ITEC

Mitel®

MiContact Business Center
Benefits & Features

Enhance your customer journeys and keep employees productive and engaged with Mitel's enterprise-grade, omnichannel customer experience management platform.

Benefits

All-in-One Simplicity

Everything you need to operate a world class customer experience center including built-in Workflow Designer, Speech IVR, AI-powered Chatbots and Agent Assist, Interaction Recording, Quality Management, Workforce Management, Historical Reporting and Real-Time Dashboards.

Design with Ease

Leverage an intuitive drag-and-drop interface to create sophisticated interaction flows for all media types without complex programming.

Effortless Administration

Deploy in minutes instead of days; provision and manage users from all business units through a single administration interface, all without the need for IT resources.

Increase Productivity

Agents manage simultaneous interactions on a variety of channels through a unified web-based desktop or work directly from within the CRM. Fewer applications to switch between means greater agent productivity.

Infinite Extensibility

Integrate seamlessly with existing systems using our REST APIs and easily add non-traditional channels like WhatsApp, WebRTC video and IoT events into your workflows.

Features

- Data-Driven Skills-Based Routing
- Voice, Chat, SMS, Email, FAX, IVR, Chat/Voice Bots, and 3rd party media
- Self-Service IVR with Speech Recognition and Text-to-Speech
- Expected wait time and position in queue announcements
- Workflow Designer
- Standard and customisable real-time dashboards and historical reports
- Omnichannel case management
- Outbound dialing and messaging
- AI-powered Virtual Agent Chat/Voice Bots and Agent Assist
- Scheduled and real-time callbacks
- Mobile Agent (smartphone) and Supervisor (tablet)
- Interaction Recording, Quality Management, and Speech Analytics Add-ons
- Built-in Workforce Scheduling with optional Workforce Management
- Standard & customised CRM integrations via REST APIs and toolkit