



We Really Get IT!

October 15, 2011

Announcing the Introduction of Contact Center Enterprise and Business Editions Release 6.0

Positioning

Mitel Contact Center Enterprise Edition is designed for highly sophisticated mid to large-scale contact centers and Mitel Contact Center Business Edition is designed for contact centers that are single site and have 25 or fewer agents.

Product Overview / Features & Benefits / Description

The following new features and software options will be introduced with the 6.0 release:

1. IVR Routing with Visual Workflow Manager
2. IQ to IVR Routing Migration
3. Support for MCD 5.0 External Agent Hot Desking
4. Support for MCD 5.0 Large ACD scaling
5. Multimedia Contact Center Social Media Integration
6. Windows Authentication and Active Directory support
7. Mitel Border Gateway Connector
8. Contact Center Client enhancements
9. Workforce Scheduling and Employee Portal enhancements
10. German Localization
11. Technology changes
12. Contact Center Custom Development Quotes

IVR Routing - Visual Workflow Manager

Mitel Visual Workflow Manager Release 6.0 is an all-in-one, scalable, interactive voice response (IVR) solution that works in conjunction with Contact Center Management. Visual Workflow Manager can optionally be integrated with Contact Center Solutions applications such as Contact Center softphone and screen pop.

Visual Workflow Manager enables you to rapidly and intuitively:

- Build call flows in a drag-and-drop graphical interface
- Create and relay static and custom recorded announcements to callers in queue
- Provide callers with expected wait time or position in queue messaging
- Provide callers with time of day, day of week, day of year, or queue-conditional messaging
- Guide callers to the information, extension, or ACD queue that best meets their needs
- Allow customers to request a queued callback using the Web
- Route calls based on the number they are calling from (ANI / CLI), time of day, or current queue conditions
- Report on IVR activity

With the new visual call flow diagramming feature in YourSite Explorer, administrators can quickly and easily



build call flows and view routing branches and conditions from a visual workflow interface. IVR activities can be dragged and dropped on to the call flow palette, call flow configurations are validated in real time, and the entire call flow can be navigated from a single window within YourSite Explorer. The following image shows an example of Visual Workflow Manager drag-and-drop programming.

Call Flows and Subroutines

Call flows are the pathways callers use to reach all areas and individuals in your organization and dictate the prompts callers hear, the inputs requested by the system, and the available routing options. Call flow functionality can identify customers and determine their service needs by phone number, toll-free numbers dialed, and the digits callers enter to reach specific areas of your organization. Proper call flow configuration is necessary to direct callers to the agents, departments, and employees best qualified to handle their requests.

The functions performed when a caller contacts your organization are determined by the activities included in the call flow. For more information on all available call flow activities and their descriptions, see Activities section.

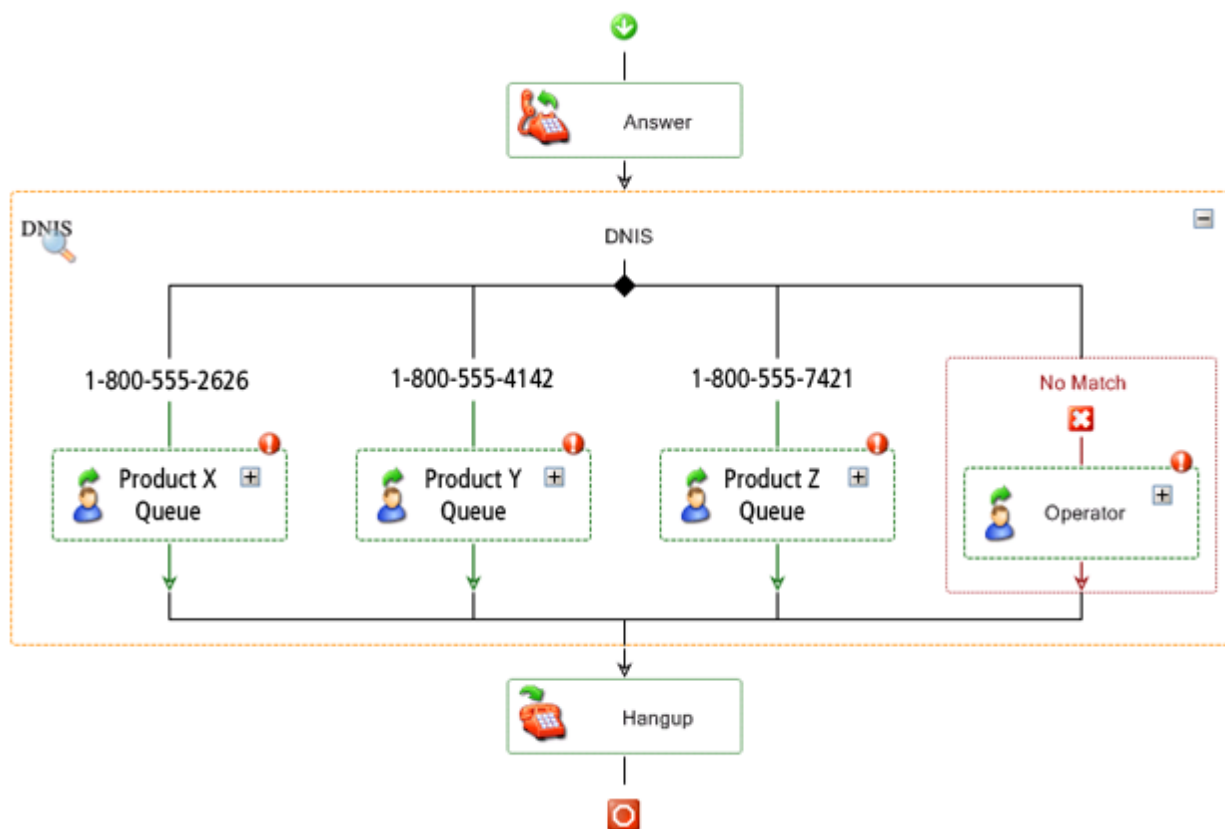
With a few minor exceptions, subroutines and call flows function almost identically. Call flows are associated to ports or hunt groups. Subroutines are contained within call flows, can be called as many times as necessary, and are not associated to ports or hunt groups.

Call Flow Types

Call flows are categorized into three types.

- RAD – plays Recorded Announcement Device messages to all callers in their associated queues
- Voice – directs incoming calls to the agents, departments, and employees best qualified to handle their requests
- Management – enables managers to make changes to the incoming caller options in the event of an emergency or unforeseen circumstance

Call Flow Example - DNIS Routing (Advanced level routing functionality)



This example shows a simple call flow that routes calls to separate product lines based on the toll-free line dialed by the customer. Incoming calls are answered and, based on the toll-free number dialed, routed to the queue responsible for handling call requests for that product line.

Activities

Activities perform particular functions inside a call flow. You use activities to answer, transfer, or redirect calls, collect caller input digits, play recorded announcements, and numerous other functions. When building your call flow, activities must be placed in the order of desired execution. The order of activities in the call flow largely depends on the function the call flow will perform.

The following table contains a list of all activities that can be used in call flows and a description of each activity.

Visual Workflow Manager Activities

Activity	Description
ANI	Branches the call flow based on the call's ANI
Answer	Answers a call ringing on a line
Callback	Presents the user with options to submit a callback request
Collected digits	Receives and stores caller input
DNIS	Branches the call flow based on the call's DNIS
Email	Sends an email to the specified address(es)
Go to	Determines the execution path of the call flow
Hang up	Ends an active call
Hunt group	Branches the call flow based on the call's hunt group
Management	Enables managers to manage the state of the IVR remotely. Management Plans include the following activities: <ul style="list-style-type: none"> Record – allows the caller to record a prompt Swap – allows the caller to swap an existing prompt with another pre-configured prompt or a recorded prompt Set Device Mode of Operation – allows the user to set the mode of operation on a specific port or hunt group Set System Mode of Operation – allows the user to set the mode of operation of all devices in the system
Menu	Provides callers with options in an interactive tree format
Mode of operation	Branches the call flow, enabling the business IVR to operate normally or enter into a secondary mode of operation in the event of an emergency
Play	Plays a recorded message to callers
Query	Performs an information search or query into a specified data source, such as SQL Server or Excel, and is often used in combination with the Collected Digits activity
Queue	Branches the call flow based on the current state of a queue. Contains a Failure branch that executes if the parent activity encounters a failure or the maximum number of executions has been reached
Redirect	Routes a call based on ANI / DNIS information from the telephone system
Rules	Branches the call flow based on a set of pre-configured advanced routing options
Schedule	Branches the call flow based on time and date conditions
Subroutine	Executes a previously configured subroutine. Subroutines save configuration time by allowing previously configured workflows to be added to multiple call flows where portions of the call flows perform identical functions
Transfer	Routes a call to an alternate answering point
Record	Allows the caller to record a prompt
Swap	Allows the caller to swap an existing prompt with another pre-configured prompt or a recorded prompt
Set Device Mode of Operation	Allows the user to set the Mode of Operation on a specific Port or Hunt Group
Set System Mode of Operation	Allows the user to set the Mode of Operation of all devices in the system

RAD Messages

Recorded Announcement Device (RAD) messages are associated to queues and broadcast to up to 50 callers in the queue. After a call is received and has traveled through a call flow to a queue, RAD messages can be configured to play at programmed intervals for all callers in that queue. Up to four RAD messages can be associated to each queue. A typical RAD message may thank the caller for holding and inform them of their position in queue and expected wait time.

Callbacks

A callback plan is an authentication technique that identifies a caller from the information provided in the caller's message and makes a return telephone call. The callback plan settings you configure in YourSite Explorer determine the rules and options Visual Workflow Manager uses when attempting to contact the message sender.

Music on Hold

Using Visual Workflow Manager, you can configure Music on Hold from within YourSite Explorer. System administrators can configure, manage, and assign Music on Hold playlists to queues to be played to callers during a call flow. Playlists can be associated to one or more queues so administrators can play specific types of Music on Hold to the various customer types that call their business. Playlists can contain music or prerecorded information messages. Visual Workflow Manager plays music through the PC sound card.

Time in Queue

Using Visual Workflow Manager, you can configure Time in Queue messages to be played to callers while they are in queue. Time in Queue messages are based on real-time ACD statistics, such as the expected wait time before the call is answered.

Visual Workflow Manager calculates the expected wait time using the following calculations. If there are agents available, $\text{Expected Wait Time} = (\text{Average Talk Time for the Queue} \times \text{Calls Waiting in the Queue}) / \text{Available Agents}$. If there are no agents available, $\text{Expected Wait Time} = \text{Average Time to Answer for the Queue}$.

Updated Position in Queue

Visual Workflow Manager allows administrators to configure Updated Position in Queue messages to be played to callers while in queue. Updated Position in Queue messages inform customers of their initial queue position and keep them informed of their position as it changes at preset intervals. Updated Position in Queue will provide callers with their position in queue, but messages must be recorded by administrators. For example, if you wanted callers in queue to hear a "Your call will be answered next" or "You are in position ____" message, administrators must record the message and configure Updated Position in Queue accordingly.

Prompts

Visual Workflow Manager provides prompt configuration from within YourSite Explorer. Prompts are audio clips that provide callers with information during a call. Prompts can be individual .wav files or multiple .wav files concatenated together to form custom messages. Visual Workflow Manager includes a variety of default system prompts (in all supported Contact Center Solutions languages) and the ability to add custom prompts to the system.

Port Status Monitor

The Port Status Monitor in Contact Center Client functions similarly to Intelligent Queue's Port Status page. The Port Status Monitor enables system administrators to monitor port states in real time and displays the call flows that are currently executing on ports. Using the Port Status Monitor, users can take ports out of Do Not Disturb and play back historical port events in Auditor mode.

IVR Alarming in Network Monitor

Network Monitor has also been updated to include critical Visual Workflow Manager alarms, such as: SQL Server Down, Port Out of Service, Missing Audio File, Bad Audio File, No Audio, MiTAI Down, Low Disk Space, Invalid Agent Destination for Callback, UPIQ Port Deprived, Critical Service alarms, and several others.

IVR Management

Using Visual Workflow Manager, you can configure management plans for your interactive trees that enable supervisors to call in and interact with the IVR over the phone. After you configure a management, administrators can call in and put messaging ports into Emergency Mode, or back into Normal Mode, and can optionally record and manage messages over the phone from remote locations. A default management plan is included with the installation of Visual Workflow Manager.

Port Sizing Tool

In Release 6.0, the Visual Workflow Manager Port Sizing Tool has been redesigned as a web-based wizard that guides customers through the process of determining how many ports they require for their contact centers. The Port Sizing Tool takes messaging, RAD, Updated Position in Queue, and callback requirements into consideration to accurately forecast a contact center's port requirements.

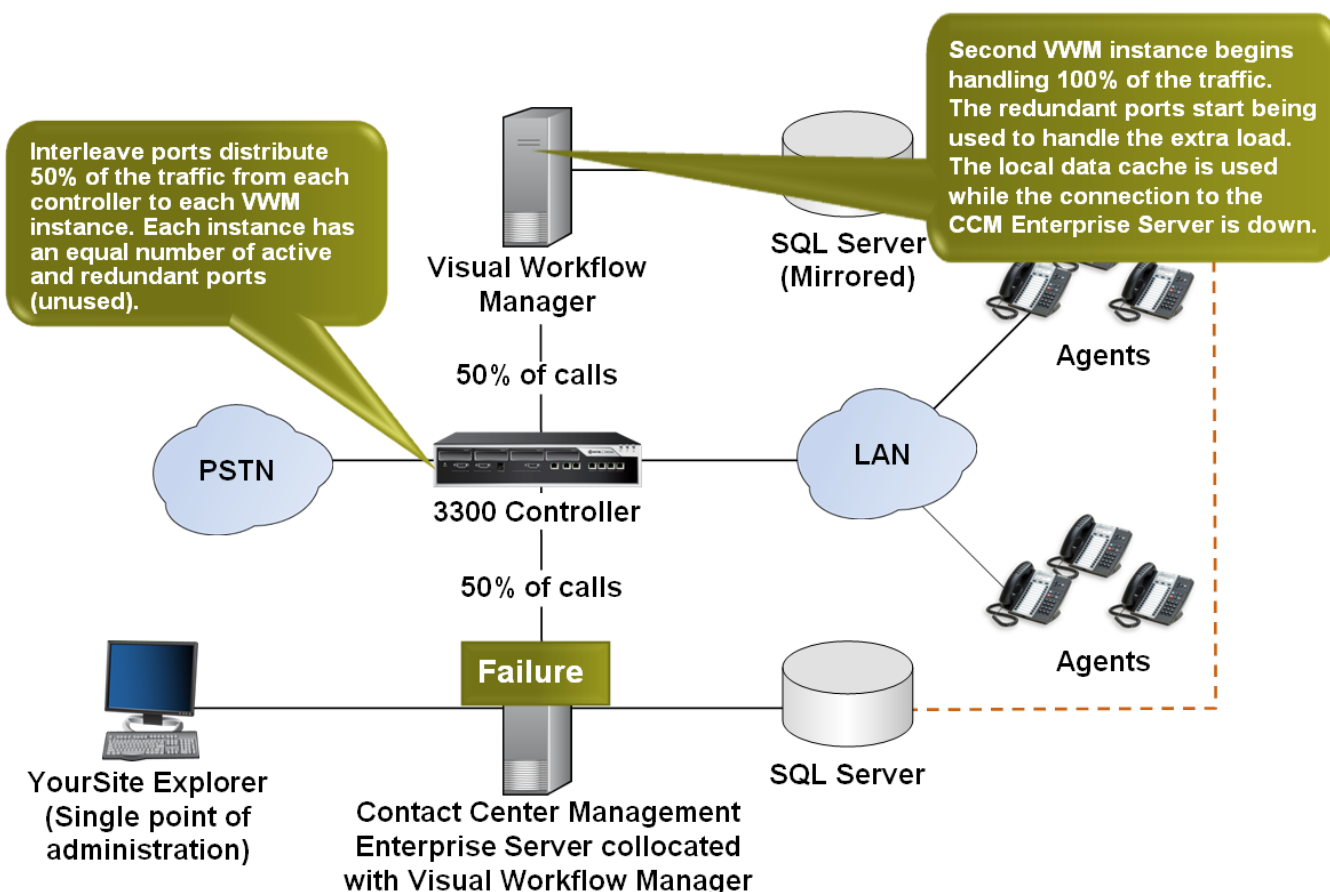
Scalability and Resiliency

Visual Workflow Manager provides scalability by distributing call loads across multiple instances of Visual Workflow Manager managed from a single user interface. This allows the number of Visual Workflow Manager instances to scale up as the business grows, supporting geographically distributed instances. This also reduces the number of ports required for common IVR tasks. Visual Workflow Manager also provides resiliency, with multiple live systems and redundant ports that compensate when one system goes down. In a multi-Virtual Workflow Manager server configuration, self-sufficient remote instances continue to function even if they lose access to the primary database or site.

Resilient and redundant Visual Workflow Manager environments are configured using multiple instances of live Visual Workflow Manager servers, with redundant ports to compensate when one system is impacted by hardware or software issues, network outages, etc. Ports are resilient across multiple telephone systems and self-sufficient remote instances of Visual Workflow Manager will continue to function even if they lose connectivity to the primary database or site.

In the redundant Visual Workflow Manager configuration, the primary Visual Workflow Manager instance resides with the Contact Center Management Enterprise Server, while the secondary Visual Workflow Manager instance resides on a separate remote server. Each Visual Workflow Manager instance is assigned 50% of the ports and a matching set of redundant ports. If one server instance fails, it can use the redundant ports to handle the full call load.

The following diagram displays the redundant Visual Workflow Manager configuration.



In addition to the example above remote Visual Workflow Manager instances can be geographically dispersed to provide an added level of redundancy. In this configuration, there is no Visual Workflow Manager instance installed on the Enterprise Server. Each Visual Workflow Manager instance is on a dedicated server with a mirror of the Enterprise Server configuration information. If the Enterprise Server fails, all Visual Workflow Manager instances are unaffected.

RAD Optimization

In Release 6.0, RADs have been optimized to minimize the number of RAD devices required by Visual Workflow Manager. Now ports can be shared between multiple queues and play multiple messages depending on RAD ports availability and the current call demand on the system. For example, on queue 1, a “Your estimated wait time is x” message could be played using Port 1, while on queue 2, an “Our waiting times are currently higher than expected – we are sorry for the inconvenience” message could be also played using Port 1 if it is available. This common use of ports across Paths can greatly reduce a customer’s port requirements making Visual Work Flow Manager a much more cost-effective solution.



Example of RAD Port Optimization

In the graphic below, Port 1000 is being used to play a RAD message that is unique to the Sales Queue. Port 1000 can also be used to play a different greeting to callers in the Parts queue if the port is available when the RAD plays.

Localization

Visual Workflow Manager Release 6.0 is supported in: all English, Canadian French, European French, Latin American Spanish, European Spanish, Brazilian Portuguese, Dutch, Italian, Simplified Chinese, and German.

Virtual Appliances – Available with Contact Center Solutions 6.0 FP1

In addition to supporting contact centers and call accounting as VMware® Ready™, we are now introducing support / changes for the following as virtual appliances:

Virtual IVR Routing – vIVR

This new virtual appliance allows the Visual Workflow Manager base software to be deployed as a separate virtual instance from Virtual Contact Center. Available January 9, 2012 and will include Windows® Server 2008 R2 64-bit.

The following part numbers provide you with the virtual appliance software download. Traditional Contact Center, IVR Routing, or Call Accounting software licensing purchases are still required to deploy your contact center using the virtual appliance image.

The Business Edition IVR Routing Base pack includes four IVR Routing ports and the following:

- Visual Workflow Manager base software with RADs
- Messaging and Reporting (including Updated Position in Queue)
- ANI / DNIS routing
- Voice Callbacks
- Collect Caller Entered Digits
- Remote Database Verification
- Web Callbacks

Business Edition IVR Routing Ports includes a two port pack to be used in combination with the Business Edition IVR Routing Base Software. The maximum number of BE IVR Routing ports is eight ports.

Intelligent Queue to IVR Routing (Visual Workflow Manager) Migration

Free migration from Intelligent Queue Routing to IVR Routing is available for any customer currently operating Intelligent Queue software that is in warranty. The level of IVR Routing granted will be equal to the highest level of Intelligent Queue routing or feature set owned. One IVR Routing Starter Pack will be granted for every Intelligent Queue Routing Starter Pack, or Intelligent Queue Business Edition / Enterprise Edition base software owned. One IVR Routing Port will be granted for every Intelligent Queue Port owned. Any additional IVR Routing Starter Packs or Ports required are available separately for purchase.

External Hot Desking Agent Support

External Hot Desk Agents is a new feature delivered in MCD 5.0 that is supported in Contact Center 6.0. CC 6.0 is a pre-requisite to using this feature with MCD 5.0.



External Hot Desking allows a Mitel ACD Hot Desk Agent DN to be associated to any external dialable number. This means the system can ring an agent working remotely using any phone type, for example, a standard PSTN analog phone at home, a third-party PBX endpoint, or even a cellular phone. An external hot desk agent can either log in externally or internally. When they log in internally (locally) the system recognizes them as a standard hot desk agent. When they log in externally the system recognizes them as an external hot desk agent.

When utilizing this capability, the phone becomes a dumb endpoint for the purpose of answering the call and speaking. The Contact Center client software will be used to control the call from the Graphical User Interface (GUI), for example, place the call on hold, or set Make Busy, etc. In addition to this, some basic mid call features will be available through the endpoint in the event the Agent's PC goes down and they temporarily lose the client. The mid call feature support will allow them to put the call on hold, retrieve the call, transfer the call, etc., directly from the endpoint.

Social Media Integration

According to Neilson Online, social networks (Facebook®, LinkedIn®, YouTube®, Twitter®, etc.) and blogs are the fourth most popular online activity, even more popular than personal email. As a result many statements can be made on the Web about a specific company's brand, services, and products and it is becoming increasingly important for businesses to garner and understand what is being said, and decide whether any proactive action is necessary in the interest of the company's brand, customer satisfaction, retention, sales, etc.

With that in mind, Multimedia Contact Center Release 6.0 now offers integration with a third-party social media monitoring application – delivered by YUPIQ – to allow our Contact Center customers to provide proactive and responsive messaging to social media sites, industry blogs, wikis, knowledge bases, and forums. YUPIQ's application monitors social media sites and filters information for relevant posts and activity which can then be distributed to Multimedia Contact Center agents and / or queues to review the posts and respond as necessary.

Windows Authentication Support

Contact Center Management and Call Accounting Release 6.0 introduces support for Windows Active Directory® authentication model for signing in to Contact Center Solutions and Call Accounting applications.

In the Windows Authentication model, after a user signs in to their computer, when they open a Contact Center Solutions or Call Accounting application they will be able to begin working as soon as the application opens, without requiring a username or password.

Active Directory Synchronization

In conjunction with Windows Authentication support for single-sign on, Release 6.0 also introduces support for Active Directory synchronization. Active Directory is a centralized data system. YourSite Explorer and Active Directory groups, domains, and organizational units are synchronized during Active Directory synchronization. At any time, you can optionally re-synchronize or reset all client computers running Contact Center Solutions and Call Accounting applications and refresh them with the latest configuration changes. Re-synchronizing will send a delta of the latest configuration changes to client computers, while resetting will completely drop client computer configurations and send the latest configurations from YourSite Explorer. When you run Active Directory synchronization, employees in YourSite Explorer are synchronized with users in Active Directory groups.



Mitel Contact Center and Call Accounting Border Gateway Connector

Using Mitel Border Gateway and the Contact Center and Call Accounting MBG Connector, home-based agents, employees, and supervisors, and remote agents, employees, and supervisors can perform telephony functions without the use of a Virtual Private Network (VPN). They can use IP deskphones, automate deskphones using Contact Center PhoneSet Manager, and use Contact Center Softphone, which provides complete deskphone functionality. In addition to this, they can use the Contact Center Management / Call Accounting website to run reports, view real-time monitors and enable real-time alarming within Contact Center Client, configure devices and manage their business using YourSite Explorer, and benefit from full support for all optional Contact Center Solutions and Call Accounting applications.

Mitel Border Gateway 7.0 works with external hot desking agent functionality to enable users to use any IP, analog, digital, LAN, or cellular phone in conjunction with Contact Center and Call Accounting solutions and is capable of supporting up to 400 remote contact center agents. MBG 7.0 is an IP-based solution that provides remote agents with complete access to the voice and data capabilities used by their colleagues in the contact center. In order to be fully integrated members of the contact center team, remote agents require a phone or USB headset (for softphone), a computer, a router, and a high-speed internet connection.

Contact Center Client

Release 6.0 introduces the following Contact Center Client enhancements:

- Alarming on Logged In Not Present states
- Card design updates
- Softphone resiliency when using Mitel Secure Recording Connector (SRC)
- Account Code categories (tree view)

Alarming on Logged In Not Present

In Release 6.0, Contact Center Client has been updated so agents who are logged in to the telephone system but not present in any agent groups can be alarmed on in the Queue Now monitor and agent state monitors.

Card Design Updates

Contact Center Client's Card Designer feature has been updated to give customers the ability to display how agent and employee names display, for example, as "Last, First" or "First Last."

Softphone Resiliency When Using Mitel Secure Recording Connector

The softphone within Contact Center Client has been updated to ensure failover from one Mitel Secure Recording Connector to another in the event of a failure, providing the softphone with resiliency when used in conjunction with multiple Secure Recording Connectors.

Account Code Categories (Tree View)

In Release 6.0, Account Code categories have been introduced as a configurable option in order to make it easier for large organizations to manage multiple lines of business. System administrators and managers can create and manage Account Code categories from within YourSite Explorer, and control user access to Account Code categories using YourSite Security. Once configured, Account Code categories are available in the soft phone toolbar in Contact Center Client for agents and general business employees to use. Account Code reports have also been updated with a Category column to reflect this new functionality.



Workforce Scheduling

Release 6.0 introduces the following Workforce Scheduling enhancements:

- Annual minimum / maximum work hour configuration
- Employee Portal schedule view for all employees

Annual Minimum / Maximum Work Hour Configuration

On the Work Hours tab of the Employee configuration page in YourSite Explorer, you can now specify the annual minimum and maximum number of hours to schedule an employee. Workforce Scheduling has also been updated with a warning that indicates whether employees have exceeded or not yet met their annual work hour requirements. This enhanced functionality ensures that businesses that need to comply with union rules and regulations can schedule employees for their guaranteed number of hours per year.

Employee Portal Schedule View for All Employees

A new My Schedules page has been added to Employee Portal in Release 6.0. This page enables employees to view the shifts of all other employees that share the same schedule(s), which allows them to make more intelligent decisions when requesting shift swaps with other employees.

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