

Delivering Value to Contact Centers



Improving Service and Operating Efficiency

Managing Contact Centers Effectively

Contact centers are all too familiar with the paradigm of “doing more with less,” but in times of economic uncertainty, that challenge becomes especially daunting. Contact centers must identify ways to operate smarter—managing operations more efficiently while contending with heavier workloads and tighter budgets. Contact centers making the right investments in technology that can maximize agent performance and customer satisfaction will enjoy a competitive advantage and an overall reduction in costs.

OAISYS®, an industry leader in business call recording solutions, and Mitel, a trusted provider of communications solutions and web-based multimedia contact center software, understand these challenges and offer joint solutions which can enhance customer service while minimizing contact center costs.

Contact Center Recording and Quality Assurance

Imagine knowing all the facts before attempting to resolve a dispute between a dissatisfied customer and an agent with a conflicting account of events. With Tracer, the professional interaction management tool from OAISYS, you can hear exactly what a customer requested; work with staff to improve service skills and customer satisfaction; or verify compliance with processes and regulations. Tracer brings multiple benefits to any business call center environment, including personnel development, business intelligence, risk management and compliance.

Tracer automatically records, stores and organizes telephone conversations in a central, secure server. Using a variety of audio connections, telephone system integration and recording triggers, it can target those conversations that have lasting impact on your business. With its Live Call Monitor option, you can selectively listen to calls as they happen by choosing from a view of active calls. Authorized users can view all recordings, or a restricted selection based on telephone extension numbers and inbound numbers dialed by your callers. Tracer provides secure access to encrypted recordings anytime they are needed through an easy-to-use client interface.



T R A C E R
Professional Interaction Management

Contact Center Performance Measurement and Management

Mitel Contact Center Management provides contact center supervisors with sophisticated tools for measuring and managing contact center performance. Advanced real-time monitoring, reporting, and forecasting capabilities enable supervisors to streamline operations while providing the highest quality of service.

Contact Center Management reporting provides supervisors with enterprise-wide historical statistics that paint both the big picture and the call-by-call performance of each agent. Supervisors can generate, schedule, and share reports over any date and time horizon. They can readily measure and demonstrate contact center performance against service level objectives and optimize contact center operations.

Historical monitoring capabilities enable supervisors to review a play-by-play account of contact center events in simulated real time, at their own pace. By replaying events, supervisors can monitor employee activities and call volumes to analyze when and why service problems occurred. Using data mining tools, supervisors can examine call records and locate specific contact center events, such as the duration a caller waited in queue for an employee to answer. Using advanced filter and search capabilities, supervisors can identify the series of agent and queue events that led to a breakdown in service.

Contact Center Management enables supervisors to forecast employee requirements based on historical call traffic, average talk times, wrap-up times and service level objectives. Supervisors can perform "what-if" scenarios by modifying forecast variables. Accurate forecasting enables supervisors

to manage contact center resources more efficiently and meet expected traffic volumes.

Your Complete Contact Center Solution

Mitel Contact Center Management acts as the foundation for the Mitel Customer Interaction Solutions (CIS) portfolio. CIS Version 5.4 introduces lifecycle reporting to Contact Center Management. Lifecycle reports provide an account of events relating to a specific call from entry to termination of a call. These reports can be requested by agent / agent group, queue / queue group, dialed number identification service (DNIS) / DNIS group, extension / extension group, trunk / trunk group, and enterprise or media server, and can be further filtered by items such as phone number, duration, interflow, and re-queue.

CIS v5.4 also introduces the integration of OAISYS Tracer call recording functionality with Contact Center Management. Users now have the ability to link each call recording record to an associated event in the Contact Center Management lifecycle reports. When a lifecycle report is generated, any calls that include a recording are listed in sequence with the history of the call record. These events are identified by an HTTP link to the associated file. Users gain the context of a call by previewing all its associated events and enjoy the added value of being able to click on these links to quickly launch the recording for playback to provide further perspective.

The integration of OAISYS Tracer with Contact Center Management provides management with unprecedented control and insight over the decisions that impact the customer experience and operating costs. Now, contact centers can better understand customer service issues and optimize agent performance and operational effectiveness.

Tracer and Contact Center Management Benefits

- Best practices identification through monitoring of live calls and recordings
- Compliance and risk management through reliable recording, efficient retrieval and authenticity verification
- Contact center performance improvements driven by coaching, training and optimum staffing
- Analyze when and why service problems occurred
- Respond immediately to changing contact volumes
- Schedule employees effectively to meet expected call volumes



To find out more about OAISYS, Tracer and Talkument, please visit our website at www.oaisys.com.

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