



# MiCloud Connect Contact Center Quick

MiCloud Connect Contact Center provides inbound and outbound solutions via cloud, onsite and hybrid deployments - enabling you to build positive customer relationships without costing a fortune

MiCloud Connect Contact Center is a full-featured customer engagement suite that helps you enhance customer experiences. It integrates standalone contact center functions, including automatic call distribution (ACD), interactive voice response (IVR), computer telephony integration (CTI), outbound campaigns and multimedia routing into a single, centrally-managed, highly available solution.

MiCloud Connect Contact Center extends the functionality of the MiCloud Connect solution with unified communications and collaboration built in. This cohesive, fully-integrated, end-to-end solution reduces cost and complexity.

MiCloud Connect Contact Center works for businesses of all sizes, deployment types, distributed locations and varying budgets. It provides a range of features,

from basic inbound call center features to sophisticated multi-modal contact center capabilities including customer self-service applications, email routing, chat and callbacks.

Agents can be located at a central facility or distributed across any number of locations while maintaining a unified team. Dispersing agents across time zones affords companies tremendous flexibility in providing extended customer hours. With MiCloud Connect Contact Center you can route incoming contacts to the most appropriate agent regardless of location.

MiCloud Connect Contact Center is an enterprise-grade solution. It's backed by Mitel services and support teams that are focused on delivering the best to you.

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## Benefits

- Easy to manage and administer
- Multi-channel routing for improved customer service
- Increase agent utilization by handling multiple interactions simultaneously
- Integrated with CRM and ERP apps for superior business intelligence
- Comprehensive historical reporting
- High availability and built-in disaster recovery



## Easy to Manage

Spend time managing your business and customers, not your contact center technology. MiCloud Connect Contact Center is easily added to your MiCloud Connect business communication system. The browser-based MiCloud Connect Contact Center Director management interface provides streamlined administration for the entire solution.

MiCloud Connect Contact Center features a next-gen approach to the agent interface. The contact center client, MiCloud Connect Interaction Center, is a single hub for all agent activity and enables CSRs to easily manage multiple interactions simultaneously.

IVR and call flow scripting is simplified with a visual script editor. It's easy to change call routing in real time so you can respond to immediate needs.

## Multimedia Routing

Leverage MiCloud Connect Contact Center's inbound, outbound and blended routing capabilities per your business requirements. Optimized call routing options include advanced scheduling, skills-based routing, agent priority, universal queuing and more. Calls, chat messages, emails and faxes can be routed to agents based on a rich set of attributes. Web callbacks are also available.

The MiCloud Connect mobile app is also built into the solution, enabling agents and supervisors to work from anywhere without compromising the quality of service they deliver.

## Business Process Integrations

When your contact center database and features are integrated with your CRM or other business process applications, you'll know more than simply who is calling—you'll have ready information that can tell you why they're calling. Salesforce®, MS Dynamics® and NetSuite® are just a few of the integrations available. Unleash the power of these applications by embedding native dialing, call detail reporting and contact information retrieval into your customer service workflow.

## Historical Reporting

Review the data across your contact center with native reporting capabilities. Create flexible reports and schedule delivery options, without needing any third-party integrations or massive database programming. Measure the effectiveness of inbound and outbound calls, analyze customer activity and do performance monitoring all from a single interface.

## High Availability

The MiCloud Connect architecture provides enterprise-grade reliability, redundancy and security built into the MiCloud Connect Contact Center solution. Because a single solution powers both your business communications and contact center, you can leverage expertise from the entire organization to provide the best customer service without expensive customizations.