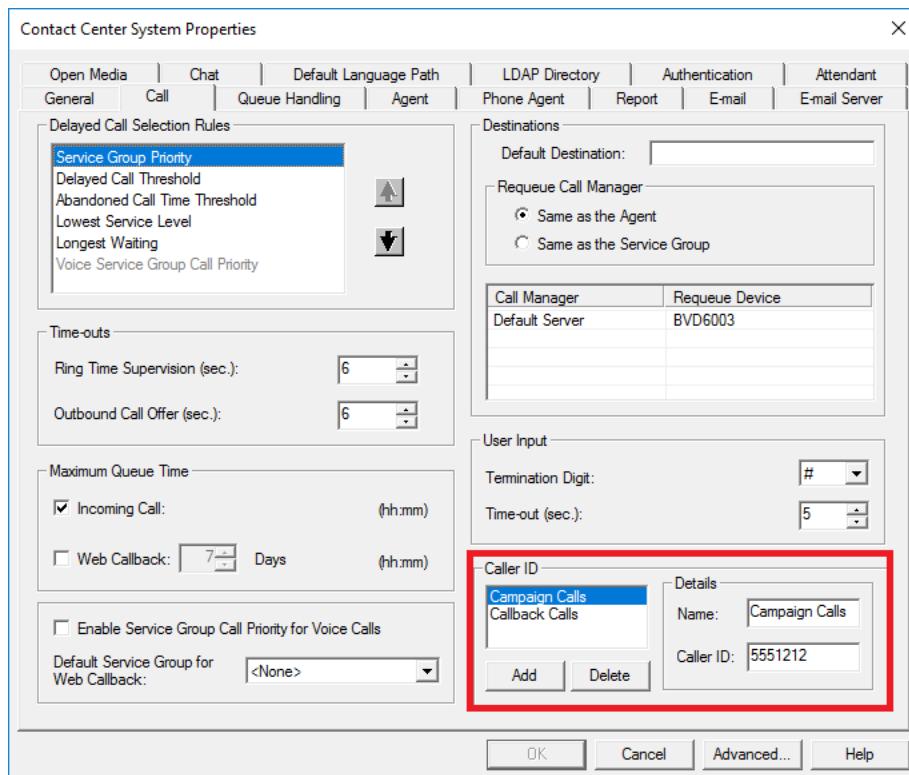
In the Service Group properties for any Voice or Campaign service group, the Caller ID parameter can be defined for outbound calls. If Default is selected, the agent's extension will be used as the calling party number. Otherwise, one of the existing Caller IDs defined for the system can be set as the default for the service group. Outbound calls made by the agent on behalf of this service group will automatically use the selected Caller ID.

It is also possible to define whether or not the agent is able to change the Caller ID to another predefined Caller ID when the call is initiated. In this case, when the callback, web callback, or campaign call is presented to the agent, the dialog will display a list of all defined Caller ID values from which the agent can select before the call is initiated. The selected value will be used as the Caller ID.
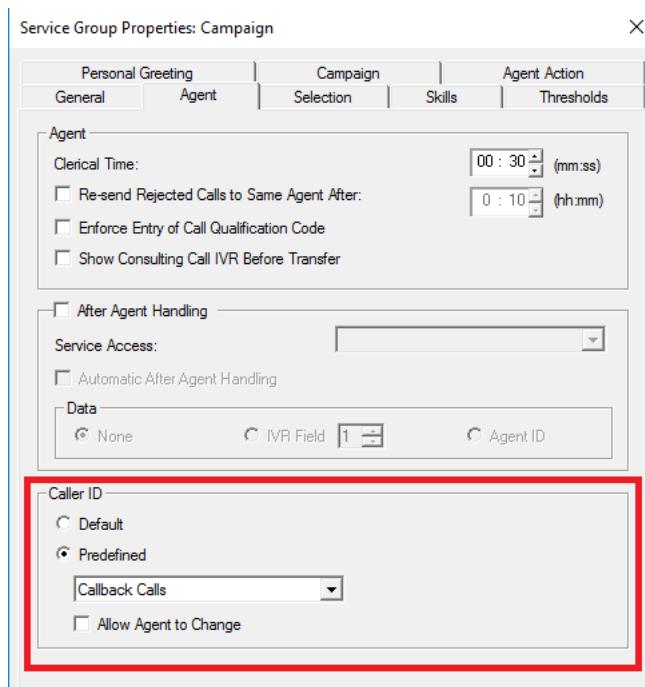
Web Manager can also be used to configure Caller ID options for the service group.

Note that for MX-ONE based call managers using OAS, the Caller ID values will be defined as prefixes which will be prepended to the called number, designating the call to be initiated over a particular trunk line. That trunk line can then be configured to send a different Caller ID to the called party. In this case, no number translation will be performed for the called number when a Caller ID is defined.

For call managers using TAS, the Caller ID values will be the actual A-number values that will be sent as the calling party when the call is initiated.

TELEPO DIRECTORY INTEGRATION

MiCC Enterprise Agents using a Telepo call manager can now view the Telepo directory.

The Telepo directory can be enabled system wide to retrieve contacts during a directory search. Connection parameters are set through the MiCC Enterprise Setup Utility.
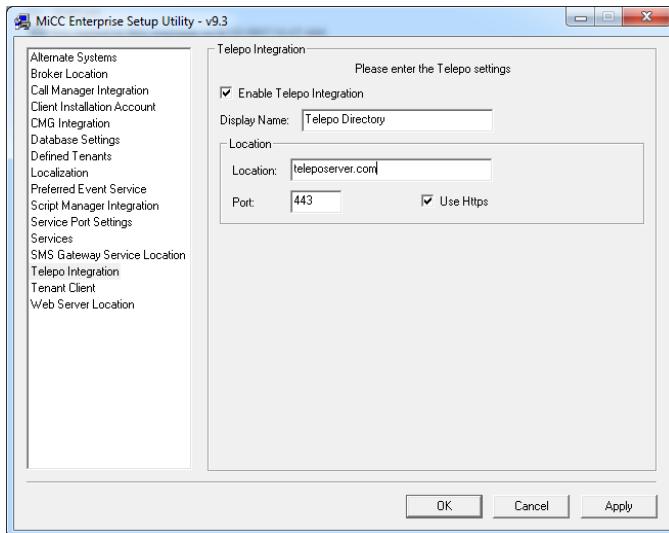
Additional configuration parameters for each tenant are set through Configuration Manager.
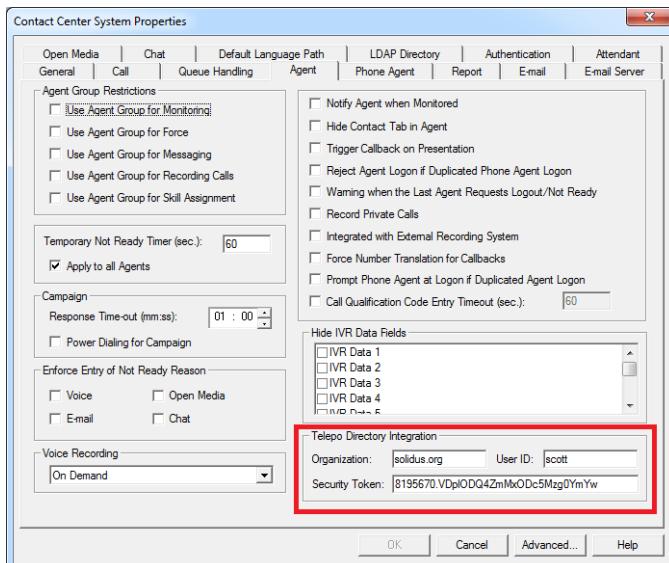
The Organization, User ID and Security Token must be specified. All contacts will be retrieved from the Telepo directory using the supplied organization and user. A security token (API Ticket) must be configured in the Telepo server for the specified user to allow MiCC Enterprise to access the directory. Contact your Telepo server Administrator for information on creating the API Ticket.
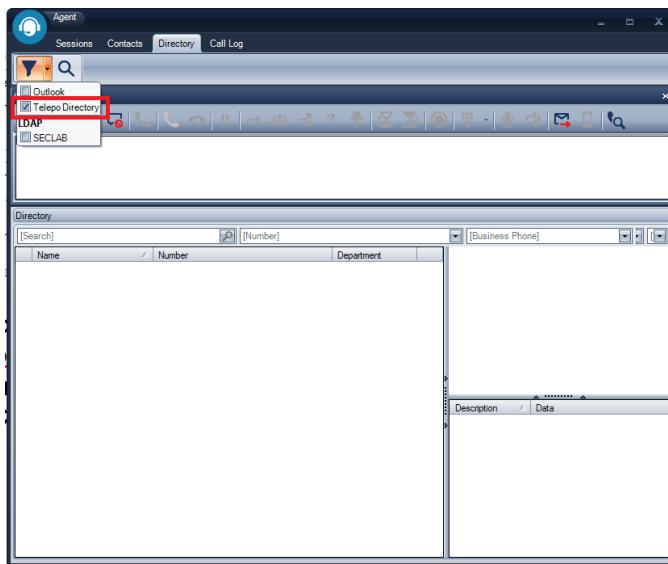
A new entry in the directory filter dropdown will be displayed allowing the user to select the Telepo directory to search.

Presence and line state status is retrieved from the Telepo server during each directory search. The status is not updated in real time in the directory display. In order to refresh the status, a new directory search must be performed.

The following attendant features are not supported for Telepo directory entries:

- Diversion and activity handling including display, creation, modification and deletion.

- Same keyword search

- Same department search

- Diversion bypass

- Sending call directly to voice mail

SMS HISTORY DISPLAY

When an SMS message arrives, the agent can view history of prior SMS messages from the customer, or lookup previous SMS messages on demand.

CONFIGURATION

To store and retrieve SMS history, check the option "Archive SMS Messages" in Configuration Manager System Properties on the General tab.
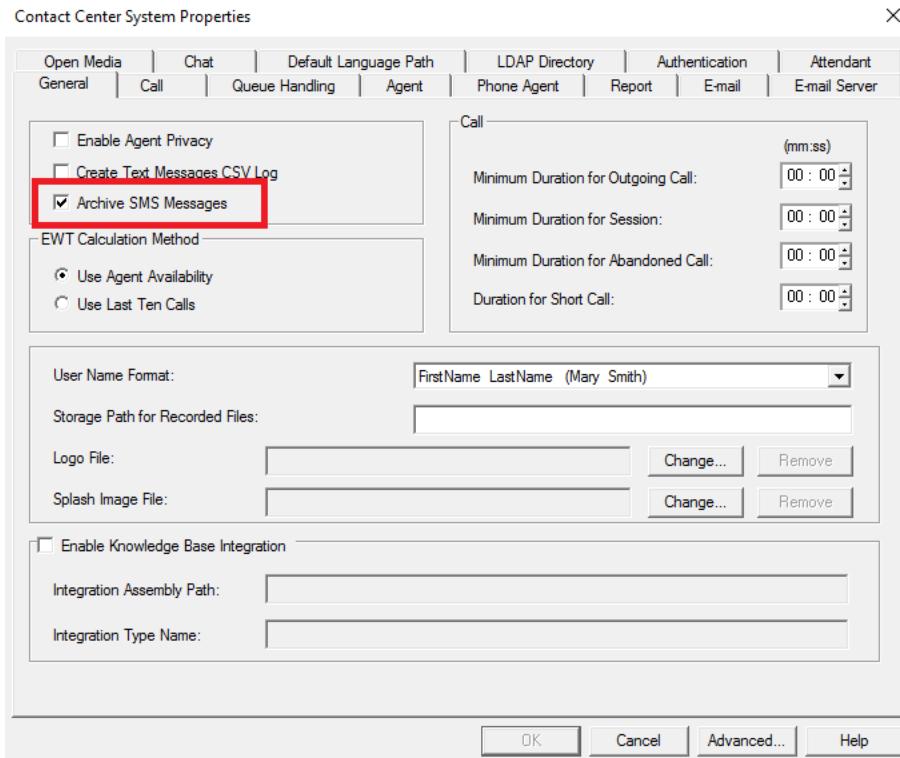
SMS OPTIONS

Options are available in MiCC Agent to display the SMS History dialog automatically when an SMS is allocated to the agent, before it is opened, and to close the SMS History dialog automatically when an SMS completes.
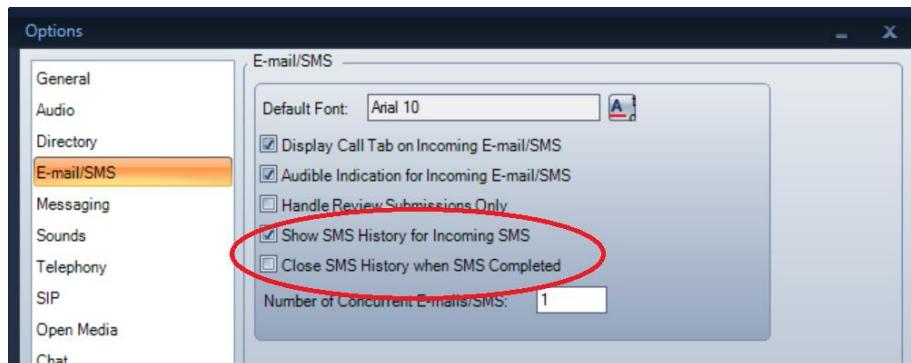

SEARCHING FOR SMS HISTORY

Pressing the SMS Search button from MiCC Agent displays the SMS Search dialog.
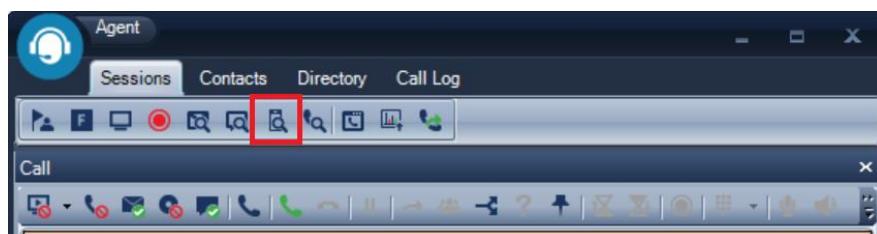
The SMS Search dialog displays all callers sending an SMS message that matches the entered criteria. Each line in the dialog represents the set of SMS messages to or from the caller.
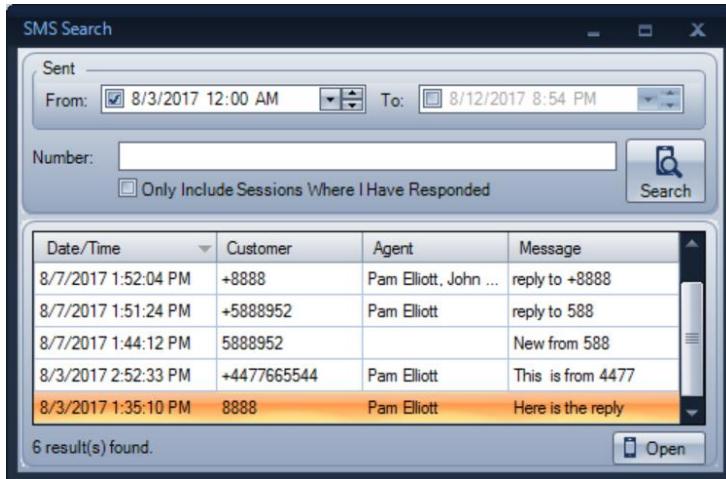
Double-clicking on a line in the dialog, or pressing the Open button, displays the SMS History dialog for the caller.
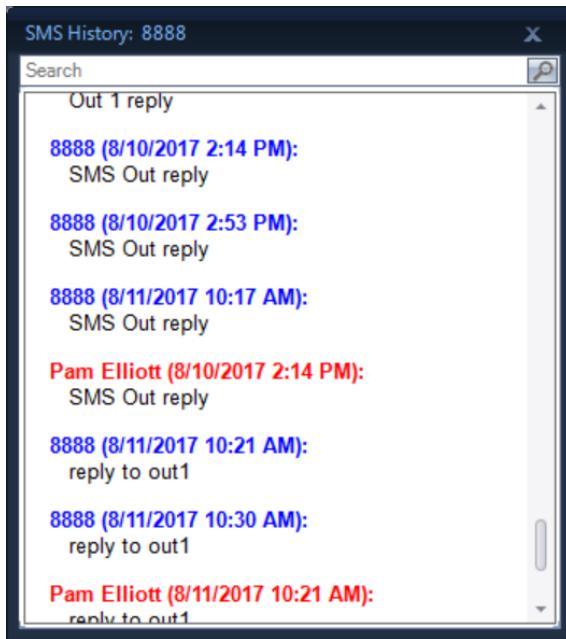
This dialog can be displayed by any of the following actions:

- Search for an SMS customer in the SMS Search dialog and then double-click on the customer entry

- When an SMS messages arrives at the agent and the option "Show SMS History for Incoming SMS" is selected

- Pressing the History button from the SMS Handling dialog

The title displays the customer numbers. Customer messages are displayed in blue color and agent messages are displayed in red.

It is possible to search within the messages by entering text in the edit field at the top of the dialog and pressing the Enter key or the Search button. Continue to press Enter or Search to find all occurrences of the text in the list of messages. The matching text is automatically highlighted so that it can be copied and pasted if desired.

Multiple SMS History dialogs can be opened for different customer numbers.

SMS MESSAGE HANDLING

When an SMS message arrives for the agent, if the option "Show SMS History for Incoming SMS" is selected, the SMS History dialog for the caller is automatically displayed, with all previous SMS messages received from or sent to that caller.

If the message is replied to by the agent, the reply message is automatically added to the SMS History dialog.

When the agent completes the SMS message, the SMS History dialog can remain open or close, depending on the setting for the user option "Close SMS History when SMS Completed".

If another SMS message is allocated to the agent from the same caller, the SMS History dialog will refresh so that it displays any SMS messages sent to or received from the caller since the last time the SMS History dialog was displayed.

The History button on the SMS handling dialog can also be pressed to display the SMS History dialog for the customer.
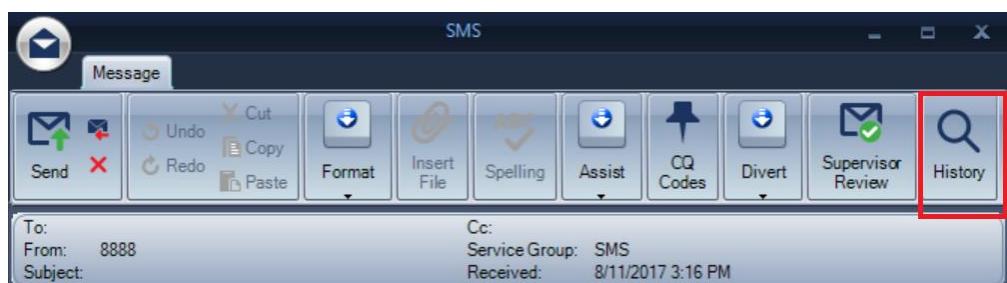

CONFIGURABLE SHORTCUT KEYS

All of the function keys or keyboard shortcuts available in Agent can now be configured as a user options. When the agent logs on, the logged on user's shortcut keys will be enabled in the application, including tooltips, where applicable.

# VOICE ENCRYPTION

AGENT SOFTPHONE

Transport Layer Security (TLS) and Secure Real-time Transport Protocol (SRTP) are supported for agents using the SIP softphone. TLS provides communication security over the network for SIP messages. SRTP provides encryption and replay protection of audio data.

These options can be configured in the Site Configuration tab in Configuration Manager, as shown below.
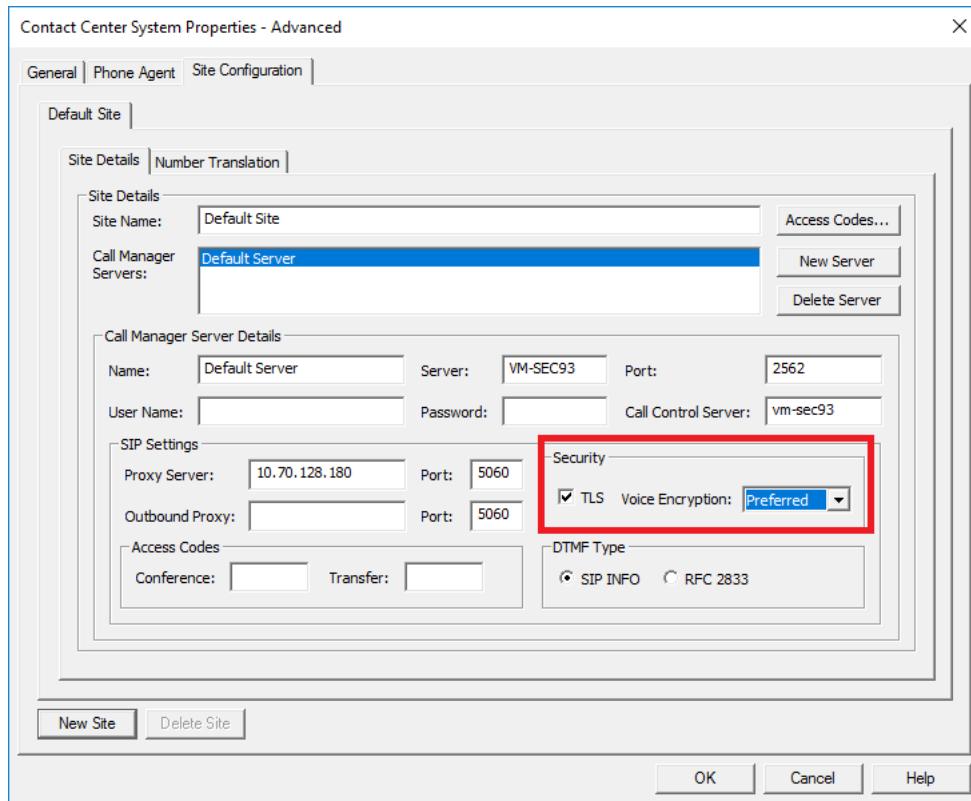
Voice encryption (SRTP) can be defined as Disabled, Preferred or Required. These settings will automatically be applied to all agents.

For agents that do not wish to have the default settings applied, it is possible to override the settings in the SIP Options for the agent, as shown below.
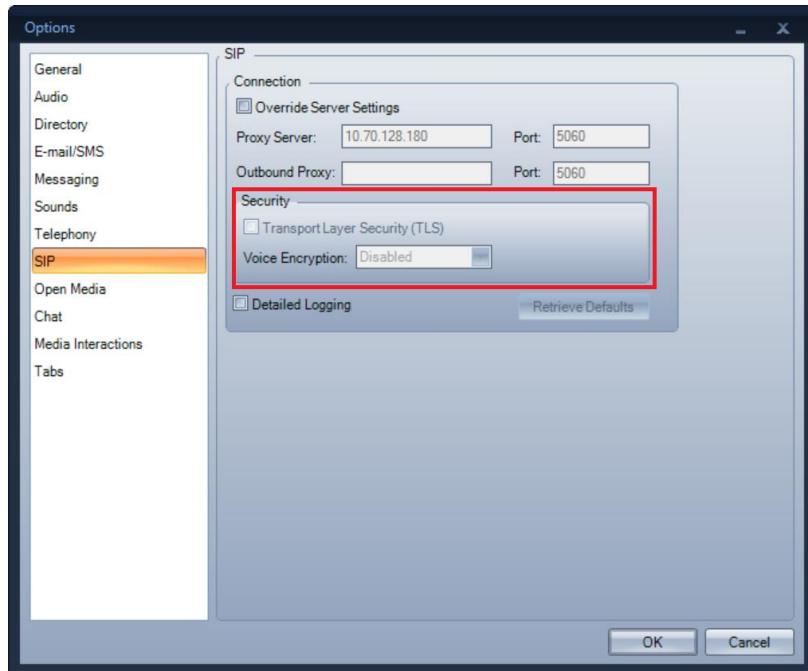
IVR PORTS

TLS and voice encryption (SRTP) can be configured per TAS server, in the TAS Configuration Tool. Options are Not Supported, Supported or Required:
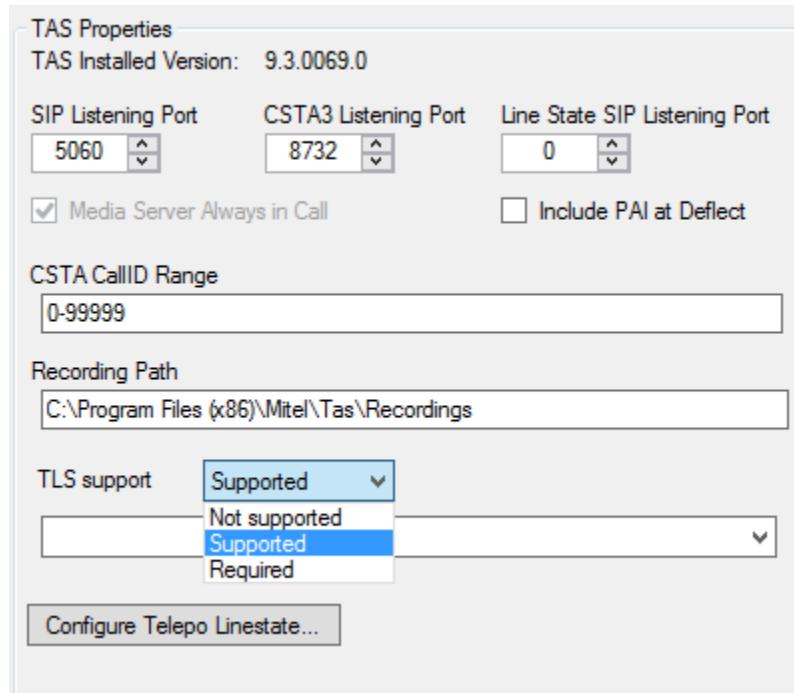
PASSWORD ENHANCEMENTS

When logging on to any MiCC Enterprise application, it is possible for the user to change the password by pressing the Change Password button on the logon dialog.
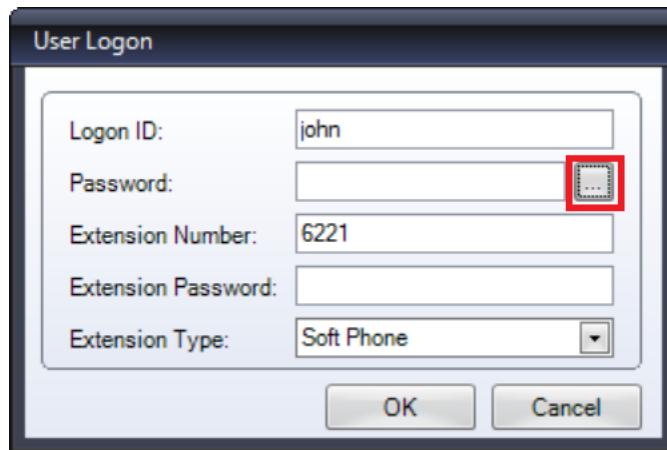
Pressing this button displays the Change Password dialog, allowing the user to enter a new password that will replace the previous password. This can be changed by the user at any time.
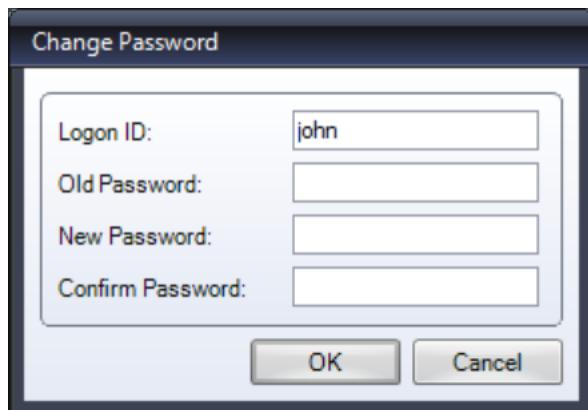
PASSWORD MANAGEMENT SETTINGS

Settings for password management can be configured on the Authentication tab of Tenant System properties in Configuration Manager.

The following settings can be defined, as shown below:

- Lockout Account After ___ Failed Logon Attempts
  If the user fails to enter a valid password after the indicated number of attempts, the user's account will be locked out. It must be unlocked by an administrator user through Configuration Manager or Web Manager.

- Cannot Reuse Last ___ Passwords
  It is possible to restrict the user from using previous passwords, in order to enhance security.

- Password Expires After ___ Days
  The system administrator can set an expiration date for the user passwords. After this time has expired, the user must enter a new password when logging on to a MiCC Enterprise application.

- Warn Password Expiring When ___ Days Remain
  If this option is selected, a warning will be displayed when the user logs on to a MiCC Enterprise application. The user can change the password at that time, or wait until the password expires.
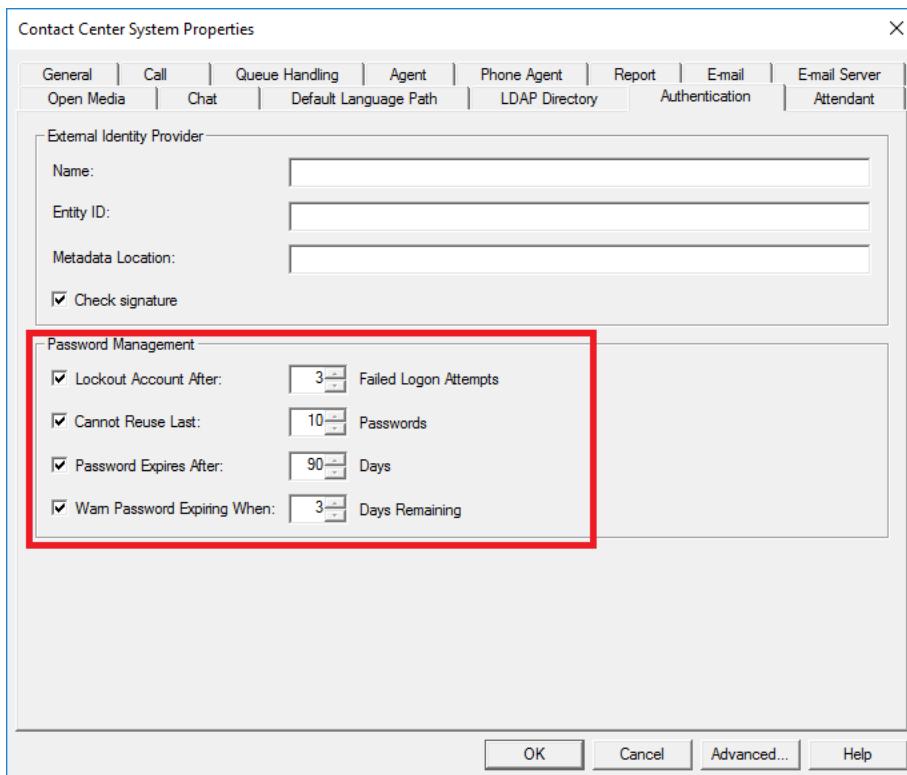
PASSWORD RESET OR LOCKING

Using Configuration Manager or Web Manager, an administrator can reset a locked account. It is also possible to manually lock an account if Password Management settings are defined, preventing user logon with that account. When an account is locked due to too many failed logon attempts, the TCP/IP address of the computer which caused the lockout to occur will be logged to the Logon Web Service's log file.
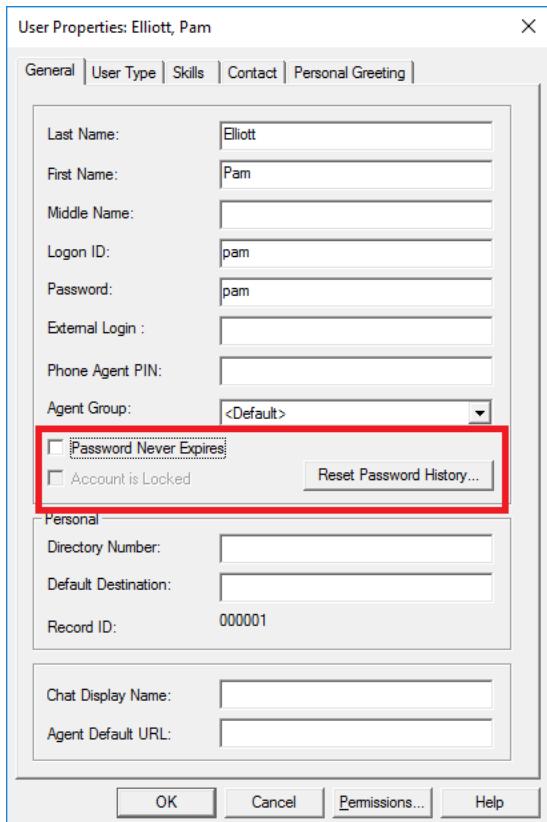
ENCRYPTION OF CSTA III SIGNALLING

Transport Layer Security (TLS) encryption of the CSTA III signaling (X-Link) is added for TAS systems. This can be configured using the TAS Configuration Tool.
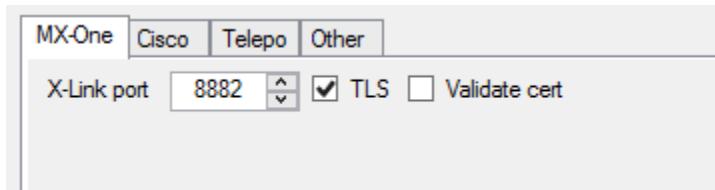
IMPROVED SECURITY FOR WEB SERVICES

All web service requests that provide user information are restricted to authorized users only. This prevents data from being accessed by non-validated users or applications. In addition, user accounts can no longer be enumerated through the Logon Web Service or the Event Web Service, to prevent unauthorized access.

Web Service Definition Language (WSDL) files for web services running under IIS or as WCF services can be suppressed, to prevent unauthorized users from viewing and attempting to connect to the web services. This can be done by modifying the Windows Registry or the configuration file for the service, as described in the MiCC Enterprise system documentation.

WEB MANAGER ENHANCEMENTS

WEB REPORTS

A number of performance and availability reports are now accessible from the Users, Service Groups and Agent Groups lists.

These reports are generated on adjustable date and time ranges, and the resulting data are displayed in an interactive table providing sort, filter, pagination and export to CSV.

WALL DISPLAY

ADVANCED STYLING OF SCREENS

The appearance of Wall Display screens can now be adapted with custom colors, fonts and other styling rules which are applied upon rendering.

GRAPH OPTIONS

As a complement to the advanced styling, Panels showing graphs can now be customized with chart-specific options, such as the list of bar / line colors used in Vertical bars and Line panels, and a suffix (unit) for vertical axis values.

The Line graph is also capable of displaying multiple data series.
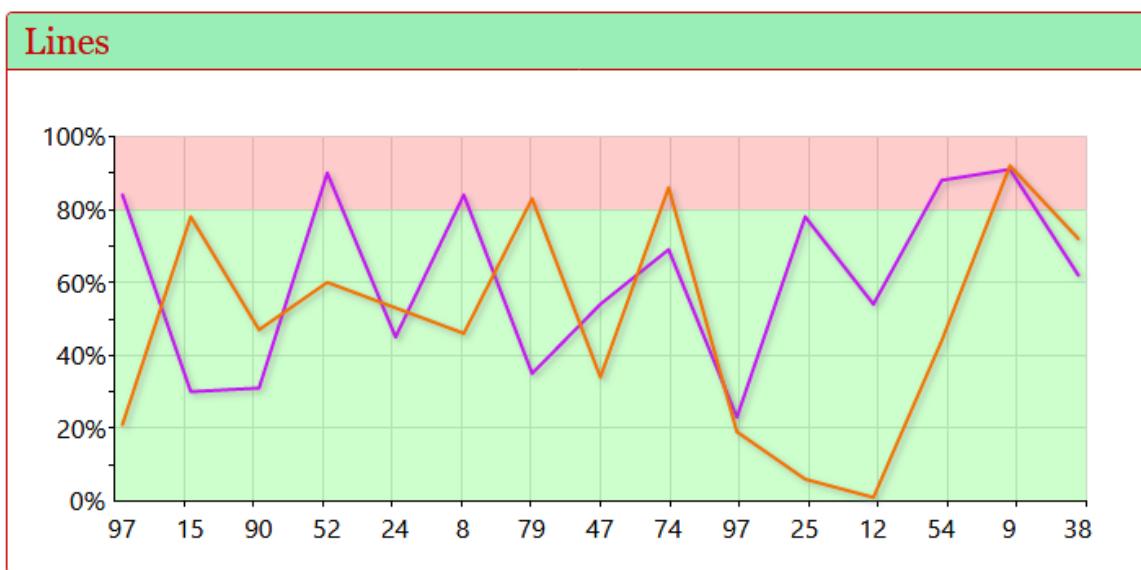
AGGREGATE FUNCTIONS AND FORMATTING OF PERFORMANCE DATA

To group or summarize performance data from multiple agents or Service Groups, aggregate functions (SUM, AVG, MIN, MAX) can now be used.

Example

```
SELECT SUM([CallsInQueue]) AS [Calls in all queues],
MAX([LongestWaitTime]) AS [Longest waiting time]

FROM [ServiceGroupPerformance]

WHERE (GroupID IN (3, 2))
```

When displaying Agent state, Call state, Call sub-state or Ready / Not Ready status from the **Agent performance** data source in a Value panel or a Detailed list, a specific format can be applied to change the numerical value into a localized string representation.

For instance, Call state value 3 is displayed as "Talking".

NEW FUNCTIONALITY IN WEB AGENT

CALL CONTROL FUNCTIONS ADDED

It is now possible to have CTI based call control for hard phones using Web Agent. Web Agents are no longer seen as Phone Agents and are fully visible to other Desktop and Web agents. MiCC Agent Supervisors can change their skills, monitor and force status of Web Agents.
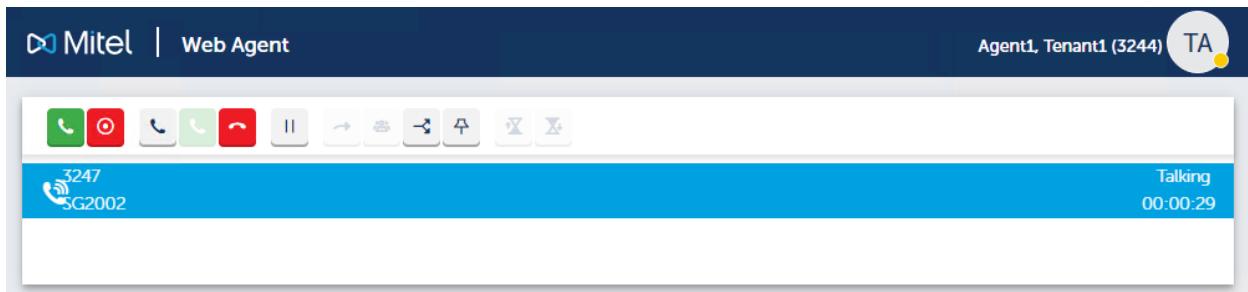

Using Web Agent that user can now initiate calls by clicking the call buitton in the toolbar, clicking an entry in the Call Log tab, or clicking an entry in the Contacts tab. Other call control functions include answering, disconnecting, diverting, holding/retrieving, making consultation call and tranfer/conference.

Call Qualification code and Clerical Time handling (cancelling/extending) are avilable via buttons on the toolbar.

HANDLING OF OPEN MEDIA SESSIONS

Web Agent can now handle Open Media sessions, similar to Agent. The agent can control Ready and Not Ready for Open Media (with reason code).
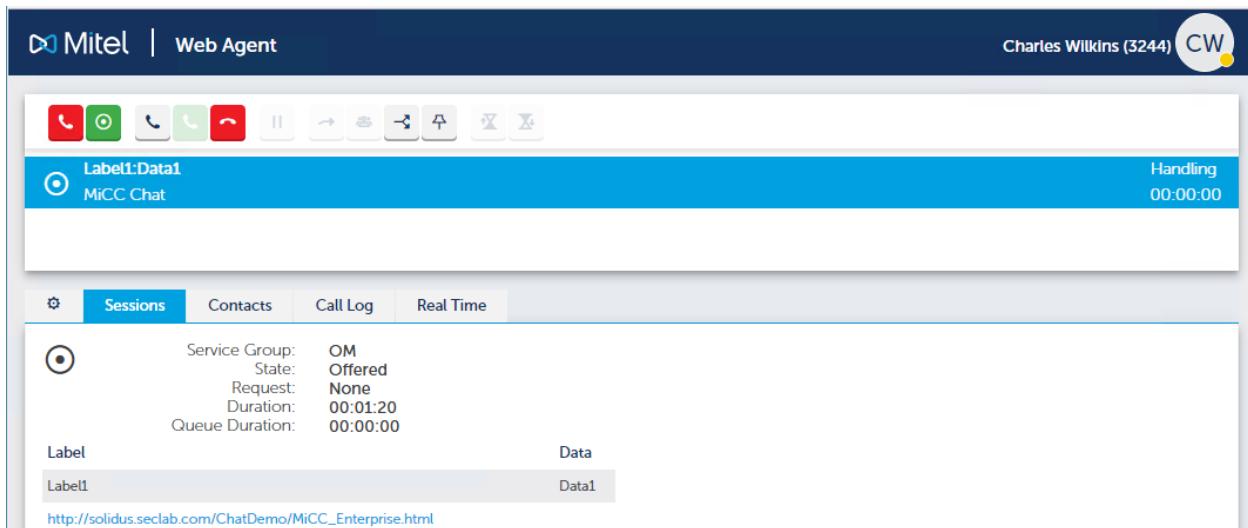
The action associated with the Open Media session is either opened in a Tab (to the right of the Real Time tab) or in the default browser of the PC or device used by the agent.

SUPPORT FOR AGENT ACTIONS

Support for URL based agent actions is added to Web Agent so that when a session arrives, the designated agent action, which typically is to launch a web URL, can be invoked for the session. The Action can be configured to be launched in a tab (iFrame) inside the Web Agent page or in the default external browser.
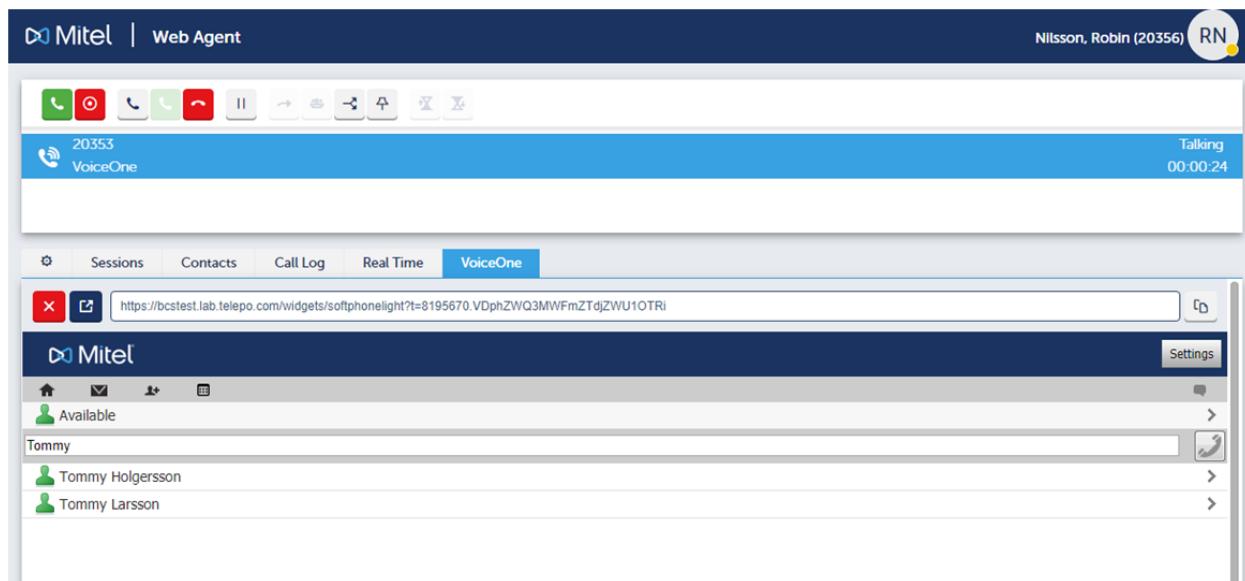
SUPPORT FOR HANDLING CALL-BACK CALLS

Web agents can now handle Call-Back and web Call-Back calls. The functionality will be the same as what is implemented in MiCC Agent.
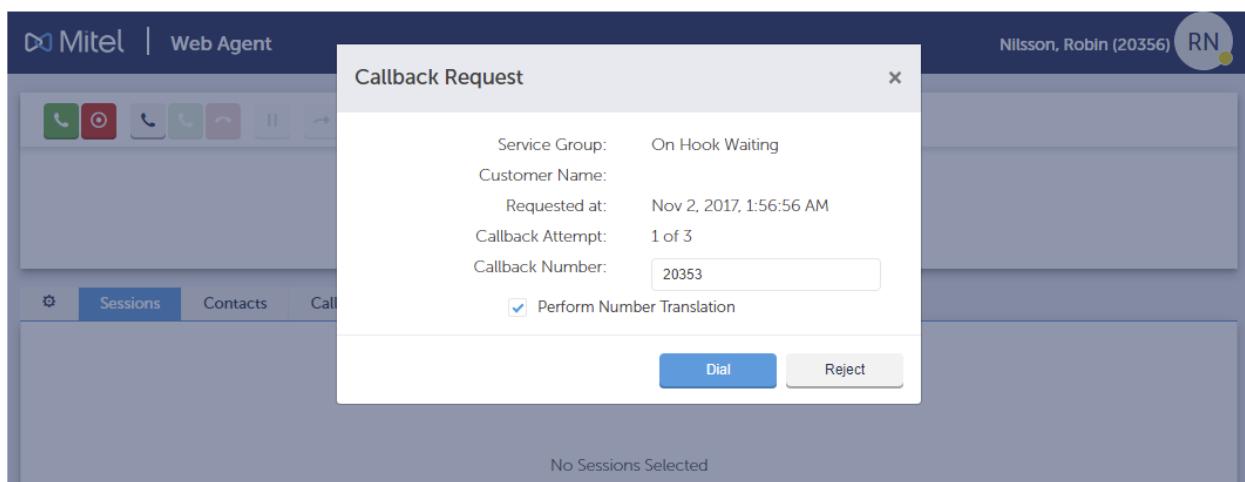
TAS ENHANCEMENTS

TAS (Telephony Application Server) has been enhanced to provide:

- Enhanced connectivity

- CTI support (via X-Link) when connected to MX-ONE

CONNECTIVITY

TAS can be used instead of OAS when connecting MiCC Enterprise to an MX-ONE call manager. There is a new SIP trunk profile in MX-ONE that is used when setting up the required SIP trunk in MX-ONE.

SUPPORT FOR X-LINK (CTI)

TAS has been enhanced to use CTI (X-Link CSTA III protocol) to monitor agent's extensions (hard phones) so that the agent can use CTI to answer incoming calls. This is configured in the TAS Configuration Tool:
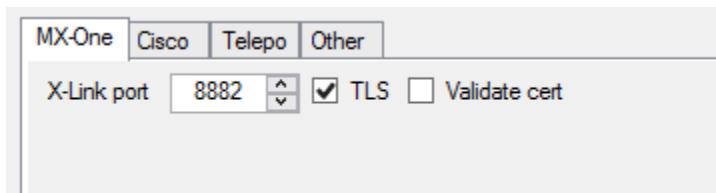
OTHER MISCELLANEOUS ENHANCEMENTS

USE-BASED LICENSING FOR SCRIPT MANAGER

Script Manager IVR port licenses will now be reported to MiCC Enterprise so that the maximum number of licenses used during a specified interval (e.g. monthly) can be reported and used for billing. License allocations, as well as failure to acquire a license, are both reported.

LDAP ENHANCEMENTS

Custom LDAP directory fields can be defined in Configuration Manager Tenant settings. These fields can be designated as UDFs, so that their value will be displayed in the Agent directory. They can also be used as additional search fields for the First Name, Last Name, Number, or Address fields. For example, if a field is designated as a First Name and Last Name field, whenever the user searches in the LDAP directory using the first name or last name as search criteria, the designated field will be searched as well in addition to the well-known LDAP field.

The list of Custom Fields is displayed for each LDAP directory.
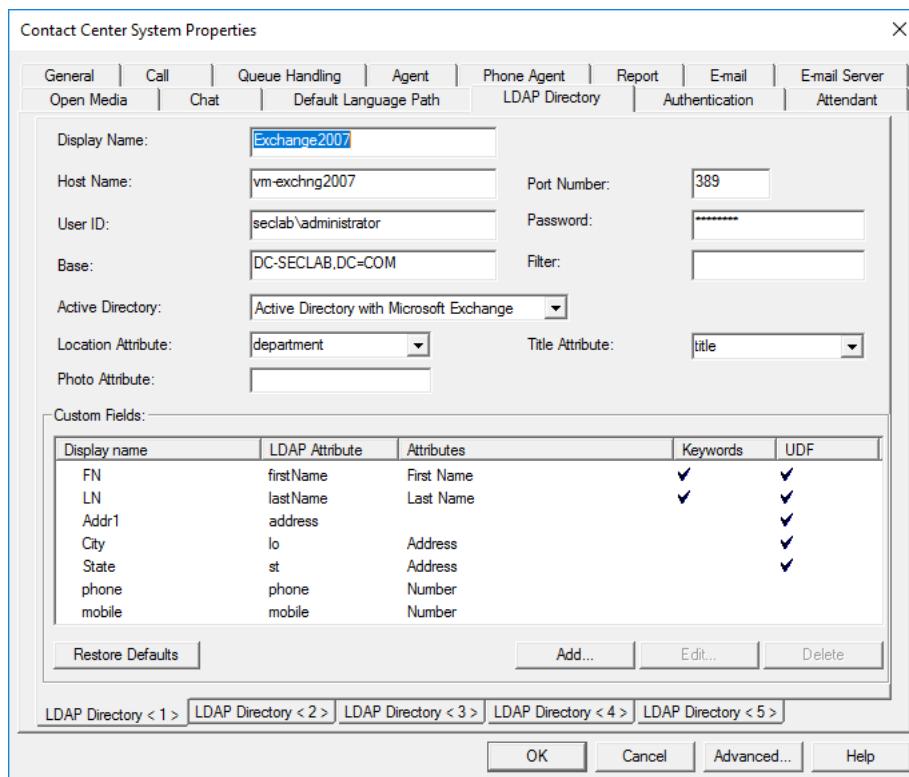
Pressing the Add or Edit button displays the Custom Directory Field dialog which allows the user to define a Display Name for the LDAP attribute, as well as designated how the field should be used in the Agent application.