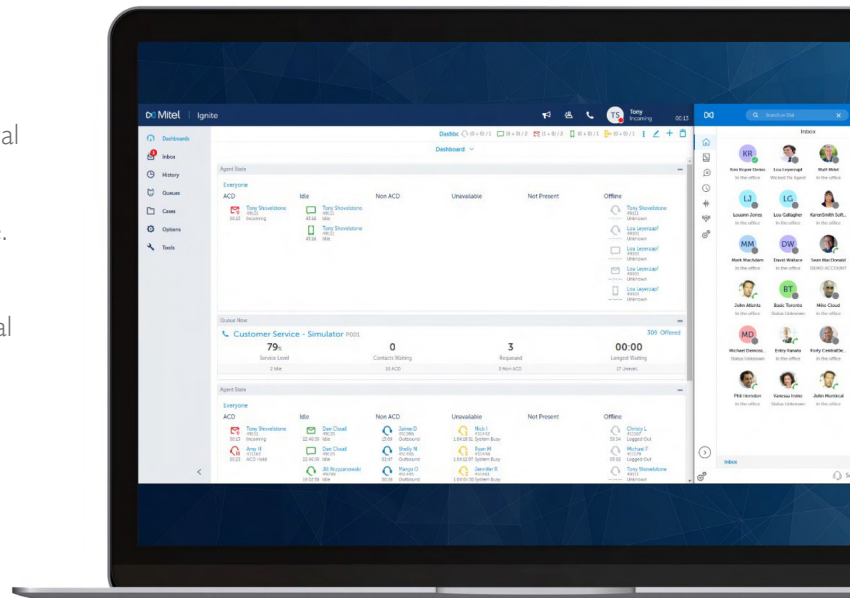# MiCONTACT CENTRE BUSINESS
FOR REMOTE WORKERS

Keep your contact centre staff productive from anywhere with the same tools used in the offic .

KEY BENEFITS

- Work from anywhere on your preferred device.
- Handle customer phone, email, chat, SMS, and social interactions from a single interface.
- Take customer calls with an easy-to-use softphone.
- Collaborate with colleagues instantly.
- Supervise your agents as if you were in the physical contact centre.
- Manage your contact centre operations from any remote location.

Mitel's MiContact Centre Business effortlessly extends your contact centre operations to remote locations at any time.

Your contact centre staff need a platform that allows them to get work done, regardless of location.

In today's day and age, there are many scenarios where workplace flexibility is required. Contact centres are no longer confined to the traditional office building. Now, contact centre staff can work from home, in the car, and even from a hotel room.

Mitel's MiContact Centre Business and MiCollab enable remote contact centre staff to do their jobs effectively as if they were working in the contact centre building.

Agents handle omnichannel customer interactions, supervisors monitor and coach agents, and managers seamlessly operate the contact centre from any location.
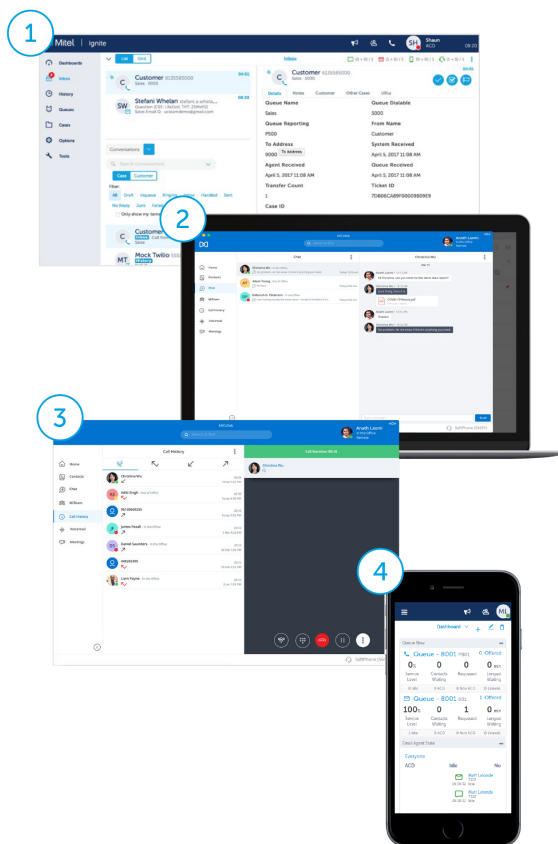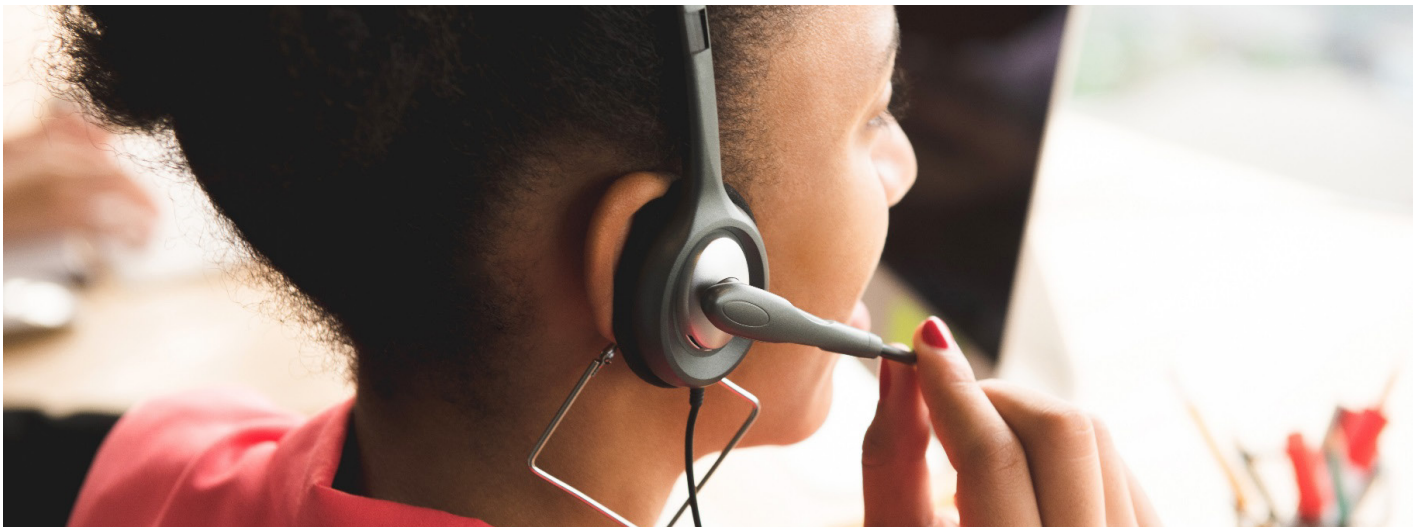
KEY FEATURES

- **Omnichannel CX** – handle customer phone calls, emails, chats, SMS, social from anywhere.
- **Softphone** – enjoy the same desktop phone communications experience from a PC, laptop, or smartphone.
- **Presence Indicators** – always know if your fellow agents and support staff are available, busy, or out of the office.
- **Mobility** – extend customer communications and team collaboration capabilities to mobile agents and supervisors.
- **Web Client** – access all the agent and supervisor features from remote locations using only a web browser.
- **Remote Supervision** – see the status of agents, queues, service levels and callbacks via real-time dashboards and coach agents remotely.
- **Integration** – extend existing integrations with CRM, ERP, WFM, QM, Google AI etc. to remote contact centre staff.

MiCollabChat:	Instantly chat with teammates to deliver first contact resolution.
MiCollab Softphone:	All the benefits of a business phone directly from your PC or laptop.
MiCC Ignite:	Handle omnichannel customer interactions from anywhere.
Mobile:	Run Web Ignite from your mobile phone and take incoming phone calls.

Mitel   **ITEC**
QUALITY PEOPLE. SMART TECHNOLOGY SOLUTIONS

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