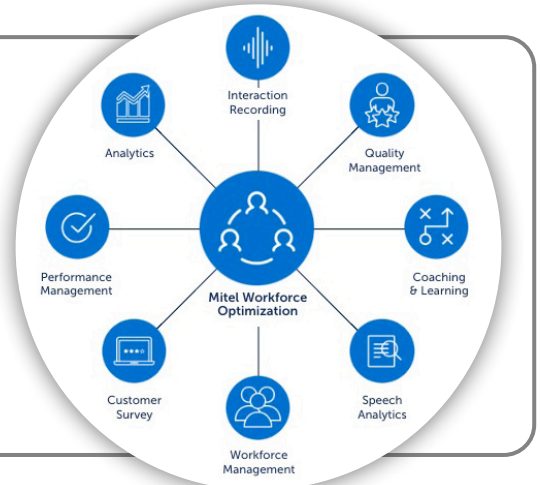


# Mitel Workforce Optimisation Benefits & Features

Empower your employees with Mitel Workforce Optimisation solutions that are proven to improve both the efficiency of your organisation and the quality of your customer experience.



## Benefits



### Optimise Resources

Remove waste from the system by ensuring that you have the right number of agents with the right skills, in the right place, at the right time.



### Elevate the Employee Experience

Empower employees with tools to measure and manage their performance while giving them a mobile app to check their work schedules, view messages, make shift trades, request vacation, state preferences, and add overtime availability.



### Improve Performance

Efficiently distribute interactions and work across channels through combined skills and schedule-based routing to boost efficiency and service levels while reducing costs associated with undesired overtime and employee turnover.



### Enhance the Customer Experience

By capturing the “voice-of-the-customer” and analyzing interactions, you can spot opportunities to nurture happy, skilled employees who are motivated to deliver an exceptional customer experience.



### Mitigate Risks

Automatically detect potential cases of fraud, minimize liability risk, and ensure regulatory compliance by documenting client transactions. Protect agents by giving them the power to record calls at any point during the conversation. Verify whether calls adhere to regulatory requirements such as MiFID II, Dodd-Frank Act, and PCI DSS.



### GenerativeAI

Drive deeper business insights using GenAI data analytics, gain deeper understanding of customers interactions at a click of button, leverage smooth data transfer to our AI engine, transcribe in 100+ languages, and visualize insights with powerful dashboards and reports.

## Features

- Full-time or on-demand voice and screen recording
- Real-time interaction monitoring
- Compliance recording for MiFID II, Dodd-Frank Act, GDPR, PCI-DSS, etc.
- Automatic recording categorisation
- Advanced search and replay of recordings with tagging
- Custom employee evaluations/ scorecard template generator
- Agent self-evaluation
- Targeted training, coaching, and employee assessments
- Keyword spotting and transcription
- Automated fraud detection
- Forecast across channels including phone, chat, e-mail, SMS, and social media
- Scheduling down to one-minute intervals
- Intraday and real-time schedule adherence
- Performance management dashboards and scorecards
- Check work schedules, view messages, trade shifts, request vacations, state preferences, and add overtime availability
- Integrations with CRM, ERP, data warehouse, etc.