MiCloud Connect Contact Center
Product Specifications

Features

General System Overview
- Distributed unified communications solution
- Universal queue
- Graphical real-time displays
- Redundancy—failover and recovery
- Geographical survivability

System Capacities
- Max live agent positions—1000
- Max configured agents—2000
- Active supervisors—200
- Maximum number of skills—256
- KPI (Key Performance Indicators) supported
- Max DNIS routes—1500

Media Support
- Inbound voice
- Outbound voice—scheduled callback,
  abandoned callback, web callback,
  campaigns (dial from list)
- Web chat (multiple simultaneous chat sessions)
- Email (multiple simultaneous chat sessions)
- Call blending
- Voicemail
- Web callback

Routing
- Skills-based routing
- Agent priority based routing
- Service level based routing
- Route to single agents
- Identity routing (by caller ID or CRM)
- ANI or geography based routing
- Routing by DNIS
- Routing by type of day
- Routing by time of day (schedule)
- CRM based routing—SQL databases by ODBC
- Overflow on wait
- Interflow on wait

Agent Applications & Capabilities
- Agent online presence and instant messaging (IM) available
  with ShoreTel Connect unified communications service plans
- Agents telephony presence
- Calls in queue display
- Pick call from queue
- Redirect call to personal queue
- Previous call log display
- Programmable buttons
- Graphical threshold alerts
- Individual group login
- CRM screen POP
- Exit controlled wrap-up early

Mitel Powering connections

NORCOM

- Manually extend wrap-up time
- Multiple wrap up codes on a single transaction
- Forced wrap up codes
- Release codes

Real-Time Supervisor/MIS Applications Capabilities
- Control rights of supervisors, group supervisors
- Window customization
- Visual & audible graphical threshold alerts (audible supervisor only)
- Call information display
- Real-time statistics (Supervisor)
- Historical reports
- KPIs (Key Performance Indicators)
- KPI management
- Agents status and activity
- Group status and statistics
- Agents requiring help notification
- Silent monitor, coach, barge

Real-Time & Historical Reports
- Built-in reports generator
- Automatic reports scheduler—xls, csv, pdf, emf, htm (CLOUD supports xls, csv, pdf)
- Email scheduled report
- Export data multiple formats
- Report templates
- Personal reports
- Available historical report formats—tabular
- Group calls in queue status
- Group queue service time statistics
- DNIS status and statistics
- Group overflow/interflow reports
- Daily and hourly statistics
- Interval reports
- Outbound status/statistical reports
- IVR application status and statistics
- Mailbox queue status and statistics
- Agent performance reports
- Group performance reports
- ACD call distribution reports
- Abandoned calls reports
- Wrap-up code reports
- IVR applications reports
- Outbound reports
- DNIS reports
- Agent activity reports
- Service level reports

- Multi-interaction reports

Integrated IVR Application
- Play message to callers
- Play music to callers—through .wav file
- Music formats—system wide stream, per caller stream, play from start
- Multilingual support
- Capture and process DTMF input
- Automated attendant support
- Number, dates, currency to speech
- Digit input—variable or fixed digits
- Automatic configuration for timeouts, retries
- Integrated self-service application support
- IVR application reports
- Database integration (ODBC)

Outbound Dialer
- Integrated dialer
- Outbound campaign types—preview, progressive
- Dialing lists supported—lists from ODBC compliant database
- Do Not Call list support
- Read multiple phones number for every name in list
- Configurable retries on failure
- Write back to database on success
- Write back to database on failure
- Play announcement before transfer to agent
- Configurable dial list import—automatic, manual
- Blend inbound and outbound calls
- Present custom outbound caller ID per campaign
- Real-time campaign status report
- Automatically schedule campaigns
- Multiple time zone support