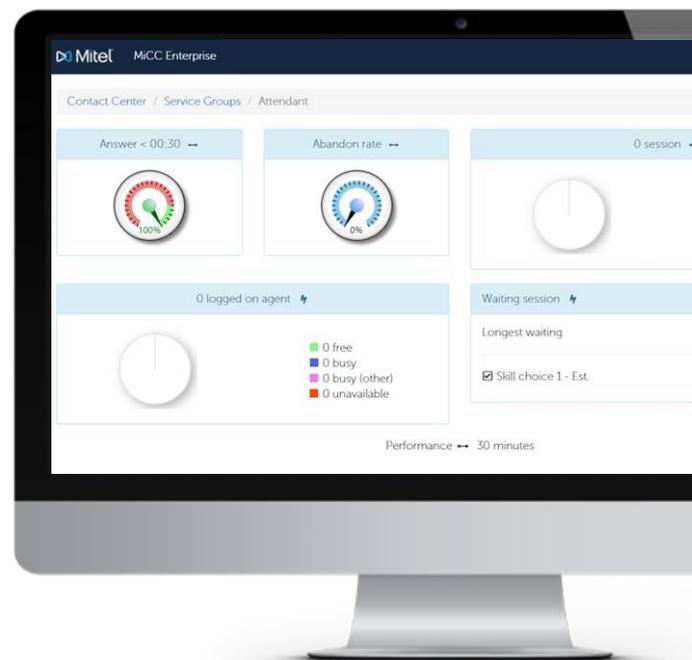
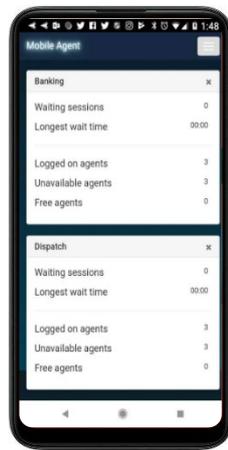


# MiCONTACT CENTER ENTERPRISE

The all-in-one customer experience management solution for enterprises of all sizes

## Key Benefits

- Virtual solution of up to 10 networked systems with up to 3,000 agents per system
- Mobile applications improve staff flexibility and productivity
- Engage customers on their preferred channels including voice, email, fax, SMS, chat, and Social Media
- Skills-based routing quickly routes the interaction to the best skilled agent
- All channels can be handed off to a supervisor or subject matter expert
- Supervisor dashboard showing interactions from all media
- Low total cost of ownership - easy to deploy, use and manage



Revolutionize how you communicate and collaborate with colleagues, customers and business partners

## The All-in-One Contact Center

Mitel's MiContact Center Enterprise is a flexible, all-in-one customer experience management platform that automates business processes while giving managers the analytics and reporting to manage a world class operations center. MiContact Center Enterprise will transform your call center into a true omnichannel customer experience center that

gives your customers the freedom to engage with you on their preferred device, using their preferred communication method, including phone, e-mail, chat, SMS, social media and any open media channels.

## Next gen Email management

- Email can be routed by the Script Manager tool for self-service automated replies, outbound campaigns, routing based on sender's address, content of e-mail and more
- Incoming emails can be directly routed to the correct service group
- Email response templates speed up agent response times
- Integration with in-house or third-party Knowledge Bases
- Supervisor review of workflow
- All email saved for future reference and fully searchable for historic interactions
- Supports most premise and cloud-based email services

## Web Chat for immediate customer response

- Web chat included in the agent application
- Integrate with third party databases or websites for automated 'Virtual Assistant' responses
- Chats stored for future reference and fully searchable

## Omnichannel experience

- Universal omnichannel queuing and skills-based routing
- Collaborate with fellow colleagues via instant messaging, presence and directory
- Call recording (built-in and integration with Mitel Interaction Recording)

## End-to-end customer care

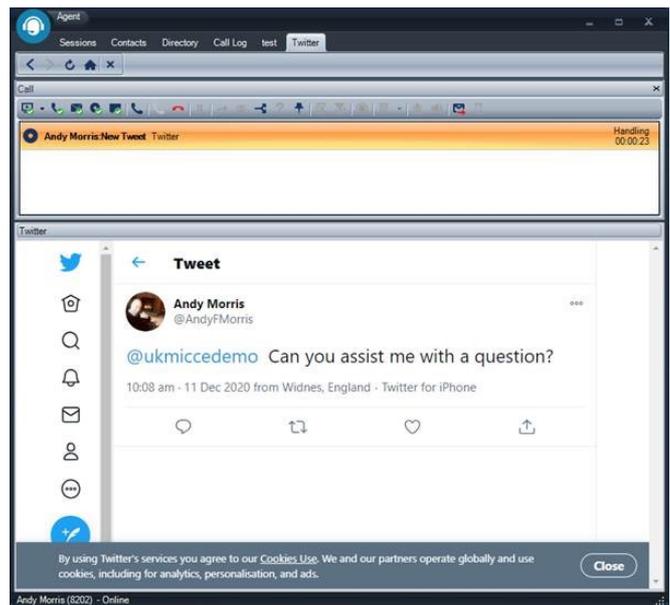
- Full function call control
- Integrated IVR and scripting
- Choose best/expert agent
- Analytics and reporting
- Outbound campaigns
- Web and in-queue callbacks

## Increase agent efficiency and quality of customer care

Automatically pop-up a third-party page when a session is received by an agent:

- CRM
- Fault tracking systems
- Case management
- Video conference
- Web engagement

Agents and supervisors can stay connected from anywhere using a mobile phone or tablet.



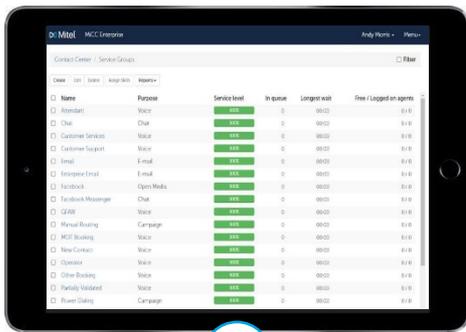
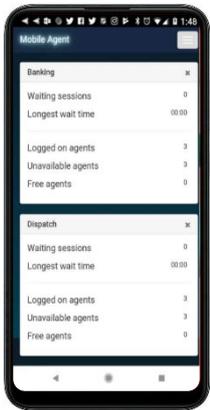
## SOCIAL MEDIA RESPONSE

## Self-service that customers demand

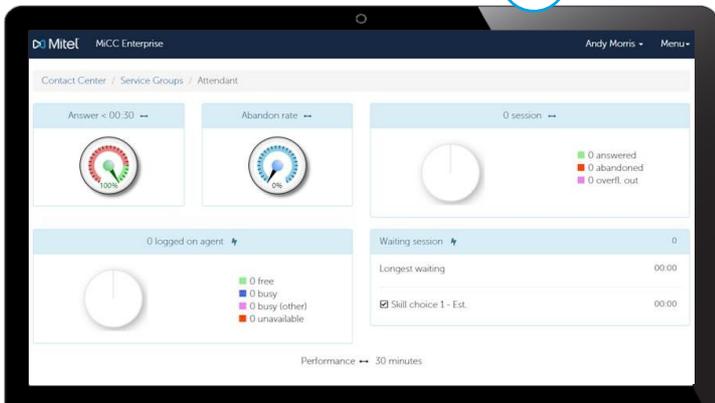
- Build and manage scripts to automatically address customer needs
- Provide callers access to their account information
- Empower customers to book appointments
- Automatically respond to email enquiries
- Virtual assistant automatically answers caller queries
- Push web pages, files, images, presentations, and advertising information to customers
- Broadcast of voice, e-mail, SMS messages



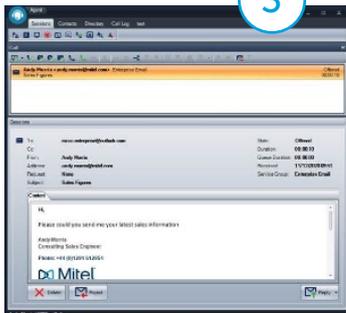
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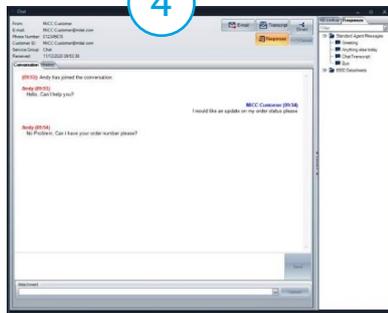
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## Key Features

- Omnichannel customer interaction management from a single interface
- Route voice calls, e-mails, Social Media, faxes, SMS and web chat sessions
- Outbound campaigns for call blending, preview, power and progressive dialing
- Open Media allows you to route tasks to agents such as parcel logistics, alarms, documents, meeting requests, etc.
- Easily integrate AI-powered chatbots and voice bots with the Open API
- Advanced reporting and analytics
- Single omnichannel interface for both contact center agents and attendants/receptionists provides maximum workforce flexibility
- Connect and manage media to preferred/best skilled agent
- Eliminate the need for agents to log in to Social Media sites

1

### Mobile Agent

Enable mobile agents with the ability to view/set agent status and view agent real-time information.

2

### Manager Experience

View supervisor real-time information and make configuration changes to agents, queues, skills, priorities and more

3

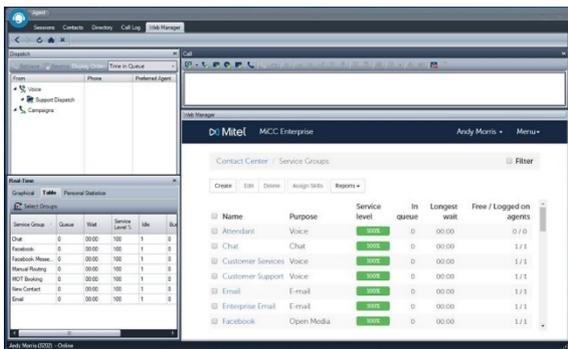
### Email Management

Manage customer emails with ease using email response templates

4

### Web Chat

Respond to customer chats via live agents or "Virtual Assistant" responses



Easy to deploy, use and manage through a Web Manager, providing increased flexibility with low total cost of ownership.

MiContact Center Enterprise offers enterprises of all sizes mobility-enabled virtual contact centers across multiple sites, enabling distributed customer service organizations to behave as one single unit. It's an all-in-one interaction management platform that transforms dated voice-only call centers into omnichannel customer experience centers.

Integrated analytics and reporting allow the management and analysis of data from all parts of the system. The openness of the solution along with easy-to-use APIs provides multiple possibilities to integrate to other systems like WFM, CRM and other business applications.

## Reduce costs and improve profitability

- Virtualization allows organizations to benefit from a cost-effective appliance and a cloud enabler, maintaining business continuity and user experience
- Support for Neverfail, Microsoft Azure, and VMware High Availability
- Microsoft Azure Active Directory (AD) and Single Sign-On (SSO)
- Choose from on-site, hybrid or cloud deployments

## Business Process Integration

- Open API integrates with AI, CRM, WFM and other business applications
- Integrated Unified Communications & Collaboration
- Works with the Mitel Workforce Optimization Suite of Quality Management, Workforce Management, Coaching, Learning, and Speech/Desktop Analytics solutions
- Support for MiCloud Telepo for Service Providers and Cisco Call Managers
- Mobile Phone App integration

## For more information

Visit [mitel.com](https://mitel.com)