A MITEL
PRODUCT
GUIDE

# Unify OpenScape Contact Center Enterprise

## Overview Guide V11 R1

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Mitel

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# Contents

**1 About this guide. . . . . 5**
1.1 Who should use this guide . . . . . 5
1.2 Formatting conventions . . . . . 5
1.3 Documentation feedback . . . . . 6
**2 Introducing OpenScape Contact Center . . . . . 7**
2.1 System requirements . . . . . 8
2.1.1 Main server machine . . . . . 8
2.1.2 Client machine . . . . . 10
2.1.3 External components . . . . . 11
2.2 Communication platform requirements . . . . . 12
2.3 Product documentation . . . . . 13
2.3.1 Service documentation . . . . . 13
2.3.2 User documentation . . . . . 13
2.3.3 System integration documentation . . . . . 14
**3 OpenScape Contact Center features . . . . . 15**
3.1 Call Director . . . . . 15
3.2 Contact handling . . . . . 16
3.2.1 Voice . . . . . 16
3.2.2 Callback . . . . . 16
3.2.3 E-mail . . . . . 17
3.3 Feedback and productivity . . . . . 17
3.3.1 Wallboards and Broadcaster . . . . . 17
3.3.2 Personal performance statistics . . . . . 18
3.3.3 Contacts Waiting Indicator . . . . . 18
3.4 Presence and collaboration . . . . . 19
3.4.1 Team List . . . . . 19
3.4.2 Team Bar . . . . . 19
3.4.3 Speed List . . . . . 20
3.4.4 Speed Bar . . . . . 20
3.4.5 Directory . . . . . 21
3.5 Reporting . . . . . 22
3.5.1 Real-time and cumulative reports . . . . . 22
3.5.2 Historical reports . . . . . 23
3.5.3 Activity reports . . . . . 24
3.6 Routing . . . . . 25
3.6.1 Group-based routing . . . . . 25
3.6.2 Routing strategy workflows . . . . . 27
3.6.3 Queue processing workflows . . . . . 28
**4 OpenScape Contact Center applications . . . . . 31**
4.1 Manager application . . . . . 31
4.1.1 Default user profiles . . . . . 32
4.1.1.1 Manager user profiles . . . . . 32
4.1.2 Work centers . . . . . 33
4.1.2.1 Administration Center . . . . . 33
4.1.2.2 Broadcast Center . . . . . 34

4.1.2.3 Design Center . . . . . 34
4.1.2.4 Report Center . . . . . 34
4.1.2.5 Telephony Center. . . . . 34
4.2 System Monitor application . . . . . 35
4.3 Web Manager . . . . . 36
4.4 Mobile Supervisor application. . . . . 36
4.5 Web Supervisor . . . . . 37
4.6 Agent Portal Web . . . . . 37
4.7 Virtual Agents (Chatbot) . . . . . 39
4.8 Virtual Agents (Speechbot) . . . . . 39

**5 Third-party integration . . . . . 41**
5.1 IVR integration . . . . . 41
5.2 Screen Pop API . . . . . 41
5.3 Workforce management integration . . . . . 41
5.4 OpenScape Contact Center Analytics Life of Call (LoC)– powered by Softcom . . . . . 42
5.5 MS Teams Integration. . . . . 42
5.6 Exchange Calendar Integration . . . . . 42

**Index. . . . . 43**

# 1 About this guide

This guide provides an overview of the main OpenScape Contact Center concepts and features, including detailed hardware, software, and network requirements specific to each supported communication platform.

## 1.1 Who should use this guide

This guide is intended to provide a high-level overview of OpenScape Contact Center so you can better prepare for the planning and design phase of the OpenScape Contact Center implementation.

## 1.2 Formatting conventions

The following formatting conventions are used in this guide:

**Bold**
This font identifies OpenScape Contact Center components, window and dialog box titles, and item names.

*Italic*
This font identifies references to related documentation.

`Monospace Font`
This font distinguishes text that you should type, or that the computer displays in a message.

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***NOTE:*** Notes emphasize information that is useful but not essential, such as tips or alternative methods for performing a task.

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***IMPORTANT:*** Important notes draw special attention to actions that could adversely affect the operation of the application or result in a loss of data.

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## 1.3 Documentation feedback

To report an issue with this document, call the Customer Support Center.

When you call, be sure to include the following information. This will help identify which document you are having issues with.

- **Title:** Overview Guide
- **Order Number:** A31003-S22B1-T101-03-7618

# 2 Introducing OpenScape Contact Center

OpenScape Contact Center is a multimedia contact center solution for routing, tracking, and handling contacts. It is a full-featured 'ready-to-run' solution that is easy to implement, configure, use, and expand as requirements change.

The OpenScape Contact Center system provides an integrated set of features and tools that you can use to manage multiple channels of customer interaction and improve the effectiveness and efficiency of your contact center.

It provides:

- Next generation visualization tools for contact center management and reporting that enable managers and supervisors to ensure optimum productivity in the contact center.
- An intuitive desktop for blended multimedia interaction handling that enables your contact center to improve customer service and increase interaction handling efficiency.
- Unique multimedia presence and collaboration tools that enable you to extend your contact center to experts and decision makers across the enterprise, including in remote locations.
- Innovative and easy-to-use communication tools for all media that optimize user productivity.
- Visual design tools for quickly and easily creating multimedia routing strategy and queue processing workflows.

The OpenScape Contact Center licenses are concurrent.

# 2.1 System requirements

This section describes the minimum requirements for the OpenScape Contact Center server and client machines, as well as the requirements for supported external components.

***NOTE:*** These are the minimum system requirements. For improved performance, use hardware that exceeds these minimum requirements.

***NOTE:*** A firewall between server and client machines is not recommended. If firewall implementation is required, contact your service representative.

## 2.1.1 Main server machine

The OpenScape Contact Center main server machine is the primary server on which the OpenScape Contact Center software resides. This machine is always required to run OpenScape Contact Center.

**Attention:** It is strictly forbidden to make the following changes in our database: create triggers, create new tables or alter the current tables, remove or create indexes, create views, access the temporary tables (i.e. callrecord1, callrecord2, agentrecord1, agentrecord2) or lock the database for external operations. Doing so may adversely affect the operation and performance of the OpenScape Contact Center system and we may not be able to fulfill our support obligation for the product.

The minimum requirements for installing the OpenScape Contact Center software on a main server machine are listed in the following table.

| Requirement | Main server machine |
|---|---|
| Processor[a] | Intel Xeon E3-1271v3 |
| Memory | 8GB |
| Hard drive | 1 TB, 7200 RPM, SATA |

*Table 1 System requirements for a main server machine*

| Requirement | Main server machine |
|---|---|
| Display settings | 1024 x 768 pixels with 16-bit color |
| Operating system | • Windows Server 2022 Standard or Datacenter<br>• Windows Server 2019 Standard or Datacenter<br>• Windows Server 2016 Standard or Datacenter |
| Other | • 1 Gbps[b] Ethernet network interface card for the customer LAN<br>• DVD-ROM drive<br>• SSDP Service Plug-in for remote service access<br>• 56 Kbps modem for pager notifications (optional)<br>• 20 GB capacity tape drive, supported by Informix (optional) |

*Table 1 System requirements for a main server machine*

a The OpenScape Contact Center software has been tested on machines running Intel dual-core, Intel quad-core, and AMD dual-core processors. In general, hardware that meets or exceeds the minimum requirements can be used, provided that it delivers comparable or better performance.

b 10 Mbps Ethernet network infrastructure is only supported if there are no Client Desktop applications and no more than five concurrent Manager applications installed on the system.

## 2.1.2 Client machine

The minimum system requirements for installing the OpenScape Contact Center software on a client machine are listed in the table below. The requirements differ depending on the type of OpenScape Contact Center applications you expect to run on the machine.

| Requirement | Agent Portal Client | Manager or System Monitor |
|---|---|---|
| Processor[a] | Intel Pentium 4 at 1.6 GHz (Intel Pentium Dual-core E2180 at 2.0 GHz recommended) | Intel Pentium 4 at 1.6 GHz (Intel Pentium Dual-core E2180 at 2.0 GHz recommended) |
| Memory | 1 GB | 1 GB (2 GB recommended) |
| Hard drive | 100 MB available disk space | 500 MB available disk space |
| Display settings | 1024 x 768 pixels with 16-bit color | |
| Operating system | • Windows 10 Professional and Enterprise Edition<br>Windows 11 Professional and Enterprise Edition | |
| Other | • 100 Mbps Ethernet network interface card for the customer LAN<br>• DVD-ROM drive (optional) | • 100 Mbps[b] Ethernet network interface card for the customer LAN<br>• DVD-ROM drive (optional)<br>• Sound playback device for listening to OpenScape Contact Center .wav files or audible thresholds from reports (optional) |

*Table 2 System requirements for OpenScape Contact Center client software*

a The OpenScape Contact Center software has been tested on machines running Intel dual-core, Intel quad-core, and AMD dual-core processors. In general, hardware that meets or exceeds the minimum requirements can be used, provided that it delivers comparable or better performance.

b 10 Mbps Ethernet network infrastructure is only supported if there are no more than five concurrent Manager applications installed on the system.

## 2.1.3 External components

OpenScape Contact Center supports integration with the external components listed in this section.

| Component | Requirements |
|---|---|
| E-mail and LDAP components | ● Corporate e-mail servers:<br>– Microsoft Office 365<br>– Microsoft Exchange Server 2007, 2010, 2013, 2016 and 2019<br>– IBM Lotus Domino 8.0, 8.5 and 9<br>● Protocols:<br>– IMAP Version 4<br>– SMTP Version 1 (Enhanced SMTP is not supported) |
| Presence integration | When using the OpenScape UC Application integration feature, the following version is supported:<br>● OpenScape UC Application V7 R2 |
| Voice processor | The following voice processors are supported:<br>● OSCMS (OpenScape Contact Media Service)<br><br>**Notes:**<br>● The Call Director feature requires a voice processor to handle interactive messages. |

*Table 3* *Supported external components*

| Component | Requirements |
|---|---|
| Wallboards | The following Spectrum IP and serial (with a Spectrum IP converter kit) wallboards are supported:<br>● 3024C<br>● 3027C<br>● 3214C<br>● 3614C<br>● 3024-IPC<br>● 3029-IPC<br>● 3214-IPC<br>● 3614-IPC<br>● 4200R<br><br>**Note:** Other wallboards that adhere to the EZ Key II protocol are also supported. Ensure that you have the supported firmware for the wallboard. |
| Web components | ● Corporate Web servers<br>– Microsoft Internet Information Server (IIS) 10 on<br>– Server 2016<br>– Apache Tomcat 9 on Windows Server 2016, Windows Server 2022<br>– Apache Tomcat 7.0.63 on Red Hat Enterprise Linux 6 Server<br>– Apache Tomcat 6.0 on Red Hat Enterprise Linux 6 Server<br><br>● Web browsers<br>– Internet Explorer 8, 9, 10 and 11<br>– Firefox 10, 11 and 63.0<br>– MS Edge 42 |

*Table 3 Supported external components*

## 2.2 Communication platform requirements

OpenScape Contact Center supports the following communication platforms:

- OpenScape Business V2

The minimum requirements for connecting an OpenScape Contact Center main server machine to an OpenScape Business communication platform are the following:

- UC Booster Card or external UC Booster Server

## 2.3 Product documentation

This guide is part of a comprehensive documentation package for the OpenScape Contact Center system. The complete package includes the documentation listed in the following sections.

### 2.3.1 Service documentation

- **Communication Platform Integration Guide** — Describes how to configure the various supported communication platforms and voice processors to integrate with the OpenScape Contact Center system.
- **Installation Guide** — Describes how to install, upgrade, and configure the OpenScape Contact Center software on both server and client machines.
- **System Management Guide** — Describes how to configure third-party hardware, such as wallboards, corporate e-mail servers, and corporate Web servers, to integrate with the OpenScape Contact Center system. It also describes how to perform ongoing maintenance of the system, including backing up and restoring the database.

### 2.3.2 User documentation

- **Manager Administration Guide** — Provides an overview of the Manager application and walks users through the various administration tasks that need to be performed on an ongoing basis.
- **Manager Help** — Provides detailed instructions on how to use all the features available in the Manager application.
- **Web Manager Administrator Guide** - Provides detailed instructions on how to use all the features available in the Web Manager application
- **Overview Guide** — Provides an overview of the main OpenScape Contact Center concepts and features, including detailed hardware, software, and network requirements specific to each supported communication platform.
- **Reporting Reference Guide** — Provides detailed information on interpreting reports, including descriptions of report types, predefined report templates, and statistics.

- **System Monitor Help** — Provides detailed instructions on how to use all the features available in the System Monitor application.
- **Supervisor User Guide** - Provides detailed instructions on how to use the Mobile and Web Supervisor applications.
- **Agent Portal Web User Guide** - Provides detailed instructions on how to use the Agent Portal Web application.

### 2.3.3 System integration documentation

- **IVR API Integration Guide** — Describes how to integrate the OpenScape Contact Center system with an Interactive Voice Response (IVR) system using the IVR Application Programming Interface (API).**Screen Pop API Integration Guide** — Describes how to integrate the OpenScape Contact Center system with the Screen Pop Application Programming Interface (API).
- **Workforce Management Integration Guide** — Describes the statistical and administration XML data that is exported by the OpenScape Contact Center system for use in third-party workforce management applications.

# 3 OpenScape Contact Center features

This chapter provides a brief description of the beneficial features of the OpenScape Contact Center system.

## 3.1 Call Director

Call Director is a licensed feature that works with the OpenScape Contact Media Service voice processor to execute interactive messages and announcements.

Call Director is a fully integrated basic Interactive Voice Response (IVR) application and interactive call processing tool that can be used to front end incoming interactions. Call Director is designed to enhance call handling productivity and customer service, without the high cost and complexity associated with a full IVR system.

Call Director allows you to provide a variety of call processing features, including:

- **Messages and announcements** — Provide custom greetings and informational messages to customers to automate self-service items, such as business hours, weekly promotions, or frequently asked questions.
- **Menu prompts** — Gather requirements by allowing customers to select options and navigate through menus via their telephone keypad. These interactive menus allow the customer to make choices while waiting in queue and can be configured to be interruptible to allow the customer to input choices immediately rather than wait for prompts to finish.
- **Digit collection** — Collect in formation from the customer through the telephone keypad. Collected digits can be passed to the answering user’s desktop in real time in order to streamline call handling. This information can also be passed to third-party applications, such as billing systems, in order to automate the retrieval of the customer’s file.
- **Performance level messages** — Keep your customers informed by providing real-time feedback regarding the status of their call, such as the estimated wait time or their position in the queue. These intelligent messages help reduce call abandon rates by managing customer expectations.

## 3.2 Contact handling

The OpenScape Contact Center system has the ability to route, track, and handle the following types of contacts:

- Voice
- Callback
- E-mail

### 3.2.1 Voice

In working with a communication platform to manage calls, the OpenScape Contact Center system's key responsibilities are calculating and delivering call routing directives, collecting statistics, and managing user interaction and component interaction with the communication platform. The communication platform is still responsible for initial call processing, fundamental operations such as transfers and holds, and other basic voice tasks.

The OpenScape Contact Center system supports the communication platforms listed in Section 2.2, "Communication platform requirements", on page 12.

### 3.2.2 Callback

The callback feature is a licensed feature that allows you to provide users and customers with the ability to generate callbacks. A callback is a request for a return call that is usually based on a customer's previous interaction with the contact center.

A callback can be generated in the following ways:

- A callback request is generated as part of the workflow using a Create Callback component. Using this method, you can reserve a callback for a specified user.
- A voice queue can be configured so that a callback is created automatically when a customer abandons a call.

---

***NOTE:*** Support is provided for additional ways of creating callbacks programmatically, for example, by having an IVR gather contact information to generate a callback. Contact your service representative for details.

---

- A user schedules a callback from the Agent Portal application. Using this method, you can reserve a callback for a specified user.
- A customer generates a callback request from a Web page.

### 3.2.3 E-mail

The e -mail feature is a licensed feature that allows you to provide customers with the ability to interact with your contact center through e-mail messages. The customer sends an e-mail message to a particular e-mail address and the e-mail message is routed through your corporate e-mail server to the OpenScape Contact Center E-mail Server.

**Note:** A Multichannel User license is needed to handle this medium.

## 3.3 Feedback and productivity

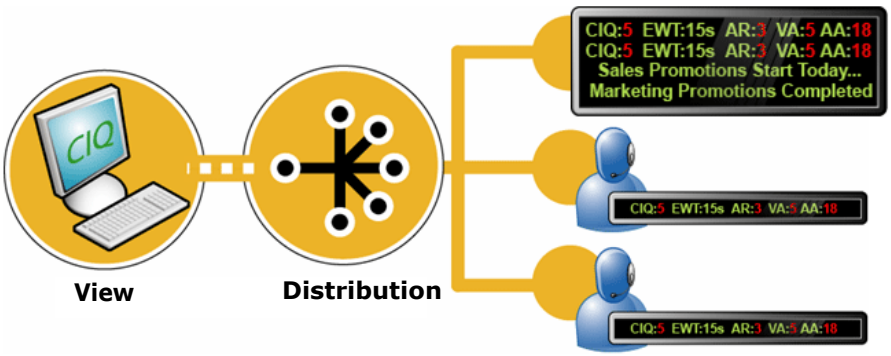
The OpenScape Contact Center system provides performance feedback and productivity tools that empower Agent Portal users to understand current operating conditions and manage their own personal performance, thus improving employee efficiency and satisfaction. As a result, supervisor workload is reduced, because users can easily see their personal performance as it relates to service level or operational targets.

### 3.3.1 Wallboards and Broadcaster

A wallboard is an electronic message board that displays a scrolling view of real-time statistical data and general system information about the contact center to several users at once. Data on a wallboard is refreshed using the same refresh interval as the Agent Portal application so you can visually alert all users of changes in the operational conditions of the contact center.

Broadcaster is an integrated “ticker-tape” display that, like a personal wallboard, distributes real-time operational statistics and supervisor messages directly to the user’s desktop. Users can control the display, including stopping, moving, and controlling the speed and direction of the display. Broadcaster can be displayed as part of the Agent Portal application or torn off and parked elsewhere on the screen.

Views and distributions are used to send messages and statistical data to wallboards and Broadcaster. A view displays information on a wallboard or user's desktop, such as performance statistics for contacts, users, groups, or queues. A distribution is a group of users or wallboards to which you can assign a view.




## 3.3.2 Personal performance statistics

Personal performance statistics visually inform users of their adherence to thresholds and business targets as defined by their manager, such as utilization, contact handling time, and the number of contacts handled.

Cumulative information is displayed since the start of the user's shift and is updated in real time. Statistics can be configured to change color or flash when their thresholds are exceeded.

## 3.3.3 Contacts Waiting Indicator

The Contacts Waiting Indicator is a visual indicator of the number of contacts waiting in queue that the user is eligible to handle. This allows users to pace their activities accordingly.

The Contacts Waiting Indicator has configurable thresholds to identify performance highs and lows. The indicator has four states: off, on, slow flash, and fast flash. These states correspond to thresholds that can be set in the Manager application. As the number of contacts waiting increases and passes each threshold, the indicator moves through the different states.

## 3.4 Presence and collaboration

Sever al tools provide access to detailed presence information for all media, so that Agent Portal users can easily find the right person to help resolve a customer issue in real time.

These tools enable your contact center users to:

- Maximize their effectiveness.
- Save time and expense by eliminating unnecessary callbacks, requeues, and transfers to voice mail.
- Leverage the expertise across the enterprise to provide higher value interactions.
- Facilitate first contact resolution to improve productivity and customer satisfaction.

### 3.4.1 Team List

The Team List is a fully-integrated, real-time presence and collaboration tool that allows a user to view the status and availability of up to 100 peers inside and outside the contact center. The users that can be displayed in the Team List are defined in the Manager application.

Team List members can be sorted by name, department, current status, and even the media they are logged on to. When the need arises, users can quickly contact the person they need to help resolve customer issues.

### 3.4.2 Team Bar

The Team Bar allows users to create a group of up to 25 team members whom they work with most often and display this list as a desktop toolbar for quick access. The Team Bar contains a subset of the entries from the Team List.

The Team Bar is completely customizable. Users can add or delete team members, undock and move the Team Bar to a different location on the screen, and change its size.

### 3.4.3 Speed List

To maximize efficiency, users can create a personal Speed List that contains up to 100 people whom they contact frequently. Users can store information about these contacts, such as multiple telephone numbers and e-mail addresses, so they can quickly retrieve contact information.

For example, if a customer has multiple telephone numbers (Office, Mobile, and Home) or several e-mail addresses, the user can quickly select the one to use.

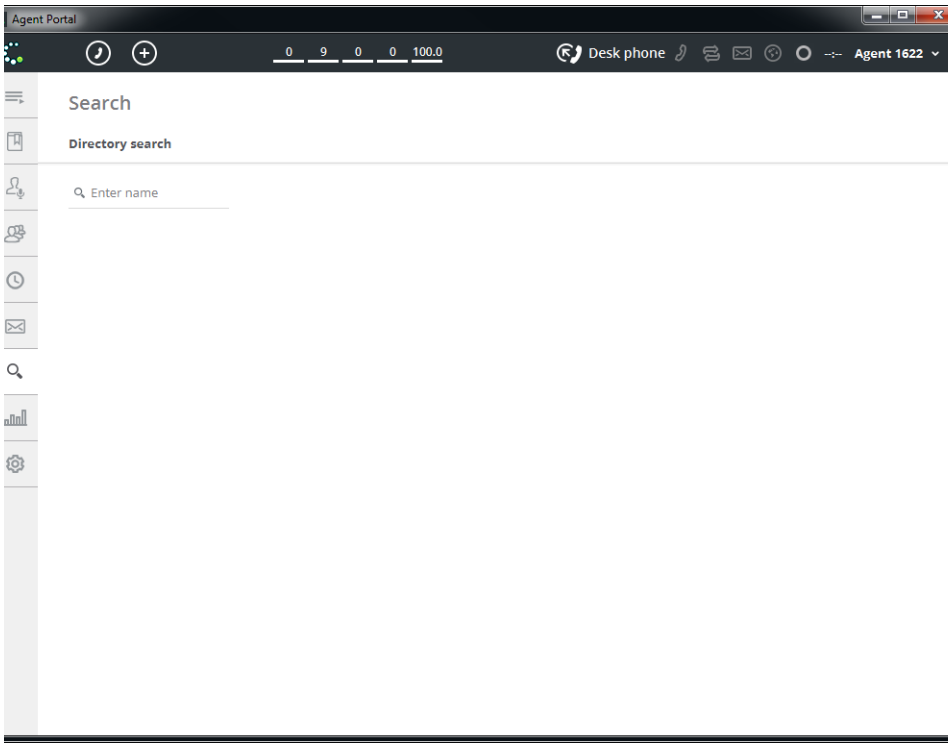
### 3.4.4 Speed Bar

The Speed Bar allows users to create a group of up to 25 people they contact most frequently and display this list as a desktop toolbar for quick access. The Speed Bar contains a subset of the entries from the Speed List.

The Speed Bar is completely customizable. Users can add or delete contacts, undock and move the Speed Bar to a different location on the screen, and change its size.

## 3.4.5 Directory

To assist with first contact resolution and leverage the knowledge of others, Agent Portal Web users can query against existing corporate and external LDAP-compliant directories, to contact colleagues and customers who are beyond the boundaries of the contact center.




When the optional presence integration feature is enabled and the Agent Portal Web user performs a directory search, the system attempts to obtain the presence of each entry in the search results, as follows:

- The system first attempts to obtain the user presence state and voice media presence state from the OpenScape Unified Communications (UC) Application, provided that the OpenScape UC Application Integration feature is enabled and configured.
- If the user is not an OpenScape UC Application user, or the OpenScape UC Application integration feature is not enabled or is not available, the system attempts to obtain the user presence state from the OpenScape Contact Center system.

For convenience, entries in the directory can be added to the Speed List and Speed Bar with a single mouse click.

## 3.5 Reporting

You can use the Manager reporting feature to view performance data which can help you resolve issues, evaluate the efficiency of your contact center, and optimize your OpenScape Contact Center configuration. Reporting provides real-time statistics, accumulated statistics for the current day, and historical statistics on various contact center resources. Options range from online views showing the current status of particular resources to traditional statistical summaries.

### 3.5.1 Real-time and cumulative reports

Real-time reports provide detailed up-to-date contact center information, such as user utilization, service levels, abandon rates, and average handling time for all media types. You can choose from a comprehensive range of statistical values for blended as well as media-specific reports.

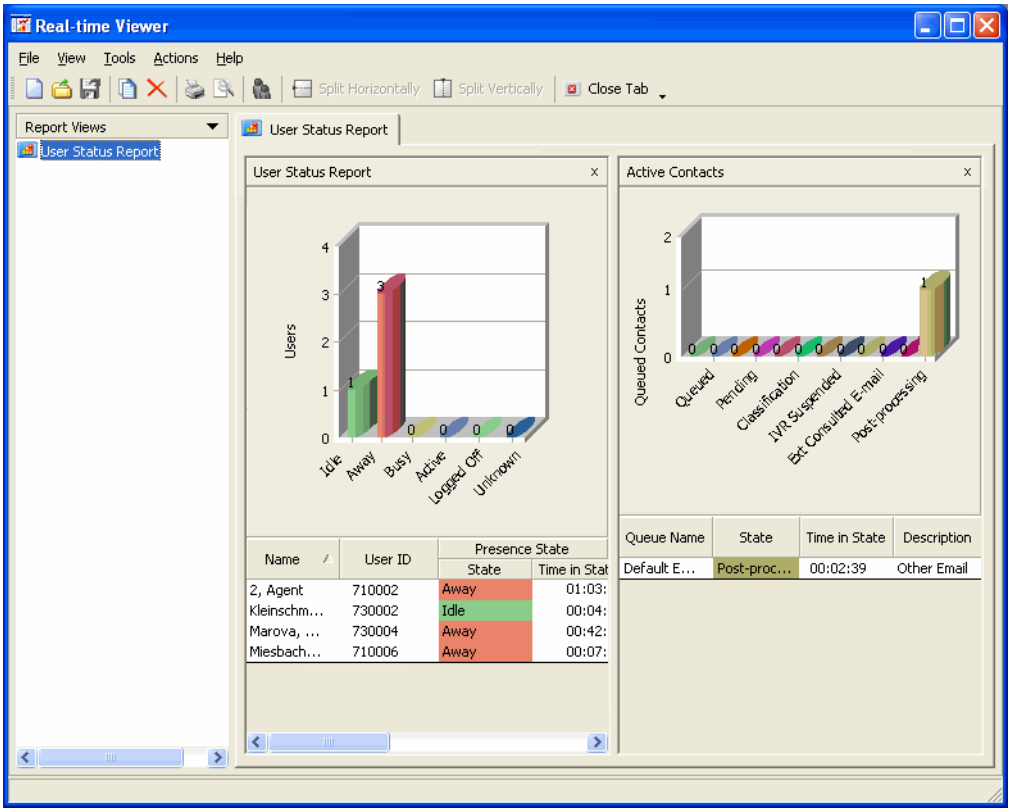
Cumulative reports provide accumulated performance statistics for the previous 24-hour period. These statistics are continuously updated at configured intervals, such as every 15 minutes or every hour, to include trending information that allows you to compare the statistics with statistics from a previous day.

Real-time and cumulative reports have an alarm mechanism to alert you to key column values in the report. For each column in the report, you can set a threshold condition.

Views can be delivered in a variety of graphical and tabular formats. A built-in analytic model uses actual data trends to predict performance patterns and volumes in real-time, enabling you to make better decisions regarding staffing resources or contact routing approaches.

The Real-time Viewer enables you to display one report view at a time. Each report view can display up to four real-time or cumulative reports. These views are automatically updated on screen at configurable refresh intervals.

The following is an example of a real-time report displayed in the Real-time Viewer:



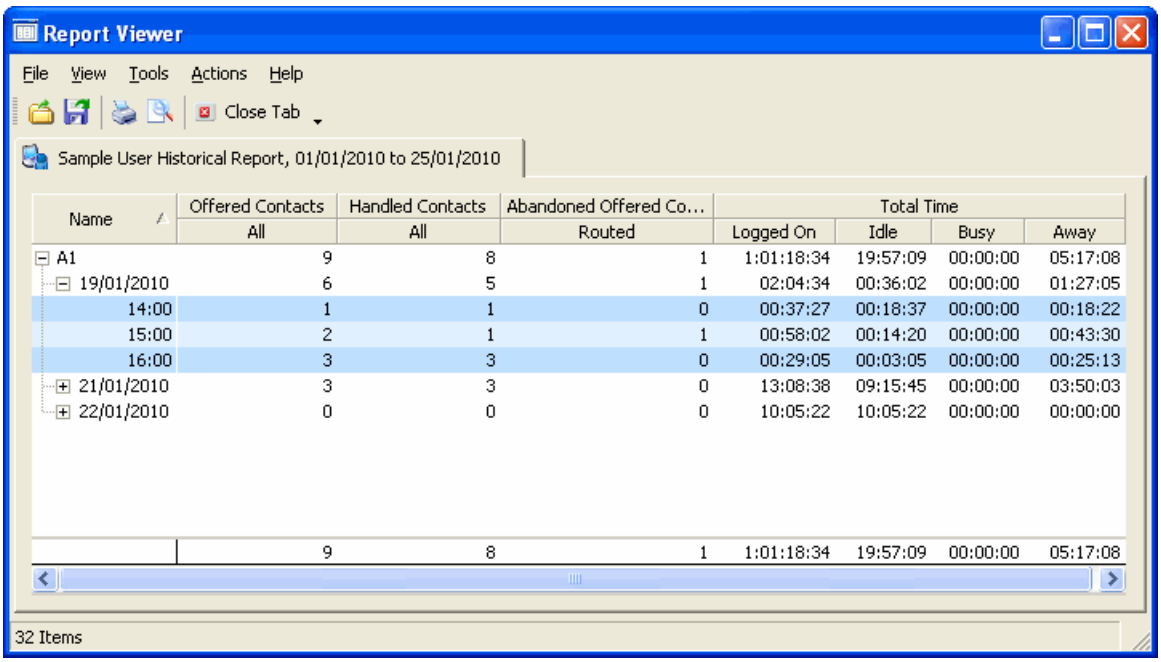

## 3.5.2 Historical reports

Historical reports provide statistical summaries on the performance of specific resources over a specified time period. Historical reports are commonly used to evaluate or assess contact center performance, configuration efficiency, and the productivity of individual queues and users. Statistics are available at user, department, and site levels.

Historical reports can be viewed on-demand or scheduled to run on a daily, weekly, or monthly basis. The reports can be delivered in a variety of graphical and tabular formats and can be printed or exported to a variety of formats. The system can also automatically distribute historical reports as attachments to e-mail messages.

The Report Viewer enables you to flexibly adjust report output even after the reports have been run. You can reorder and resort content, as well as tailor the level of detail displayed on screen.

The following is an example of a historical report displayed in the Report Viewer:



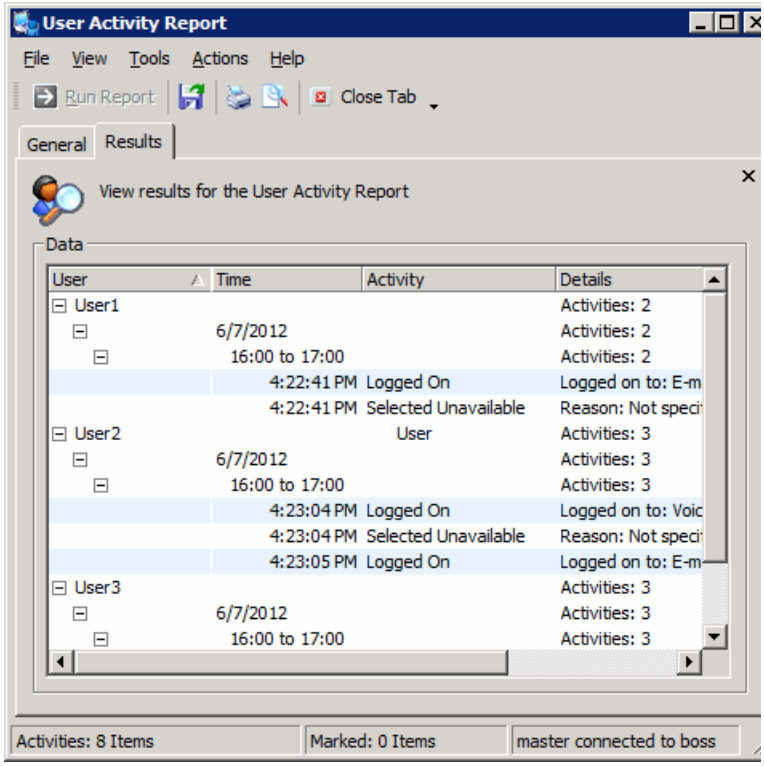

| Name | Offered Contacts | Handled Contacts | Abandoned Offered Co... | Total Time | | | |
|---|---|---|---|---|---|---|---|
| | All | All | Routed | Logged On | Idle | Busy | Away |
| A1 | 9 | 8 | 1 | 1:01:18:34 | 19:57:09 | 00:00:00 | 05:17:08 |
| 19/01/2010 | 6 | 5 | 1 | 02:04:34 | 00:36:02 | 00:00:00 | 01:27:05 |
| 14:00 | 1 | 1 | 0 | 00:37:27 | 00:18:37 | 00:00:00 | 00:18:22 |
| 15:00 | 2 | 1 | 1 | 00:58:02 | 00:14:20 | 00:00:00 | 00:43:30 |
| 16:00 | 3 | 3 | 0 | 00:29:05 | 00:03:05 | 00:00:00 | 00:25:13 |
| 21/01/2010 | 3 | 3 | 0 | 13:08:38 | 09:15:45 | 00:00:00 | 03:50:03 |
| 22/01/2010 | 0 | 0 | 0 | 10:05:22 | 10:05:22 | 00:00:00 | 00:00:00 |
| | 9 | 8 | 1 | 1:01:18:34 | 19:57:09 | 00:00:00 | 05:17:08 |

## 3.5.3 Activity reports

There are three types of activity reports that you can generate:

- **User Activity Report** – Provides historical, minute-by-minute, state and activity data for a user or group of users during a specified time interval for a specified date range. If multiple locations are configured, you can choose to run the report based on the time zone of the local site or user location.
- **Source Activity Report** – Provides historical, minute-by-minute, state and event data for all contacts from a source or list of sources during a specified time interval for a specified date range.
- **Scheduled Callback List** – Provides a list of the callbacks scheduled for the contact center.

The following is an example of a User Activity Report:




## 3.6 Routing

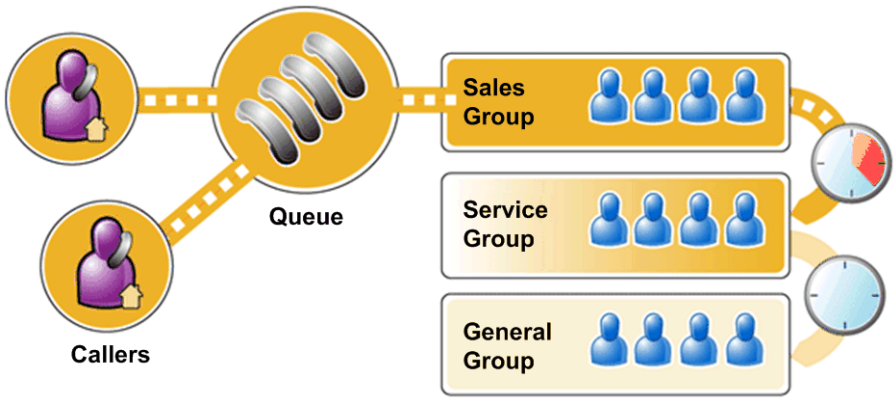
Several routing features are available to help you develop your own routing strategy.

### 3.6.1 Group-based routing

Group-based routing is the process of matching a contact to the best group of users eligible to handle the contact.

When OpenScape Contact Center routes a contact to a queue, the primary step in the queue attempts to route the contact to any user in a primary group of users who are most qualified to handle the contact. If the primary group cannot handle the contact within the specified time, then the contact is routed to one or more overflow groups. The overflow mechanism is additive — at each point where a contact overflows to a new group, the new group of users is added to the current pool of available users.

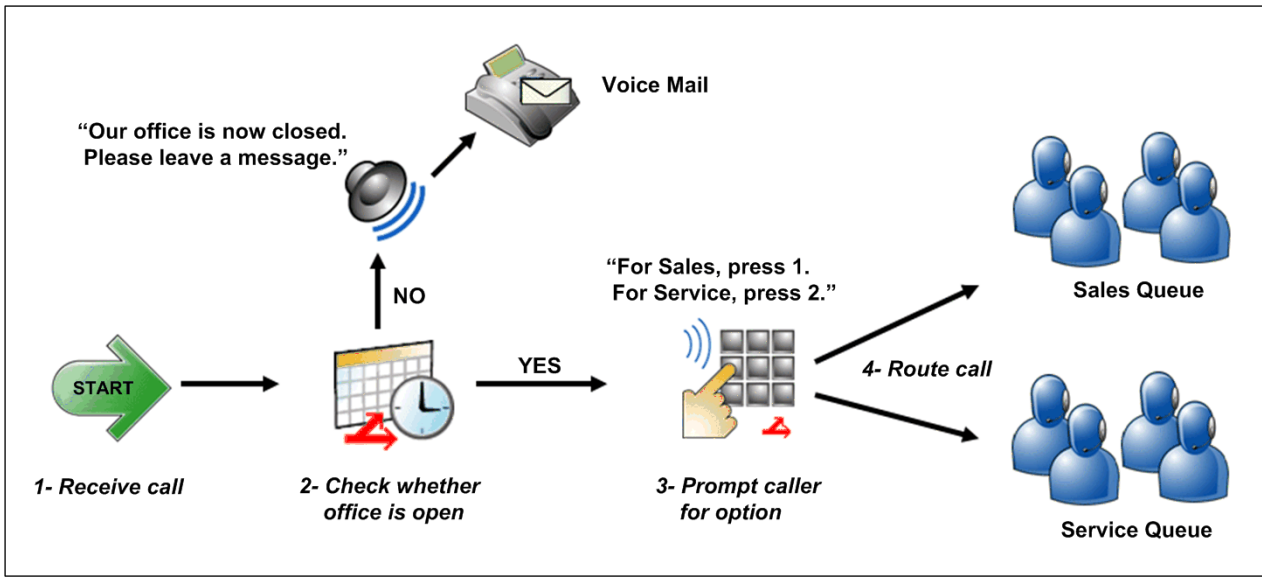
In the following example, Sales is the primary group. If the call is not answered within a predetermined amount of time, the Service overflow group is added to the queue. If the call is still not answered, the General overflow group is added to the queue. The same queue concept applies to all supported media types.



## 3.6.2 Routing strategy workflows

A routing strategy work flow is a sequence of events that determines the routing of a contact in the contact center. Workflow processing can route a contact based on criteria such as time, the source or destination of the contact, information obtained by database lookup, and performance statistics. Other media-specific criteria, such as information collected from the customer using Call Director or keywords in e-mail messages, can also be used.

The following is an example of a basic routing strategy workflow for incoming calls.



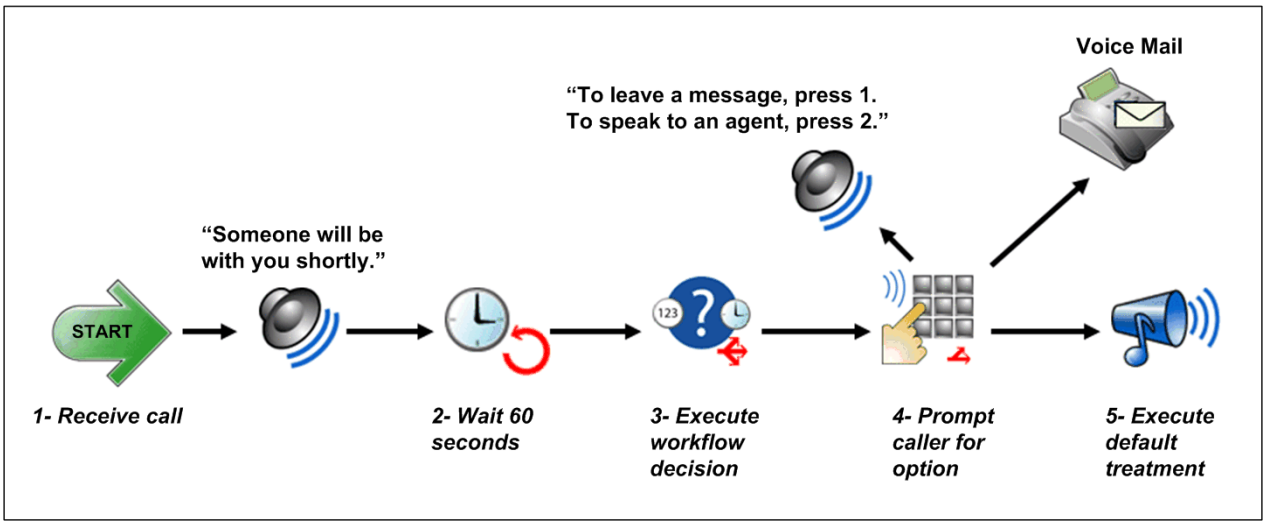

In this sample routing strategy workflow:

1. A call is received by OpenScape Contact Center.
2. The schedule component checks the time. If the call is received outside business hours, an announcement is played and the caller is given the option of leaving a voice message.
3. If the call is received during business hours, the caller is prompted with menu options, so the call can be directed to the appropriate department.
4. The customer is routed to an appropriate queue configured to match the department and handled by the first available user.

## 3.6.3 Queue processing workflows

A queue processing workflow determines what happens to a contact while it is waiting in queue. A queue processing workflow is primarily used to play messages to customers, collect additional information from customers, or allow customers to change the routing information they previously provided, while they wait for an available user. In general, in a queue processing workflow, you can perform any of the functions that you can use in a routing strategy workflow.

The following is an example of a basic queue processing workflow for handling callers in queue.




In this sample queue processing workflow:

1. A call is received by OpenScape Contact Center and greeted with an announcement.
2. The call waits for the pre configured Wait Interval (in this example, 60 seconds).
3. The Workflow Decision component checks how much wait time has elapsed. When the pre configured Wait Interval is finished, the caller is prompted with menu options.
4. The caller decides to wait for the next available user.
5. The default treatment is applied to the call.

The Contact Media Service voice recorder feature is available for both switches: OpenScape Voice and OpenScape 4000. The feature enables the generation of recording files for the monitored extensions configured on the system. The voice recorder can be integrated with OpenScape Contact Center V10 R1.2.0 or newer. Only voice calls are recorded. For OpenScape Voice, call recording depends on the

Continuous Silent Monitoring (SILM) feature, via a Prefix Access Code (PAC). For more details about the OSV Continuous SILM feature see: OpenScape Voice V10, Administrator Documentation, chapter **SILM (Silent Monitoring)**.

# 4 OpenScape Contact Center applications

This section describes key features of the OpenScape Contact Center Manager, System Monitor, Agent Portal Web, Mobile Supervisor, Web Supervisor,  Web Manager and Virtual Agents (Chat-bots) applications.

## 4.1 Manager application

The OpenScape Contact Center Manager application provides contact center managers and supervisors with a unified and easy-to-use interface for performing all contact center management tasks.

Manager features include:

- An intuitive user interface for system configuration and user administration tasks.
- A powerful design tool for creating routing strategy and queue processing workflows.
- Real-time statistics and performance data that can be distributed to user desktops or wallboards.
- Customizable real-time, cumulative, and historical reports in graphical and tabular format.
- Built-in analytic model for predicting trends in operating conditions.
- Configurable alerts, thresholds, and notifications.
- Automatic detection and identification of synchronization errors or mismatched resources.

## 4.1.1 Default user profiles

The Manager application is packaged with a set of default user profiles, which provide a wide range of roles and responsibilities. You can use these profiles as provided, or modify them to account for more specific permission requirements at your site.

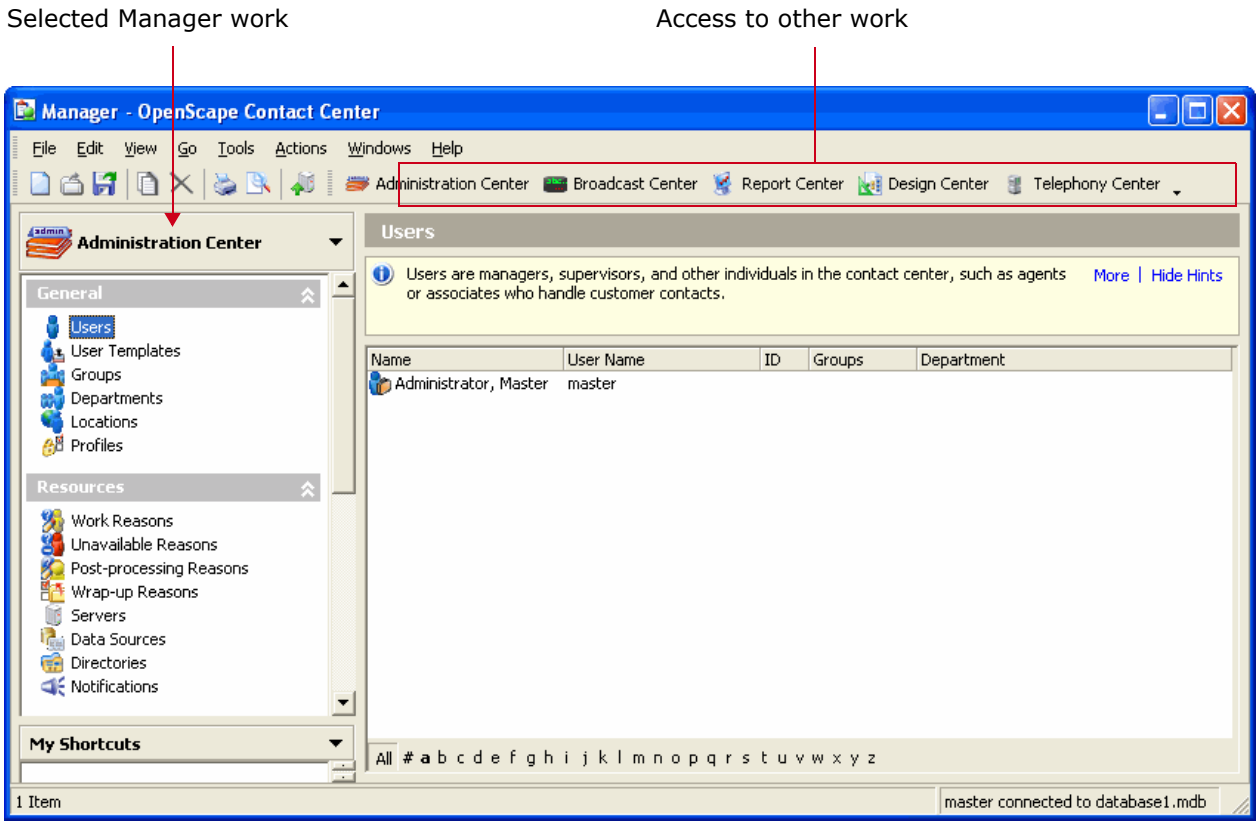
### 4.1.1.1 Manager user profiles

The system provides the following default user profiles for the Manager application:

- **Administrator** — The Administrator profile is intended for users who have limited administrative responsibilities. This profile provides access to all configuration items except those directly involved with contact routing and interaction with external resources, such as communication platforms. (Access to these items is provided in the Master Administrator profile.)
- **Manager** — The Manager profile is intended for users who are responsible for the overall contact center business targets, and are accountable for hiring and contact center performance. This profile provides access to reports that help the manager assess and measure performance.
- **Master Administrator** — The Master Administrator profile is intended for users who are responsible for configuring all the resources in OpenScape Contact Center. This profile provides full access to the system, including the ability to change all contact center settings.
- **Supervisor** — The Supervisor profile is intended for users who are responsible for the day-to-day supervision of contact center staff. Responsibilities include monitoring performance and ensuring customer satisfaction. This profile provides access to real-time communications and reporting.
- **Telecommunications Specialist** — The Telecommunications Specialist profile is intended for users, such as IT experts and administrators, who are responsible for providing support for the contact center and configuring the computer and voice aspects of OpenScape Contact Center. This profile provides access to system and voice settings.

## 4.1.2 Work centers

The Manager application has five main work centers dedicated to helping you perform key contact center management tasks: Administration Center, Broadcast Center, Design Center, Report Center, and Telephony Center.




### 4.1.2.1 Administration Center

The Administration Center provides a central point of administration for all user-related configuration. The Administration Center is the area where you define and manage resources, such as users, user templates, profiles, data sources, directories, and notifications.

### 4.1.2.2 Broadcast Center

The Broadcast Center provides a fully integrated and powerful communication tool for keeping your contact center personnel informed at all times. You can send real-time statistics and performance data for all media types to wallboards or directly to user desktops via the Broadcaster.

The Broadcast Center is the area where you define and manage wallboard and Broadcaster views and definitions.

### 4.1.2.3 Design Center

The Design Center provides a powerful workflow-style tool for defining intelligent routing strategy and queue processing workflows to handle all multimedia contact center interactions.

To streamline the creation of workflows, OpenScape Contact Center provides a library of configurable and reusable routing strategy and queue processing components. A drag-and-drop interface allows you to configure workflows that are automatically validated for completeness as they are created.

The Design Center is the area where you define and manage the queues and workflows that determine how contacts are routed.

### 4.1.2.4 Report Center

The Report Center provides a powerful, yet easily customized reporting engine for defining and viewing real-time, cumulative, and historical reports for all media types. Versatile reporting allows for better operational monitoring, more effective decision making, and the ability to proactively recognize and respond to patterns before they become issues.

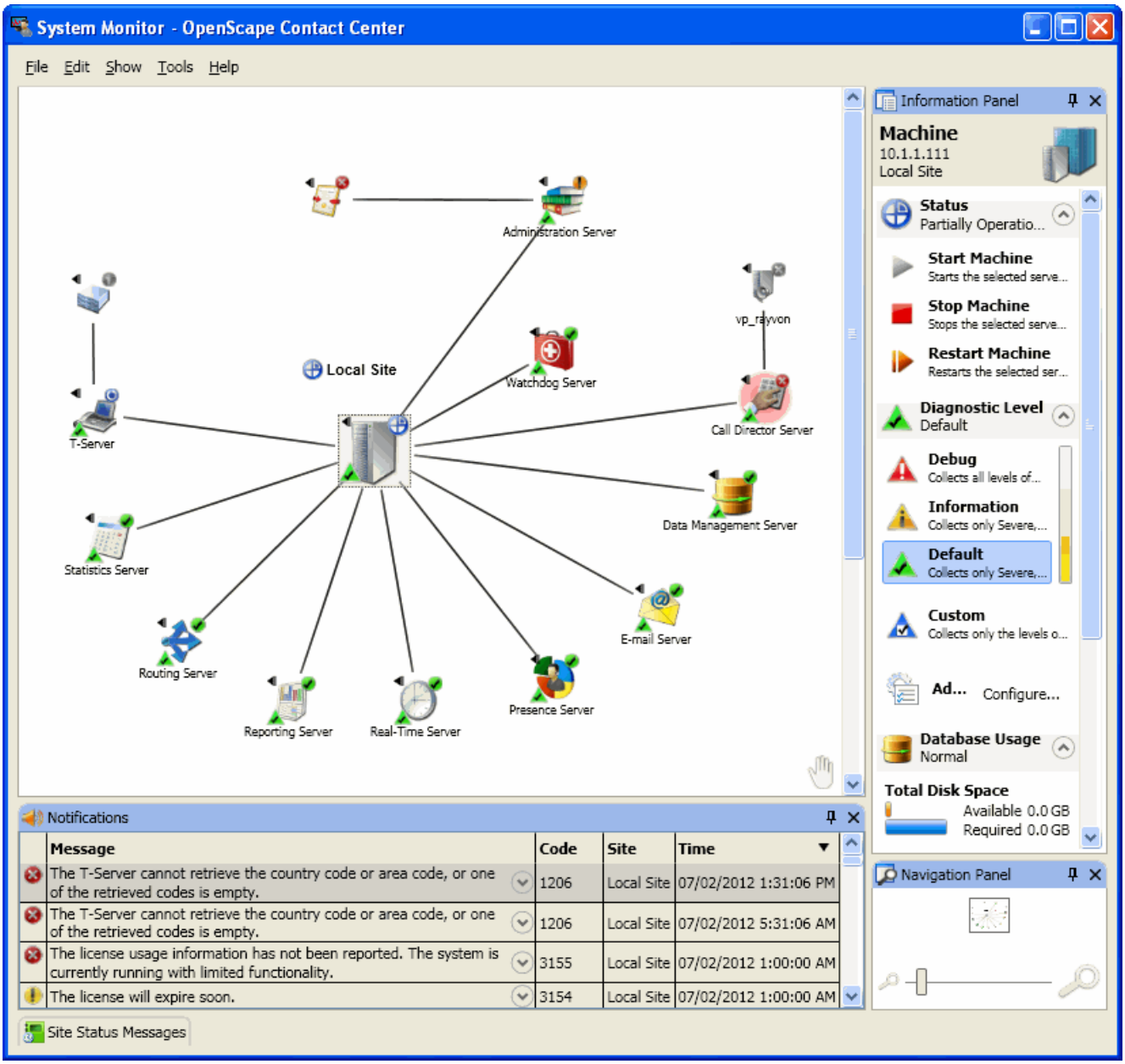
The Report Center is the area where you define and manage the reports that provide insight into your contact center operations.

### 4.1.2.5 Telephony Center

The Telephony Center simplifies the synchronization between OpenScape Contact Center and the communication platform. The Telephony Center is the area where you configure the OpenScape Contact Center communication platform resources and other external components that OpenScape Contact Center monitors to route contacts and collect statistics for reporting.

## 4.2 System Monitor application

The System Monitor application allows administrators to monitor and manage the OpenScape Contact Center system in real time.



You can use the System Monitor application to perform the following tasks:

- Monitor the status of the OpenScape Contact Center system, including the status of a site, server machine, server, communication platform, and voice processor (if applicable).
- Manage the OpenScape Contact Center system, including starting and stopping a server machine or server, configuring the startup settings for the Administration Server, and configuring diagnostics.
- Trouble shoot the OpenScape Contact Center system, including viewing information about the operational status of a site and viewing messages regarding potential issues that can affect the system.

## 4.3 Web Manager

Web Manager is a browser-based application installed with the OpenScape Contact Center Application Server package.

With the Web Manager it is possible to configure:

- Single Sign On by using SAML2 protocol for Agent Portal Web
- Single Sign On with Circuit for Agent Portal Web
- Virtual Agents to enable chatbot functionality
- REST SDK
- CLIP for Outgoing Calls
- Email Configuration

## 4.4 Mobile Supervisor application

Mobile Supervisor is an application for mobile devices that assists with the effective management of OpenScape Contact Center by providing useful real-time information regarding the contact center and its agents. Mobile Supervisor supports Android and iOS devices including mobile phones and tablets. The following operating system versions are required in order to install Mobile Supervisor to your device:

- Android 4.4 and 5.1 up to 10.0

- iOS 8.x, 9.x up to 12.0.1

***NOTE:*** Android versions 4.3 and below and iOS 7.x are not supported.

With Mobile Supervisor you can monitor and control all of the important aspects of your contact center, including:

- Agent status and individual agent details such as their routing state, media used, handled contacts etc.
- Queue status and individual queue details such as average wait time, number of deflected calls etc.
- Change the routing state of an agent (for example from unavailable to logged off)
- View all available skills for each agent and remove/assign skills from/to an agent.

## 4.5 Web Supervisor

Web Supervisor is a web based application that has the same functionalities with Mobile Supervisor application and is accessible via the OSCC Application Server service.

The user starts the application by using the Google Chrome web browser and entering the URI, for example:

`https://<IP-ADDRESS-OR-FQDN>/supervisor`

## 4.6 Agent Portal Web

Agent Portal Web is the web-based Agent Portal application, that provides many tools to help OpenScape Contact Center agents respond to contacts, track contact activity, perform callback, and quickly find the information that they need.

Agent Portal Web is accessible via the OSCC Application Server and enables the agents to control various phone functions such as:

- dialing phone numbers
- accepting, transferring, holding and terminating calls

- performing callback

A speed list is embedded in Agent Portal Web with search functionality and adding of contacts.

More over the agents are able to customize many of the application’s features to suit their preferences and working style.

You can use the following web-browsers to access the Agent Portal Web:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

The integration with Circuit allows an agent to handle both Contact Center functions and voice calls using only the Agent Portal Web. The Agent Portal Web executes the following features directly on the Circuit interface:

- Receive and signal incoming calls.
- Answer incoming calls.
- Handle disconnection of calls.
- Start outgoing calls.
- Handle voice media.
- Mute and unmute calls.
- Pull calls from other Circuit clients.

All other telephony features are handled via the regular CTI functions already available on the Agent Portal Web.

**Attention:** The integration with Circuit is only applicable for Agent Portal Web.

In order to connect to Circuit, the agent on Agent Portal Web must be authenticated by Circuit as a Single Sign-On user. In this way, there is no need to authenticate again on OSCC.

You can use the following web-browsers to integrate the Agent Portal Web to Circuit:

- Google Chrome
- Mozilla Firefox

Agent Portal Web Desktop Application is an embedded application, developed using Electron JS framework. It supports functions which are blocked by browsers, such as:

- Open a desktop application from Supplemental Information.
- The taskbar is always displayed on top of the screen.

For more information, see the *Agent Portal Web, User Guide*.

## 4.7 Virtual Agents (Chatbot)

The Virtual Agent feature enables the integration of the OpenScape Contact Center with a Natural Language Processor (NLP) to include chatbots.

The Virtual Agent service runs into the OSCC Application Server container, and will logon all agents configured in the Web Manager.

For more information, see chapter **Virtual Agents** in the *Web Manager Administration Guide*.

## 4.8 Virtual Agents (Speechbot)

The Virtual Agent feature enables the integration of speechbots to respond to voice contact.

The Virtual Agent service will logon to voice media and is available to handle contacts. The CMS can simulate SIP extensions to answer the calls that come to the Virtual Agent.

The CMS integrates with Dialogflow, Google speech-to-text API, and Google text-to-speech API.

The Virtual Agent can also requeue a voice contact to a configured requeue number, create a callback if the customer wants to be called later, and provide external consultation.

For more information, see chapter **Virtual Agents** in the *Web Manager Administration Guide*.

# 5 Third-party integration

This chapter describes the third-party software and interfaces that can integrate with OpenScape Contact Center.

## 5.1 IVR integration

OpenScape Contact Center provides the IVR API for integrating your Interactive Voice Response (IVR) system. You can create a customized IVR script that gathers information from your customers, provides call functions, and calls the IVR API functions provided with OpenScape Contact Center.

## 5.2 Screen Pop API

The OpenScape Contact Center Screen Pop API provides a mechanism for initiating a screen pop in a third-party application. Information is sent by OpenScape Contact Center to the third-party application when the contact arrives at the user's desktop.

This interface is completely independent of the OpenScape Contact Center client applications, and is provided as a separate COM control, which limits the exposure of information.

The interface allows a single contact center extension or user ID to be monitored, and an event is sent from the interface when a contact of any media type arrives at the user’s desktop.

## 5.3 Workforce management integration

OpenScape Contact Center allows you to simplify the user scheduling and workforce forecasting process by integrating with a third-party workforce management application. OpenScape Contact Center uses XML to export information about users, groups, user activities, and contact statistics. You can then import the data from OpenScape Contact Center into a workforce management application.

## 5.4 OpenScape Contact Center Analytics Life of Call (LoC)– powered by Softcom

The OpenScape Contact Center Analytics Life Of Call feature is an advanced analytics and reporting tool that traces contacts, from the moment they enter the contact center and analyzes not only calls, but other key activities within the contact center. This includes any portions of the contact such as voice, e-mail, chat, IVR or back-end processes. Analysis can be performed by date range, keys, filters, trends and others. All analysis can be displayed through graphical visualizations.

- Analysis can be by date range, keys, filters, trends, etc.
- Various viewpoints at the click of a mouse – for example by Call, by Agent or by ANI.
- Ease-of-use-Investigate on-the-fly.Life of Call adds to existing comprehensive reporting capabilities through graphical visualizations such as the heat map.

## 5.5 MS Teams Integration

Microsoft Teams integration provides a way to open an Agent Portal Lite interface which allows the MS Teams user to control the Routing Status and enable the Preferred Device feature in such a way that an agent can use Teams to receive or make calls via the OSCC Preferred Device feature.

## 5.6 Exchange Calendar Integration

Exchange Calendar integration provides a way for an agent to see the calendar information of an employee who is in the Speed List or after searching for him/her via the Directory Search. The agent can see the calendar for that person and depending on his/her availability the agent can start a consultation or can schedule a callback, being able to provide an answer straight away to a customer who is calling.

# Index


## A
activity reports 24
Administration Center, in Manager application 33
Administrator profile 32
Agent Portal 37
applications
  Manager 31
  System Monitor 35

## B
Broadcast Center, in Manager application 34
Broadcaster 17

## C
Call Director 15
callback feature 16
Client Desktop application
  system requirements 10
client machine, system requirements 10
collaboration features 19
contact handling
  callback 16
  e-mail 17
  voice 16
Contacts Waiting Indicator 18
cumulative reports 22

## D
default user profiles 32
Design Center, in Manager application 34
directories 21
distributions 18
documentation
  formatting conventions 5
  intended audience 5
  list of product documentation 13
  providing feedback 6

## E
e-mail feature 17
e-mail requirements 11

## G
group-based routing 25

## H
historical reports 23

## I
IVR API integration 41

## L
LDAP requirements 11

## M
main server machine, system requirements 8
Manager application
  default user profiles 32
  description 31
  system requirements 10
  work centers 33
Manager profile 32
Master Administrator profile 32
Mobile Supervisor application 39

## O
operating systems supported
  client machine 10
  main server machine 8

## P
personal performance statistics 18
presence features 19
presence integration feature 21

## Q
queue processing workflows 28

## R
real-time reports 22
Report Center, in Manager application 34
reporting feature 22
routing strategy workflows 27

## S
Scheduled Callback List 24
Screen Pop API integration 41
Source Activity Report 24
Speed Bar 20
Speed List 20
Supervisor profile 32
System Monitor application
  description 35
  system requirements 10
system requirements
  client machine 10

communication platforms 12
e-mail and LDAP components 11
external components 11
main server machine 8
wallboards 12
Web components 12

## T

Team Bar 19
Team List 19
Telecommunications Specialist profile 32
Telephony Center, in Manager application 34
third-party software integration 41

## U

User Activity Report 24
user profiles 32

## V

views 18
voice feature 16

## W

wallboards
description 17
requirements 12
Web component requirements 12
Web Supervisor 39
workflows
queue processing 28
routing strategy 27
workforce management integration 41

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