CONTACT CENTER SOLUTIONS

A HIGHLY FLEXIBLE, TWO-TIERED OFFERING

Mitel® Contact Center Solutions consist of Mitel Contact Center Enterprise Edition and Mitel Contact Center Business Edition. Whether you run a large, multi-site corporation or a high volume, dynamic small or medium-sized business, this document will help you decide which solution is right for your busine ss needs.

CONTACT CENTER ENTERPRISE EDITION

Contact Center Enterprise Edition addresses the highly sophisticated contact center market, and supports all forms of communication including voice, email, web chat, SMS, fax, and walk-in customer distribution. With four different licensing levels, this contact center solution ensures you have the features your contact center solution needs, offering a scalable, resilient solution that combines robust IP communications platforms, Automatic Call Distribution (ACD), and a suite of feature-rich, web-based applications for streamlining contact center management and ultimately enabling "agents anywhere" productivity.

Contact Center Enterprise Edition is the solution for contact centers that:

· Comprise multiple sites
· Have more than 50 agents
· View real-time statistics on desktop marquee for agents and supervisors
· Identify callers in queue and change their answer priority in real time
· Demand a resilient set up
· Schedule agents and measure adherence

CONTACT CENTER BUSINESS EDITION

Contact Center Business Edition is designed for small contact centers that want a cost-effective solution that can grow with them. This solution offers a number of applications including historical reporting, real-time monitoring, dynamic agent and queue control, screen pop, and intelligent messaging.

Contact Center Business Edition is the right solution for contact centers that:

· Comprise a single site
· Have 50 or fewer agents and 10 or fewer supervisors
· Need a cost-effective solution
· Want a solution that can grow with the needs of their business
· Run over 125 contact center reports

MITEL ACD SUPPORT	ENTERPRISE EDITION				BUSINESS EDITION
	BASIC	**STANDARD**	**ADVANCED**	**PREMIUM**	
Inbound (voice)	•	•	•	•	•
Inbound multimedia • Email / SMS • Web chat • Fax	Not available	Not available	Not available	•	Optional BE Multimedia Contact Center with choice of two additional medias
Outbound (voice) • Power dialing • Inbound / outbound blended • Self service • Messaging • Surveys	Not available	Not available	Not available	•	•
Outbound (multimedia) • Email / SMS	Not available	Not available	Not available	Optional with IVR Routing[1]	Optional Business Edition IVR Routing[1]
Maximum agents – single-site[1]	350 per PBX	350 per PBX	350 per PBX	350 per PBX	50 agents
Maximum agents – across multiple sites[2]	350 per PBX or 750 per cluster	350 per PBX or 750 per cluster	350 per PBX or 750 per cluster	350 per PBX or 750 per cluster	Not available
Maximum queues	999 queues per PBX	999 queues per PBX	999 queues per PBX	999 queues per PBX	999 queues per PBX
Simultaneous call queuing at multiple groups	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
PBX skills-based routing	•	•	•	•	•
IVR Routing and Messaging[3] • Type of day • Time of day (Schedule) • Holiday • Queue-conditional messaging • Time in queue messaging • Position in queue • Service level routing • Speech enabled IVR (voice readback) • Variable compare routing	Not available	All core features plus Updated Position in Queue	All core and Standard features plus ANI / DNIS Routing and Voice Callbacks	All core, Standard, and Advanced features plus Collected Digits, Web Callback, and Remote Database Verification	•
Unlimited wrap-up[4]	•	•	•	•	•
Forced account code entry[3,5]	•	•	•	•	•
Blended media queue group	•	•	•	•	•
Blended media to the desktop	•	•	•	•	•
Overflow on wait	•	•	•	•	•
Interflow on wait	•	•	•	•	•
Predictive overflow on wait	•	•	•	•	•

MITEL ACD SUPPORT	ENTERPRISE EDITION				BUSINESS EDITION
	BASIC	STANDARD	ADVANCED	PREMIUM	
Dial out of queue[3]	•	•	•	•	•
Automatic voice mail distribution	Optional 3300 Controller Embedded Voicemail	Optional 3300 Controller Embedded Voicemail	Optional 3300 Controller Embedded Voicemail	Optional 3300 Controller Embedded Voicemail	Optional 3300 Controller Embedded Voicemail
Auto forward voice mail to email	Mitel PBX enabled	Mitel PBX enabled	Mitel PBX enabled	Mitel PBX enabled	Mitel PBX enabled
Call coding (account code)	•	•	•	•	•
Make busy with reason codes	•	•	•	•	•
DND with reason codes	•	•	•	•	•
Auto-attendant	•	•	•	•	•
Auto-answer[2]	•	•	•	•	•
Virtual queue support	•	•	•	•	•
Multi-site support	Optional with Contact Center Network License (unlimited sites)	Optional with Contact Center Network License (unlimited sites)	Optional with Contact Center Network License (unlimited sites)	Optional with Contact Center Network License (unlimited sites)	Not available
Virtual multi-site	250 sites	250 sites	250 sites	250 sites	Not available
Fault tolerant call reporting	Not available	Not available	•	•	Not available
Internal instant messaging	•	•	•	•	•
Outbound (preview-voice)	Custom Development	Custom Development	Custom Development	Custom Development	Custom Development
Outbound (predictive-voice)[3]	Third Party	Third Party	Third Party	Third Party	Third Party
Abandon call callback automation[3]	Not available	Not available	Optional with IVR Routing	Optional with IVR Routing	Optional Business Edition IVR Routing
Operating system (server)	Microsoft® Windows® 7 SP1[6], Windows Small Business Server 2011, Windows Vista® SP2, Windows Server® 2008 R2 SP1, Windows Server 2008 SP28, Windows Server 2003 R2, Windows Server 2003 SP1, Windows 2003 / 2008 Clustering Services[7]				

AGENTS	ENTERPRISE EDITION				BUSINESS EDITION
	BASIC	**STANDARD**	**ADVANCED**	**PREMIUM**	
Number of simultaneous agent groups per agent	32 (PBX dependent)	32 (PBX dependent)	32 (PBX dependent)	32 (PBX dependent)	32 (PBX dependent)
Agent group presence	•	•	•	•	•
Single agent ID for multi-group presence	•	•	•	•	•
Agent hotdesking	•	•	•	•	•
Work at home agents (external hotdesking agents)	•	•	•	•	•
Supervisor help	•	•	•	•	•
Graphical user interface	•	•	•	•	•
Graphical threshold alerts	•	•	•	•	•
Desktop wall board marquee	•	•	•	•	•
Caller information display (ANIS, DNIS, Collected Digits, Custom Data)	•	•	•	•	•
Previous call log display	•	•	•	•	•
Calls waiting in queue display	•	•	•	•	•
Real-time status of other agents	•	•	•	•	•
Real-time status of other users	•	•	•	•	•
Real-time status of callers in queue on desktop	•	•	•	•	•
Real-time count of calls in queue on desk phone	•	•	•	•	•
CTI desk phone control	Not Available	•	•	•	Optional Intergrated Client
Softphone control	Not Available	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone
Agent status / control on desktop	Not available	Not available	•	•	•
Agent status / control on desk phone	•	•	•	•	•
Real-time control of callers in queue on desktop	Not available	Not available	•	•	Not available
Pre-announce with desk phones[3]	Not Available	Third Party	Third Party	Third Party	Third Party
Pre-announce with softphones[3]	Not Available	•	•	•	•
Screen pop	Not available	Not available	•	•	Optional Contact Center Screen Pop

	Not available	•	•	•	•
Enterprise presence / chat integration	Not available	•	•	•	•
Agent recording[3]	Optional IQ Premium or OAISYS® Integration for IVR Routing	Optional IQ Premium or OAISYS Integration for IVR Routing	Optional IQ Premium or OAISYS Integration for IVR Routing	Optional IQ Premium or OAISYS Integration for IVR Routing	Optional BE IQ
Click to dial[2]	Custom Development	Custom Development	Custom Development	Custom Development	Custom Development
Microsoft Outlook®, Microsoft CRM, Microsoft Access®, GoldMine®	Not available	Not available	•	•	Optional with Contact Center Screen Pop

SUPERVISOR[7]		ENTERPRISE EDITION			BUSINESS EDITION
		STANDARD	ADVANCED	PREMIUM	
Advanced supervisors (reporting and real time)	Unlimited	Unlimited	Unlimited	Unlimited	5[9]
System administrators (Advanced supervisor features plus configuration and administration)	2 included / unlimited max	2 included / unlimited max	2 included / unlimited max	2 included / unlimited max	1 included / 10 max[9]
Agent forecasting	•	•	•	•	•
Flexible reporting	Not Available	•	•	•	•
Default refresh rate	Real time	Real time	Real time	Real time	Real time
Real-time statistics on desktop	•	•	•	•	•
Silent monitor	•	•	•	•	•
Group silent monitor	•	•	•	•	•
Color-coded notifications	•	•	•	•	•
Audible notifications	•	•	•	•	•
Status and statistics • Agents • Agent groups • Queues • Queue groups • Charts • Marquee	•	•	•	•	•
Manipulate callers in ACD call flow	Not available	Not available	•	•	Not available
Call monitor and barge-in from softphone	Not available	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone
Call monitor and barge-in from desk phone	•	•	•	•	•

	BASIC	STANDARD	ADVANCED	PREMIUM	BUSINESS EDITION
Enterprise presence / chat integration	Not available	•	•	•	•
Schedule adherence monitor • Agent shift	Optional Workforce Scheduling	Optional Workforce Scheduling	Optional Workforce Scheduling	Optional Workforce Scheduling	Not available
Call costing monitor	Optional Call Accounting	•	•	•	Optional Call Accounting

HISTORICAL REPORTING	**ENTERPRISE EDITION**				**BUSINESS EDITION**
	BASIC	**STANDARD**	**ADVANCED**	**PREMIUM**	
Reporting formats	Microsoft Excel®, PDF	Microsoft Excel, PDF	Microsoft Excel, PDF	Microsoft Excel, PDF	Microsoft Excel, PDF
Historical reports	425+ reports	425+ reports	425+ reports	425+ reports	125 reports
Multi groups agent reporting	•	•	•	•	•
Agent hotdesking reporting	•	•	•	•	•
Agent forecast reports	•	•	•	•	•
Unlimited wrap-up time reporting	•	•	•	•	•
Account code compliance reporting	•	•	•	•	•
General business reporting (Extension, hunt / ring group, trunk)	•	•	•	•	•
Call costing reports	Optional Call Accounting	•	•	•	Optional Call Accounting
Billing reports	Optional Call Accounting	•	•	•	Optional Call Accounting
Toll fraud reports	Optional Call Accounting	•	•	•	Optional Call Accounting
Multiple tariffs (including Inbound)	Optional Call Accounting	•	•	•	Optional Call Accounting
Historical traffic reporting[3]	Not available	•	•	•	•
Real-time traffic reporting on telephone system (in 15 minute intervals)[3]	•	•	•	•	•
Automatic reports scheduler • Print • Email	•	•	•	•	•
Agent and queue performance reports	•	•	•	•	•
ACD call distribution reports	•	•	•	•	•

Abandoned call count reports	•	•	•	•	•
Caller ANI abandoned report	•	•	•	•	•
Wrap-up code reports	•	•	•	•	•
Cradle to grave reporting	•	•	•	•	•
Multimedia reporting	Not available	Not available	Not available	•	Optional Business Edition Multimedia Contact Center
Call annotation reporting	•	•	•	•	•
Custom report creation	Available in Microsoft Excel only	•	•	•	•

LED READER BOARD	ENTERPRISE EDITION				BUSINESS EDITION
	BASIC	STANDARD	ADVANCED	PREMIUM	
Wall board sign support	TCP – Unlimited signs Serial – Max 15 signs / serial port	TCP – Unlimited signs Serial – Max 15 signs / serial port	TCP – Unlimited signs Serial – Max 15 signs / serial port	TCP – Unlimited signs Serial – Max 15 signs / serial port	TCP – Unlimited signs Serial – Max 15 signs / serial port
Ad hoc text messages	•	•	•	•	•
Real-time statistic messages	•	•	•	•	•
System alarms	•	•	•	•	•

A LA CARTE PARTS	ENTERPRISE EDITION				BUSINESS EDITION
	BASIC	STANDARD	ADVANCED	PREMIUM	
Virtual Contact Center Solutions, Call Accounting, Visual Workflow Manager, and Virtual Contact Center Solutions Bundle[10]	Optional Virtual Appliance (vApp) with Operating System included	Optional Virtual Appliance (vApp) with Operating System included	Optional Virtual Appliance (vApp) with Operating System included	Optional Virtual Appliance (vApp) with Operating System included	Optional Virtual Appliance (vApp) with Operating System included
Desktop hard phone control[3]	Not available	Not available	•	•	Optional Integrated Client
Softphone Control	Not available	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone
Workforce Scheduling • Schedule builder • Schedule adherence • Real time • Reporting • Employee portal	Optional EE Workforce Scheduling	Optional EE Workforce Scheduling	Optional EE Workforce Scheduling	Optional EE Workforce Scheduling	Not Available
Workforce management integrations	Custom Development	Custom Development	Custom Development	Custom Development	Not Available

Call recording integration[3]	Optional OAYSIS	Optional OAYSIS	Optional OAYSIS	Optional OAYSIS	Optional OAYSIS
Advanced IVR functionality	Requires Custom Development	Requires Custom Development	Requires Custom Development	Requires Custom Development	Requires Custom Development
CRM integration[2]	Salesforce.com / Microsoft CRM / Requires Custom Development	Salesforce.com / Microsoft CRM / Requires Custom Development	Salesforce.com / Microsoft CRM / Requires Custom Development	Salesforce.com / Microsoft CRM / Requires Custom Development	Salesforce.com / Microsoft CRM / Requires Custom Development

LANGUAGE SUPPORT	**ENTERPRISE EDITION**				**BUSINESS EDITION**
	BASIC	**STANDARD**	**ADVANCED**	**PREMIUM**	
English, Canadian French, European French, Latin American Spanish, European Spanish, Brazilian Portuguese, Dutch, Italian, German, and Simplified Chinese	•	•	•	•	•

[1] Only available with a supported Email Server or SMS modem – see Systems Engineering Guide for details.

[2] Requires MCD 5.0+ on an ISS Server and may require mandatory System Engineering services.

[3] Not available on the Mitel 5000 Communications Platform (CP) / Mitel Axxess®.

[4] If using prairieFyre Software Inc. Worktimer.

[5] If using prairieFyre Software Inc. Classification Codes.

[7] Windows 7 SP1 is supported as an Enterprise Server operating system when used in conjunction with Contact Center Business Edition or Call Accounting only, and is supported for SQL Server 2005 and 2008 Express Edition only.

[8] Mitel SDK 3.1.1.2 is required in order to use Contact Center Solutions and Call Accounting applications with this server.

[9] As long as a feature is in the level of Starter Pack owned, supervisors can access the feature, even if agents are licensed at a lower level. The only exception to this rule is when supervisors are also configured as working agents.

[9] In Contact Center Business Edition, these supervisors are called Desktop Supervisors and are the only kind of supervisors in Business Edition.

[10] Virtual IVR Routing and Virtual Contact Center Solutions bundles are not supported for use with the 5000 CP / Axxess. All vApps include Windows Server 2008 R2 and are 64-bit only.

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