A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

New in this Release 9.8

Release 9.8
Document Version 1.0

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Mitel
Powering connections

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INTRODUCTION

This document describes new features introduced in Mitel MiContact Center Enterprise, TAS and OAS 9.8.

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

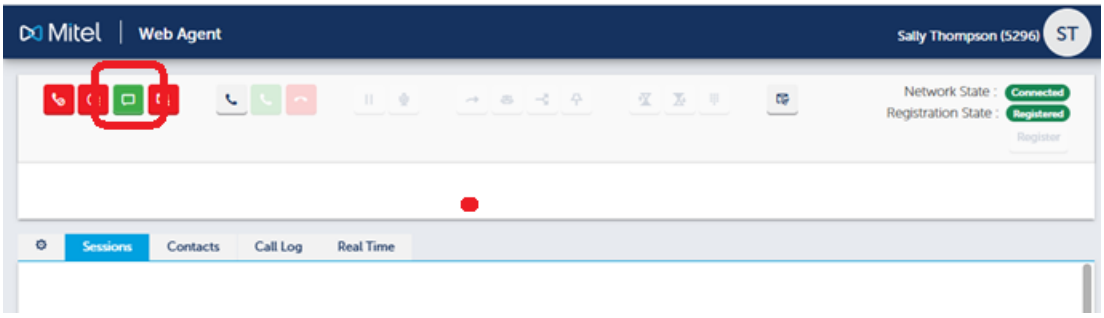
WEB AGENT ENHANCMENTS

E-MAIL HANDLING

The Web Agent application has been improved to now also add support for e-mail handling. The logged on Web Agent user must have *Handle E-mail/SMS Sessions* privilege plus an email license must be available.

NEW TOOL-BAR ICONS ADDED

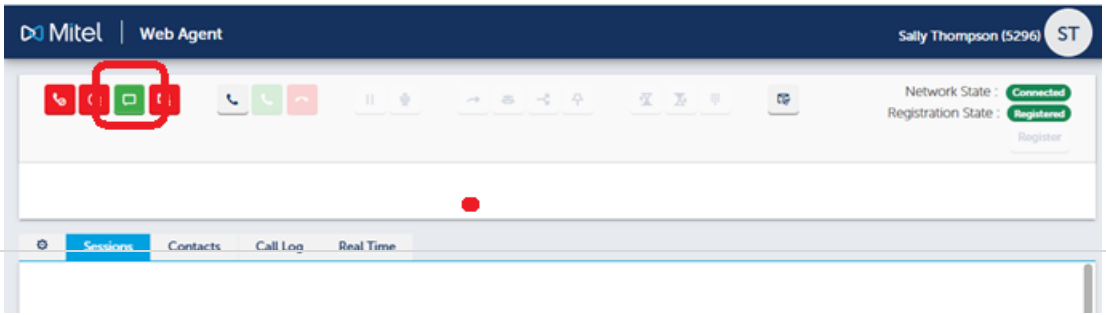
Ready / Not Ready



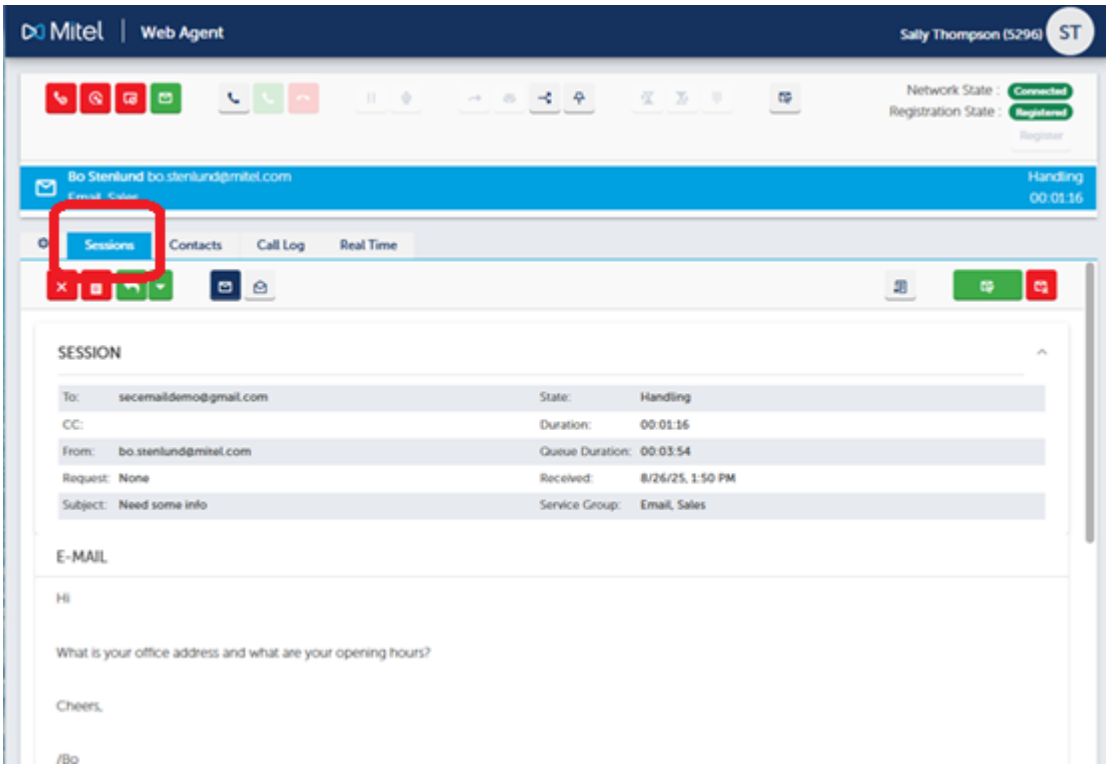
Sending E-mail

HANDLING E-MAILS

Incoming e-mails are displayed in the call window with a pre-view shown below in the Session tab. The email is answered by clicking the regular Answer button.



E-Mail Preference settings:



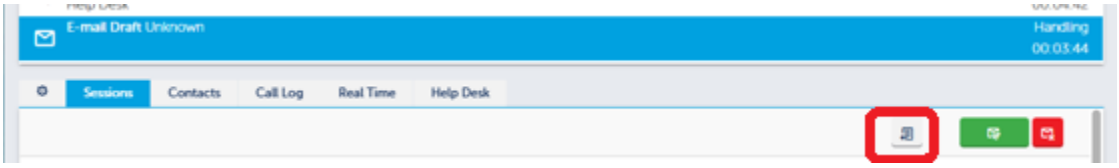
Depending on the assigned privileges, the following toolbar icons are available in the Session tab:

- Delete email, controlled by privilege
- Reject email, controlled by privilege
- Reply mode
    - Reply
    - Reply all
    - Forward
- Type of View buttons
    - Message view, shows the incoming message
    - Reply view, shows the email reply view where the user can type the reply (built in spellchecker), add attachments and ask for a supervisory review
- Send button
- Discard button, discards any typed reply text but leaves the email with the agent

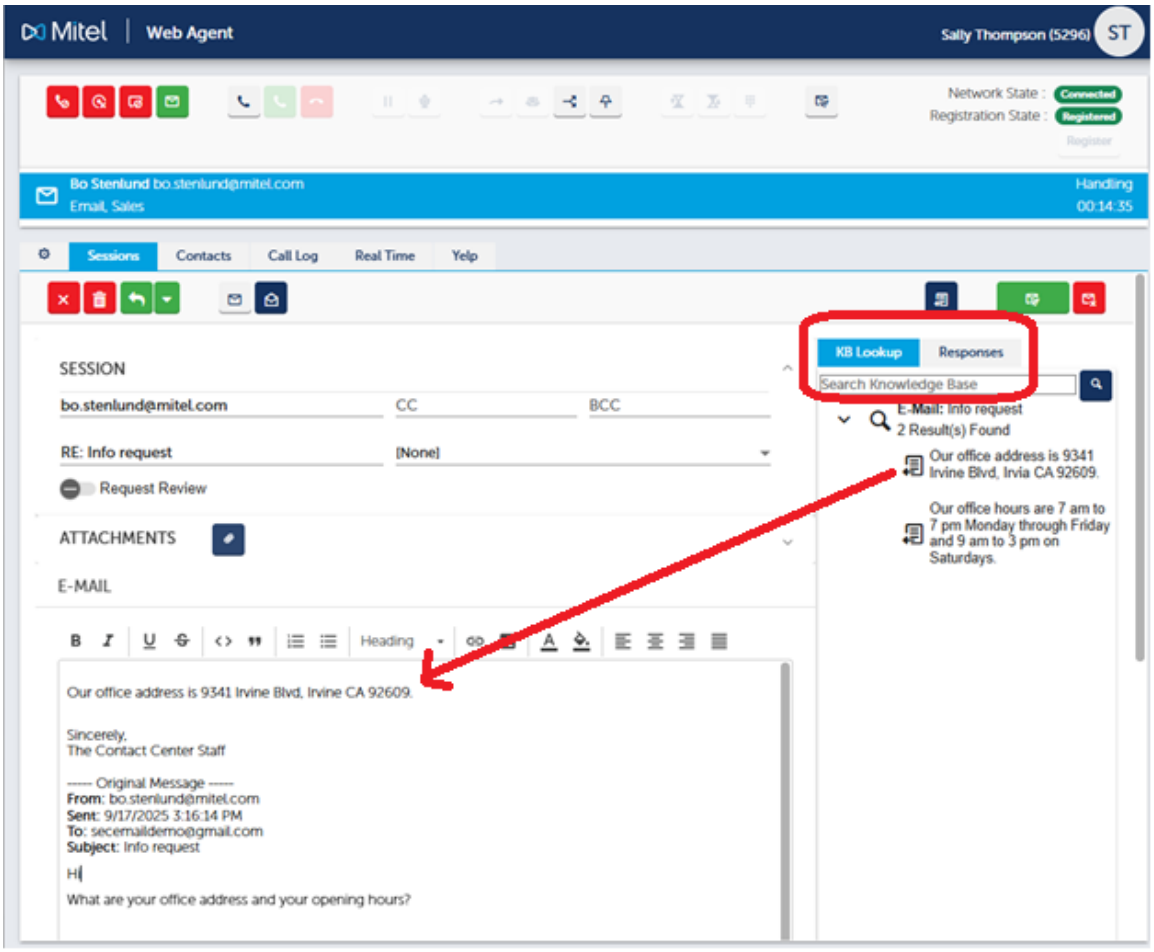
The Web Agent user can configure how many concurrent email sessions to handle. This is configured in the Options tab (see below for details). The user can then switch between the different emails by clicking on the session in the call window.

KNOWLEDGEBASE AND FAQ SUPPORT

If the email Service Group is configured to have a Knowledgebase and/or Text Response file (FAQ) configured, then a Response Panel can be opened by clicking a toolbar button:



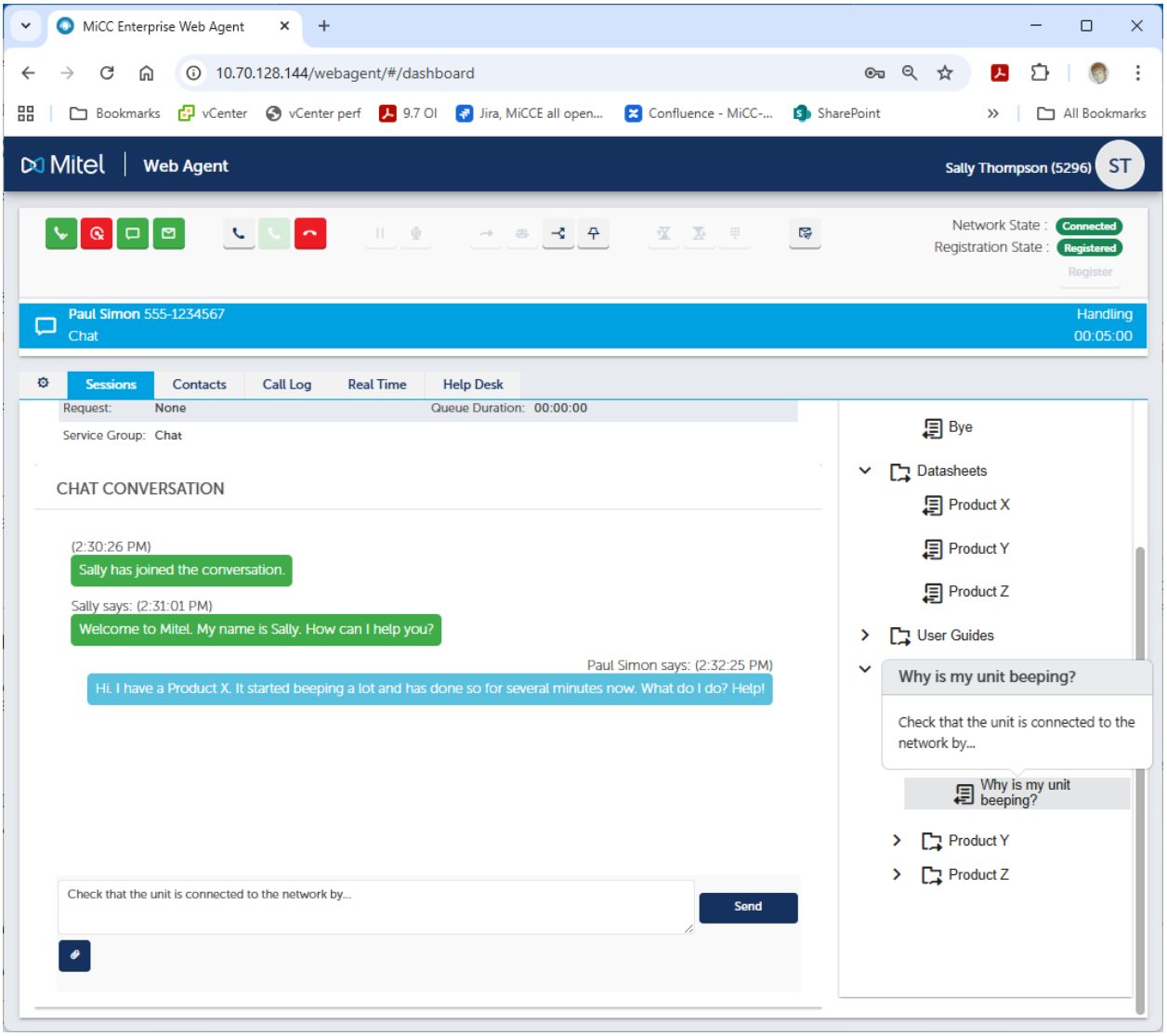
From the Response Panel, information found in the Knowledge Base and/or FAQ file can be automatically added to the Reply field by double clicking on the entry or dragging it to the response area:



CHAT ENHANCEMENTS

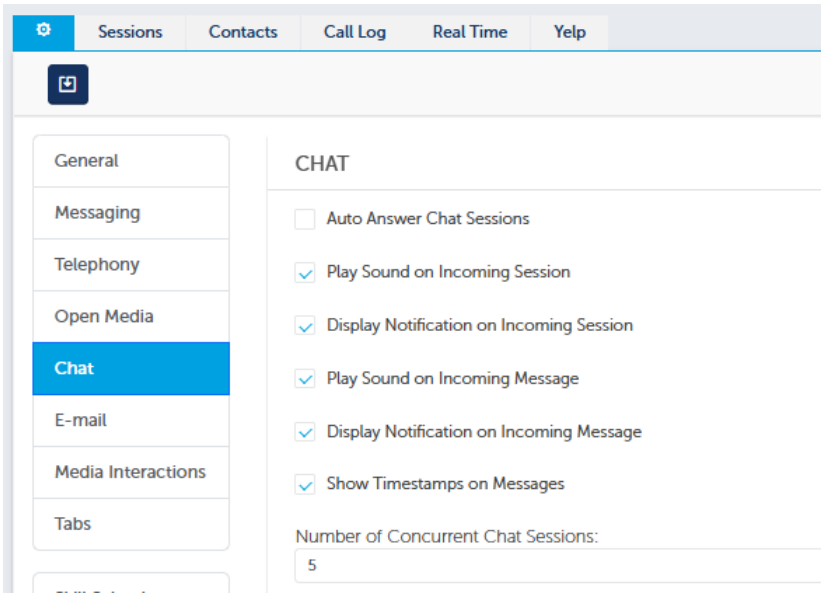
KNOWLEDGBASE AND FAQ SUPPORT

The same type of KB and FAQ functionality that is available for email sessions are now also available for chat sessions:



IMPROVED NOTIFICATIONS

Notification when a new incoming chat session has been delivered as well as notification when a new customer message has been received is improved. These are the Option you can set for Chat Notifications:

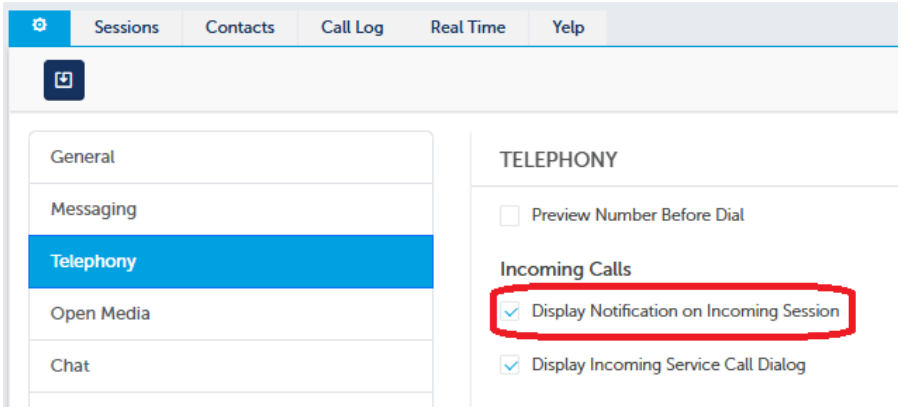


LOGON PARAMETERS

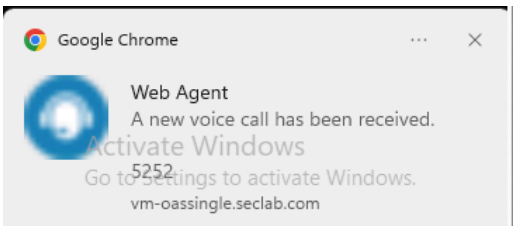
User, password, extension, call manager and extension type can now be provided in the in the URL. For example:
https://10.50.70.23/WebAgent/#/login/Tenant1/?user=KJones&password=adg135&extension=1200&softphone=false

IMPROVED NOTIFICATION OF INCOMING CALL

The incoming service call dialog can now be displayed also if another web tab is active in the Browser. This is enabled by a new option in the Settings.



Call Notification is shown in System Tray also if the Web Agent tab is not the active tab:



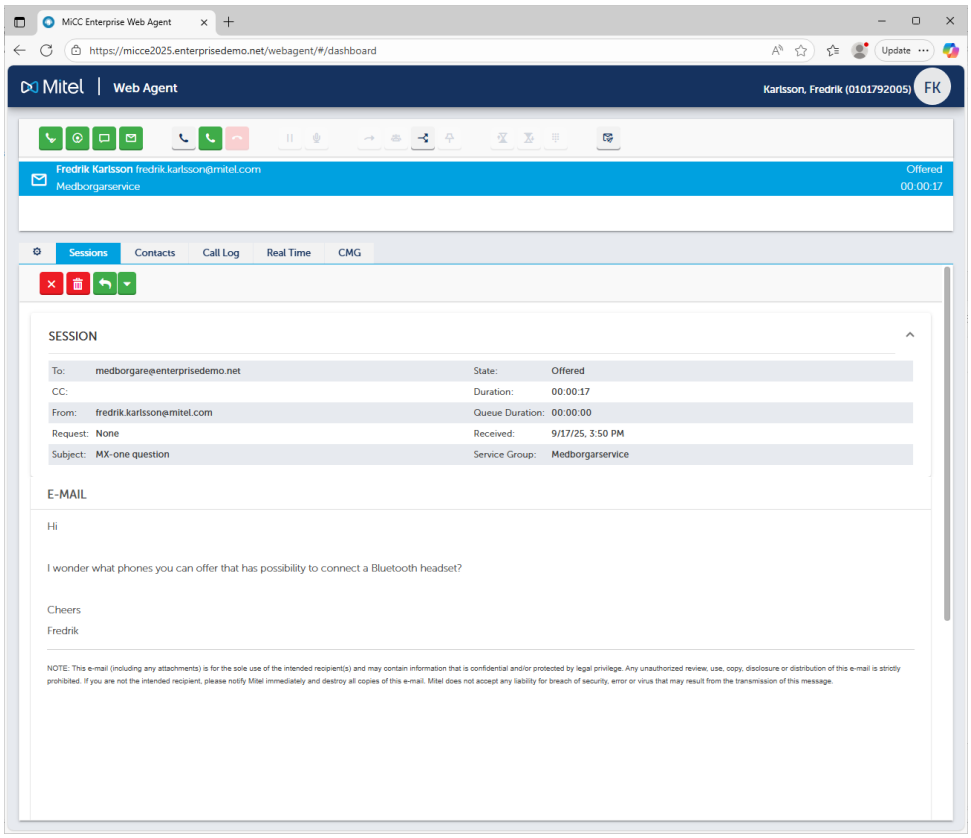
KNOWLEDGBASE AI INTEGRATION EXAMPLES

Ready-made integrations to Microsoft Cognitive Services and OpenAI have been added to the Tools folder in the Media Kit.

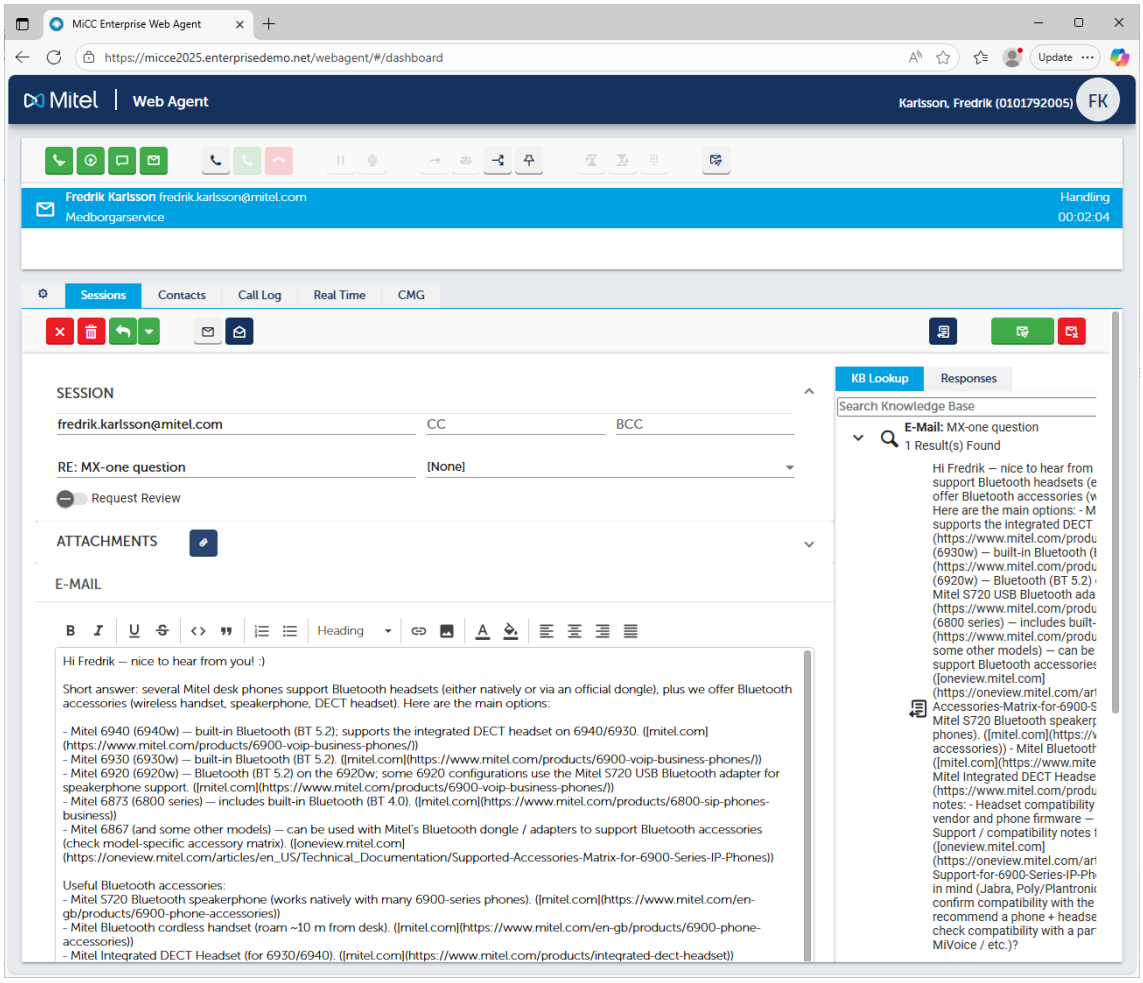
- Gives AI generated answers back to agent (Agent Assist)
- Can also be used in Script Manager for email and SMS autoreply and routing decisions
- Prompting, file search and web search can be configured
- Dll's are placed with instruction in the toolbox folder

SAMPLE CHAT WITH AI BASED AGENT ASSIST

Question from customer received in chat:



Answer from AI, via the KB integration:



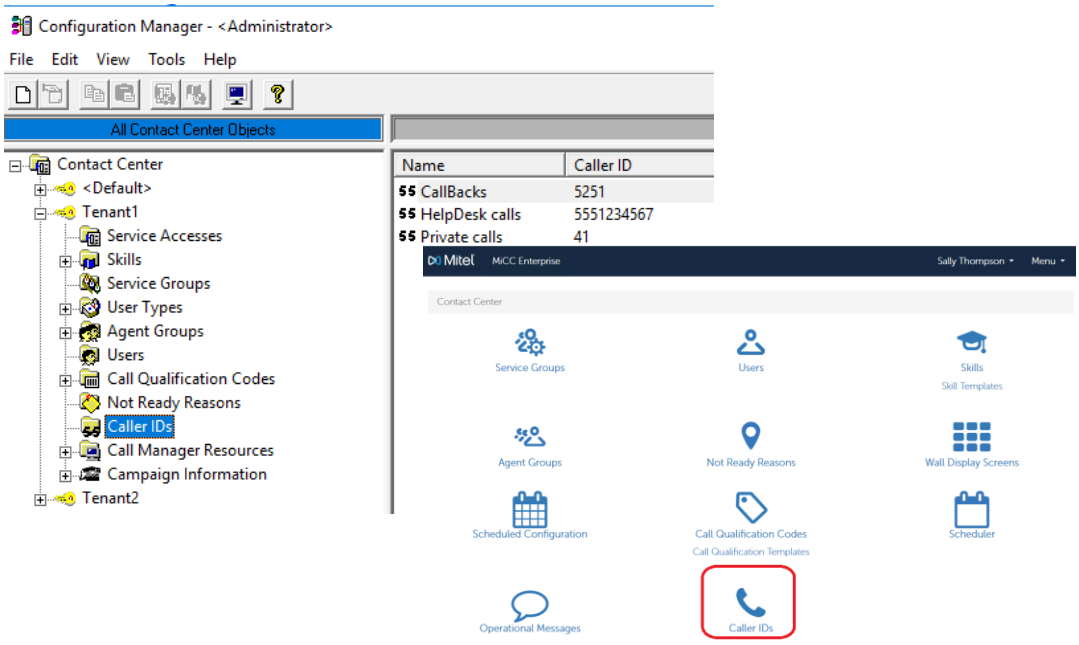
SAMPLE CODE

- The code is shipped as an example ready to modify and compile for adding other AI services
- C# code is commented and uses .Net Framework 4.8
- Support of and questions about the code itself are handled as professional services

CALLER ID ENHANCEMENTS

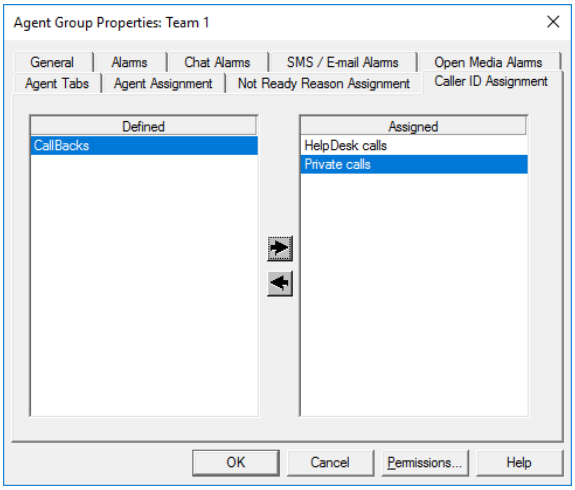
CAPACITY

Number of Caller ID entries have increased from 50 to 200 per system (or per Tenant in a multi-tenanted system). The configuration of these Caller IDs has been moved from the System Properties to their own configuration object in Configuration and Web Manager:



CALLERID PER AGENT GROUP

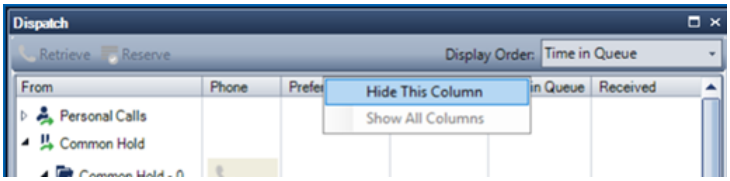
New in 9.8 is to set per Agent Group what caller IDs an agent can select from. This will restrict the options for an agent when the system or Service Group is configured to allow the agent to choose for a Private or Service Group call or CallBack.



AGENT DISPATCH ENHANCEMENTS

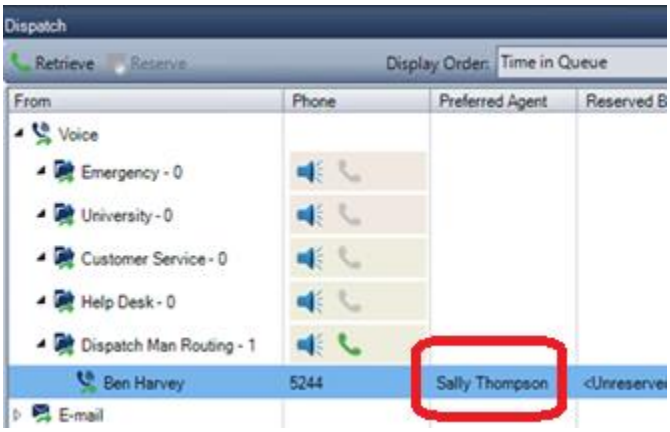
HIDE COLUMN

Columns can be hidden (and restored) by right clicking on the Column label:



PREFERRED AGENT

This column is now showing the Preferred Agent, if one has been set by the IVR (Script Manager) for voice, emails and chat. or via the Open Media API for Open Media sessions.



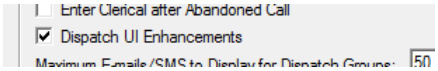
PICK CALL RINGING AT OTHER AGENT

By setting the “Pick Ringing Call from Dispatch” parameter in the Router tab in SecCfg, calls will remain in the Dispatch window until answered by a selected agent. This applies to hybrid groups, where calls in queue are displayed in Dispatch, but automatic routing is used.

This enables an agent to use the Dispatch window to pick up a call that is ringing at another agent.

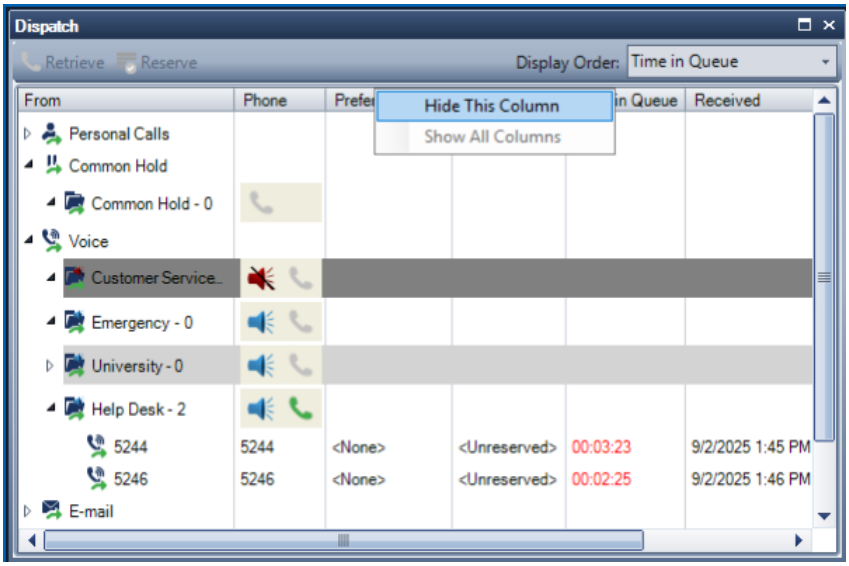
UI ENHANCEMENTS

There is now a new SecCfg setting in Agent Service tab called “Dispatch UI Enhancements". When set, a number of UI changes are enabled for the Dispatch window.



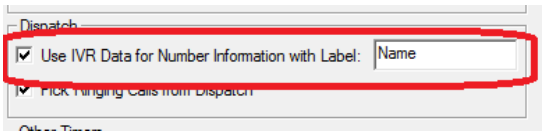
QUEUE COUNTER

When “Dispatch UI Enhancements" is set, then the Service Group queue counter is displayed next to the Service Group name:

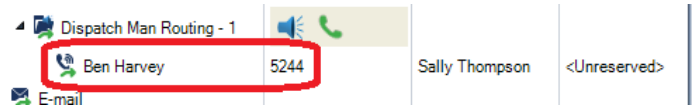


SWAP THE VALUES IN THE FROM AND PHONE COLUMNS

By setting the Label name in SecCfg (in the Router tab) then the value set for this label, e.g. a name, provided by an IVR script or via the Open Media interface will be displayed instead of the phone number in the Phone column.



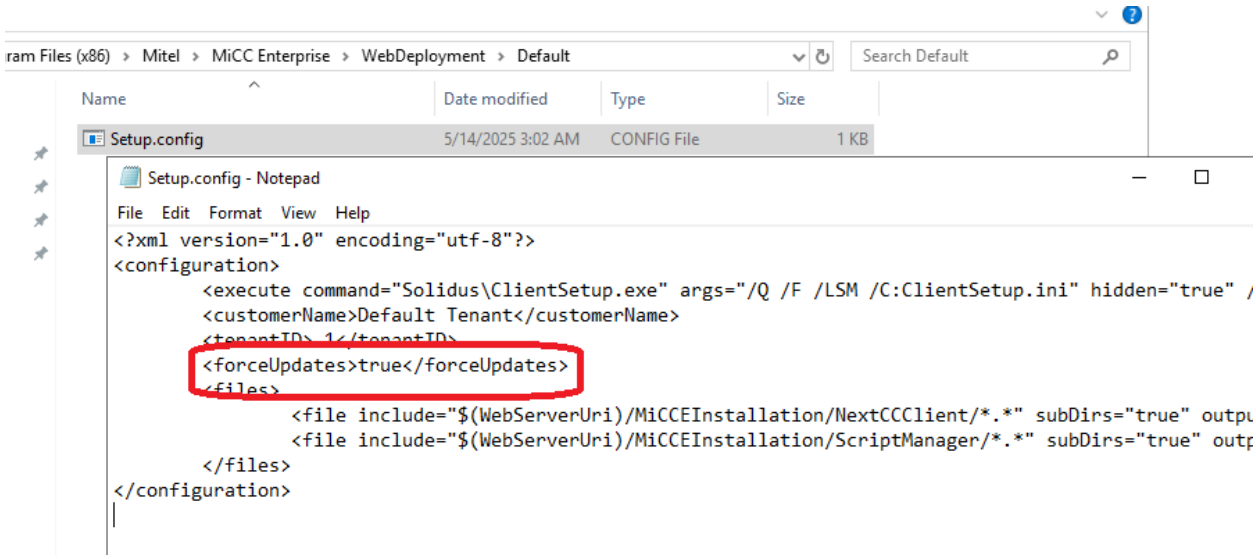
When “Dispatch UI Enhancements" is set then instead of displaying the IVR Data value in the Phone column, the value is shown in the From column:



SILENT HOTFIX INSTALLATION

A parameter in the Setup.config file, located in the WebDeployment folder on the MiCCE server, can be set to force updates to be installed on the client PC without prompting the user.

If this parameter is enabled, then when an application is launched on the client, any updates installed on the server will be installed before launching the application.



SMS ENHANCEMENTS

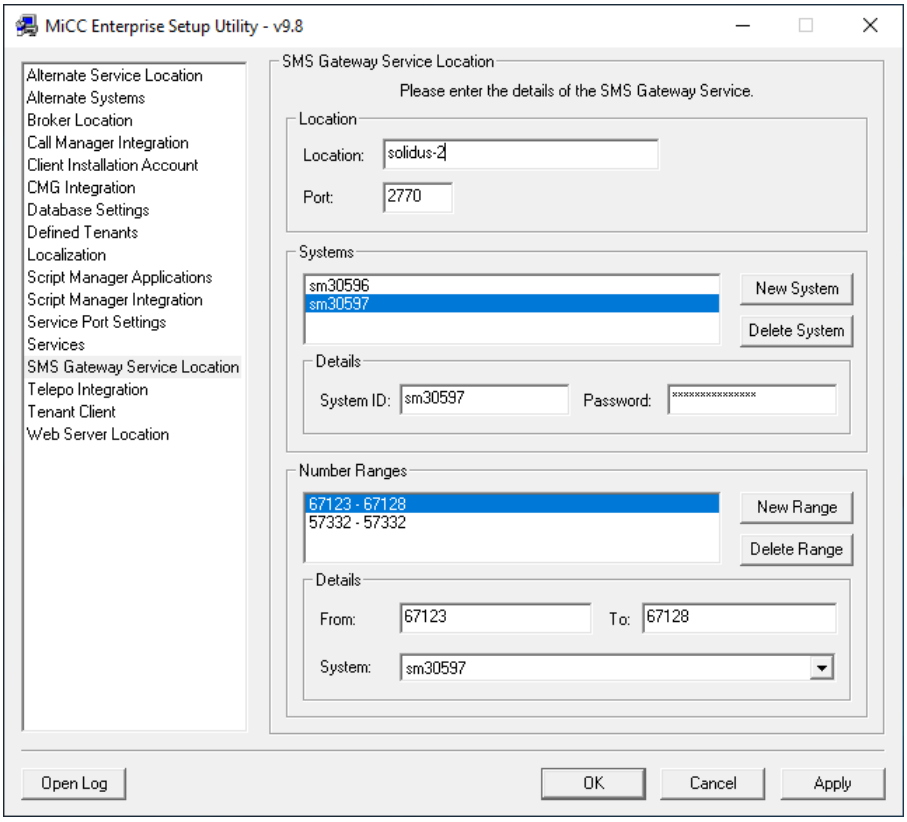
Enhancements have been made in the MiCC Enterprise SMS Gateway when integrating the SMSG to a service providers SMS-C via the SMPP protocol.

SMS-C CONNECTIVITY OPTIMIZATIONS

In previous releases, SMSG created 4 connections per monitored SMS address (number). That has been reduced to two in this release. This could introduce significant cost savings for systems where tenants or different departments within a tenant require their own SMS numbers to be monitored. Specifically in the case where the service provider charges per connection to their SMS-C.

CONFIGURE MORE THAN ONE SYSTEM ID

More than one System ID can now be configured using the MiCC Enterprise Setup utility:



Using MiCCE Setup you can now also configure one or more numbers or number series that can be monitored from SMS Service Access(es) in the system.

MAX MESSAGE SIZE

The maximum message size for inbound messages has been increased from 255 characters to 1024, which now matches the size for outgoing messages.

PASSWORD LENGTH AND COMPLEXITY

The SMPP protocol used when integrating the MiCCE SMS Gateway and SMS-C systems specifies passwords to be only 8 alphanumerical characters. But moder SMS-C based service providers do support longer and more complex passwords. So in this release, the passwords of SMS-C connections have been improved to allow up to 20 characters, allowing upper and lower case, numbers and special character.

OTHER ENHANCEMENTS

AGENT SERVICE OPEN API

An addition parameter, Tenant ID, has been added to the BROADCAST_AGENT_LOGON event. This was done to enable improved integration to e.g. MIR for multi-tenanted installations.

SECURITY

The following enhancements are made in this release:

- Denial of Service protection on SocketManager
- Hash encoding of Web Manager dashboard links, preventing users to access un-authorized links
- Configuration of clients allowed to connect to TAS can now be configured in TAS Config

SCRIPT MANAGER

CHANGE TO THE DEFLECT BLOCK

A new field is added to the *Deflect* block in Script Manager where data to be associated with the call can be set. This was previously only available in the *Deflect with Data* block, which lacks some of the features of the regular *Deflect* block.

The *Deflect with Data* block is deprecated but still available for backwards compatibility, but when developing new IVR scripts using the deflect, please use the *Deflect* block.