



MITEL

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 business 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 25 agents
- Run reports from the entire suite (over 425 report templates)
- View real-time statistics on desktop marquee for agents and supervisors

- Identify callers in queue and change their answer priority in real time
- Operate in a virtual contact center environment
- Demand a resilient set up
- Forecast staffing requirements
- 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 25 or fewer agents and 5 or fewer supervisors
- Need a cost-effective solution
- Want a solution that matches the needs of their growing organization
- Run core voice reports



Mitel ACD Support	ENTERPRISE EDITION				Business Edition
	Basic	Standard	Advanced	Premium	
Inbound (voice)	•	•	•	•	•
Outbound (preview-voice)	Custom Development	Custom Development	Custom Development	Custom Development	Custom Development
Outbound (predictive-voice) ¹	Third Party	Third Party	Third Party	Third Party	Third Party
Inbound multimedia • Email / SMS • Web chat • Fax	Not available	Not available	Not available	•	Optional
Maximum agents – single-site	PBX dependent	PBX dependent	PBX dependent	PBX dependent	25 agents
Maximum agents – across multiple sites	PBX dependent	PBX dependent	PBX dependent	PBX dependent	Not available
Maximum queues	PBX dependent	PBX dependent	PBX dependent	PBX dependent	PBX dependent
Simultaneous call queuing at multiple groups	•	•	•	•	•
PBX skills-based routing	•	•	•	•	•
IVR Routing and Messaging ¹ • Type of day • Time of day (Schedule) • ANI / DNIS • Collect customer-entered digits for screen pop • Remote CRM database lookup • Queue-conditional messaging • Time in queue messaging • Position in queue • Updated position in queue • ANI / DNIS messaging • Service level routing • Voice message callback (with reporting) • Automatic web call back distribution • Speech enabled IVR (voice readback)	•	•	•	•	•
Unlimited wrap-up ²	•	•	•	•	•
Forced account code entry ^{1,3}	•	•	•	•	•
Blended media queue group	•	•	•	•	•
Blended media to the desktop	•	•	•	•	•
Overflow on wait	•	•	•	•	•
Interflow on wait	•	•	•	•	•
Predictive overflow on wait	•	•	•	•	•
Dial out of queue ¹	•	•	•	•	•
Automatic voice mail distribution	Optional	Optional	Optional	Optional	Optional

Auto forward voice mail to email	Not Available	Not Available	Optional Contact Center Softphone	Optional Contact Center Softphone	Not Available
Abandon call callback automation ¹	Custom Development	Custom Development	Custom Development	Custom Development	Custom Development
Call coding (account code)	•	•	•	•	•
Make busy with reason codes	•	•	•	•	•
DND with reason codes	•	•	•	•	•
Auto-attendant	•	•	•	•	•
Auto-answer ¹	•	•	•	•	•
Multi-site support	Unlimited	Unlimited	Unlimited	Unlimited	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	•	•	•	•	•
Operating system (server)	Microsoft® Windows® 7 SP1 ⁴ , 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 ⁵				
Database storage	SQL 2005 or SQL 2008	SQL 2005 or SQL 2008	SQL 2005 or SQL 2008	SQL 2005 or SQL 2008	SQL 2005 or SQL 2008

Virtual Queue Support	ENTERPRISE EDITION				Business Edition
	Basic	Standard	Advanced	Premium	
Historical reporting	•	•	•	•	•
Real-time monitoring	•	•	•	•	•
Interactive queue control	Not available	Not available	•	•	Not available
Updated position in queue ¹	•	•	•	•	•

Agents	ENTERPRISE EDITION				Business Edition
	Basic	Standard	Advanced	Premium	
Number of simultaneous agent groups per agent	•	•	•	•	•
Agent group presence	•	•	•	•	•
Single agent ID for multi-group presence	•	•	•	•	•
Agent hotdesking	•	•	•	•	•



Work at home agents (external hotdesking agents)	•	•	•	•	•
Single agent ID for multi-group presence	•	•	•	•	•
Supervisor help	•	•	•	•	•
Multi-group agents	•	•	•	•	•
Graphical user interface	•	•	•	•	•
Graphical threshold alerts	•	•	•	•	•
Desktop wall board marquee	•	•	•	•	•
Caller information display (ANI / DNIS)	•	•	•	•	•
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	Not available	Not available	•	•	Not available
Real-time status of callers in queue on desk phone	•	•	•	•	•
Agent status / control (log in / out) on desktop	Not available	•	•	•	Optional Business Edition Interactive Contact Center
Agent status / control (log in / out) on desk phone	•	•	•	•	•
Real-time control of callers in queue on desktop	Not available	•	•	•	Optional Business Edition Interactive Contact Center
Pre-announce with desk phones ¹	Not Available	Not Available	Third Party	Third Party	Third Party
Pre-announce with softphones ¹	Not Available	Not Available	•	•	•
Screen pop	Not available	Not available	•	•	Optional Contact Center Screen Pop

Enterprise presence / chat integration	Not available	•	•	•	•
Agent recording ¹	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 IQ Premium or OAISYS Integration for IVR Routing
Click to dial ¹	Custom Development	Custom Development	Custom Development	Custom Development	Custom Development
Out of the box PIM integrations	Microsoft Outlook®, Microsoft CRM, Microsoft Access®, GoldMine®	Microsoft Outlook, Microsoft CRM, Microsoft Access, GoldMine	Microsoft Outlook, Microsoft CRM, Microsoft Access, GoldMine	Microsoft Outlook, Microsoft CRM, Microsoft Access, GoldMine	Microsoft Outlook, Microsoft CRM, Microsoft Access, GoldMine

Supervisor	ENTERPRISE EDITION				Business Edition
	Basic	Standard	Advanced	Premium	
Advanced supervisors	Unlimited	Unlimited	Unlimited	Unlimited	5 ⁶
Premium supervisors	1 included / unlimited max	1 included / unlimited max	1 included / unlimited max	1 included / unlimited max	1 included / 5 max ⁶
Default refresh rate	Real time	Real time	Real time	Real time	Real time
Real-time statistics on desktop	•	•	•	•	•
Agent forecasting	•	•	•	•	•
Flexible reporting	Not Available	•	•	•	•
Silent monitor	•	•	•	•	•
Group silent monitor	•	•	•	•	•
Agent recording / quality monitoring	Third Party	Third Party	Third Party	Third Party	Third Party
Off the shelf call recording integration	Third Party	Third Party	Third Party	Third Party	Third Party
Color-coded notifications	•	•	•	•	•
Audible notifications	•	•	•	•	•
Status and statistics <ul style="list-style-type: none"> • Agents • Agent groups • Queues • Queue groups • Charts • Marquee 	•	•	•	•	•
Manipulate callers in ACD call flow	•	•	•	•	•
Call monitor and barge-in from softphone	Not available	Not available	Optional Contact Center Softphone	Optional Contact Center Softphone	Not Available
Call monitor and barge-in from desk phone	•	•	•	•	•



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	•	•	•	•	Not Available
Unlimited wrap-up time reporting	•	•	•	•	•
Account code compliance reporting	•	•	•	•	•
General business reporting (Extension, hunt / ring group, trunk)	•	•	•	•	•
Call costing reports	Optional Call Accounting	•	•	•	Optional Business Edition Call Accounting
Billing reports	Optional Call Accounting	•	•	•	Optional Business Edition Call Accounting
Toll fraud reports	Optional Call Accounting	•	•	•	Optional Business Edition Call Accounting
Multiple tariffs (including Inbound)	Optional Call Accounting	•	•	•	Optional Business Edition Call Accounting
Historical traffic reporting ¹	Not available	•	•	•	•
Real-time traffic reporting on telephone system (in 15 minute intervals) ¹	•	•	•	•	•
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	Maximum three signs
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 ⁷	Optional	Optional	Optional	Optional	Optional
Desktop hard phone control ¹	Not available	Not available	Yes	Yes	Optional Integrated Client
USB Softphone	Not available	Not available	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone
Workforce Scheduling • Schedule builder • Schedule adherence • Real time • Reporting • Employee portal	Optional	Optional	Optional	Optional	Not Available
Workforce management integrations	Optional	Optional	Optional	Optional	Not Available



Call recording integration ¹	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 ¹	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

¹ Not available on the Mitel 5000 Communications Platform (CP) / Mitel Axxess®.

² If using prairieFyre Software Inc. Worktimer.

³ If using prairieFyre Software Inc. Classification.

⁴ 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.

⁵ Mitel SDK 3.1.1.2 is required in order to use Contact Center Solutions and Call Accounting applications with this server.

⁶ In Contact Center Business Edition, these supervisors are called Desktop Supervisors and are the only kind of supervisors in Business Edition.

⁷ Virtual Visual Workflow Manager and Virtual Contact Center Solutions Bundle are not supported for use with the 5000 CP / Axxess.

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