

MiCONTACT CENTRE BUSINESS

Enterprise-grade, omnichannel customer experience management platform designed to power customer-centric organizations from a private cloud call center.

Major shifts in customer expectations have brought new challenges to the way your business delivers customer experience. 90 percent of consumers check your website before interacting with your company, and most customers would rather interact through digital channels like email, chat, and social media. Mitel's MiContact Centre Business platform is designed to give your customers the freedom to interact with you on their preferred device, using the media that works best for them while giving agents and supervisors the tools to manage today's omnichannel customer journeys.



KEY BENEFITS:

ALL-IN-ONE SIMPLICITY

Everything you need to operate a world class customer experience centre including built-in Workflow Designer, IVR, Contact Recording, Quality Monitoring, Workforce Scheduling, 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

Provision and manage users from all business units through the administration interface, reducing deployment time from days to minutes, without the need for IT involvement.

IMPROVE FIRST CONTACT RESOLUTION

Agents collaborate instantaneously with experts to resolve customer inquiries on first contact resulting in fewer interaction transfers and customer call backs.

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 and IoT events into your workflows.

DELIVER OMNICHANNEL CUSTOMER EXPERIENCES

Give customers the freedom to engage with you on their preferred device and provide consistent customer experience across all media, throughout the entire customer journey. Increase customer satisfaction (CSAT) scores, improve first contact resolution (FCR) rates and lower customer effort scores (CES).

EVOLVE YOUR CUSTOMER ENGAGEMENT

From small, simple call centers to the largest, most sophisticated contact centers, MiContact Center Business is flexible enough to tackle any customer engagement challenge and grow with you as your customer sales, service and support needs evolve.

OPTIMIZE RESOURCES

Give agents and supervisors the tools to make informed decisions and provide prompt service. Agents efficiently handle voice and digital media contacts from a "single pane of glass" – handling phone, email, Web chat, SMS, and social media. Supervisors monitor and manage agent and queue performance and are alerted when service levels are below target.

CONTACT CENTRE MESSENGER



Power great customer experience solutions

- Easy add-on to any Mitel business communications system
- Voice to digital
- Advanced AI integrations
- Automation to live care



Lead the digital transformation of customer engagement

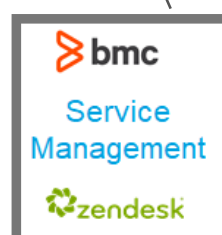
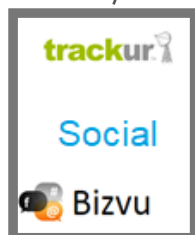
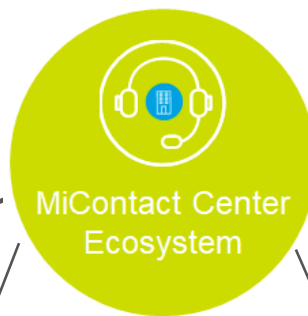
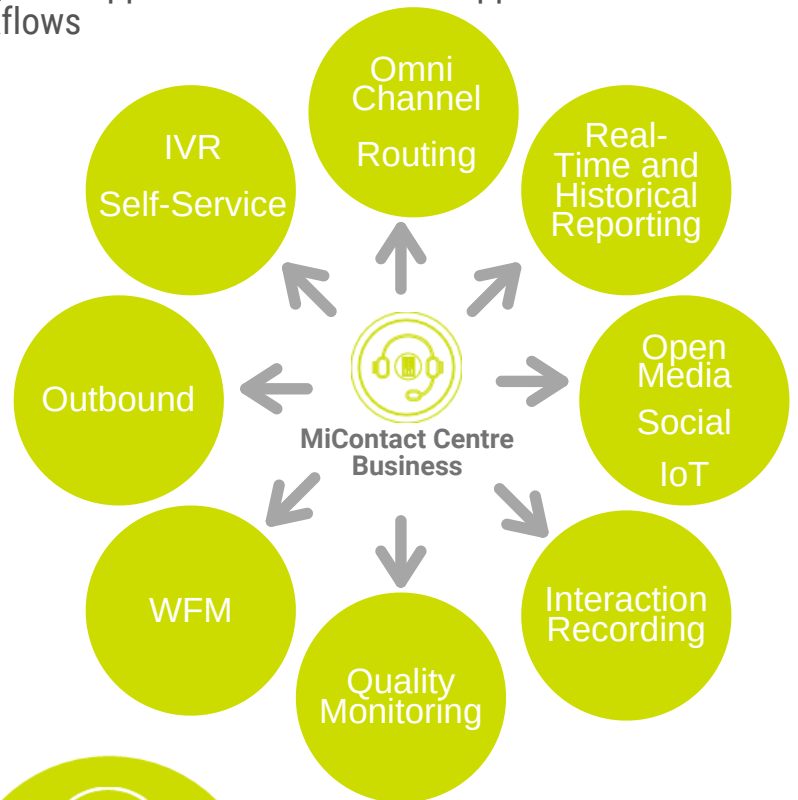
- Mobile-first customer experiences
- Seamlessly connect digital tools
- Integrated application workflows



Provide the best path to the future

- On-site, cloud and hybrid
- Microservices
- CloudLink applications

Everything you need for **prompt, efficient CX**



Powered by open, standardised interfaces: REST APIs, SQL Views, etc

Why you need Web Chat and Self Service

Businesses must respond to customers' needs at:

- Increased pace
- During new hours
- Using new methods

Consumers are demanding flexibility
Consumer choices have broadened
CX is the new competitive battlefield

Source: Gartner



Why you need AI and Chatbots

- Build off of existing knowledge and training data
- Deliver quick answers to customer questions
- Boost efficiencies and reduce costs
- Predict customer behaviour and deliver "next best action"
- Provide advice to reps on how best to solve a particular issue
- Integrate with third-party systems to provide personalised experiences



Next-gen cloud chat platform for:

- MiContact Center Business
- MiCloud Flex Contact Center
- MiContact Center Enterprise

Rich customer self-service and live assisted interactions, leveraging Google Contact Center AI for Virtual Agent and Agent Assist

AI ANALYSIS



Identify trends and best practices



Quickly and accurately identifies topics



Analytics improve future interactions



VIRTUAL AGENT



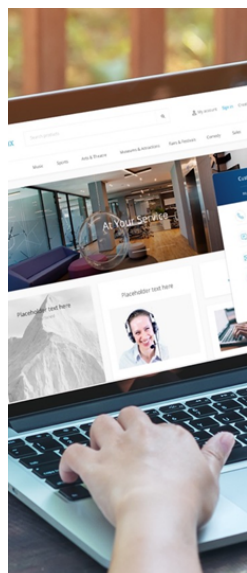
Dialogflow Enterprise Edition interprets customer needs



Virtual Agent can resolve customer issue using knowledge base material



Previous interactions are analysed to make the experience more human



AGENT ASSIST



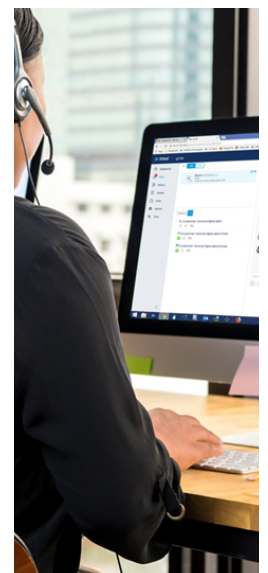
Virtual Agent response is low, requiring live agent escalation



AI continues to observe, feeding suggestions to the agent



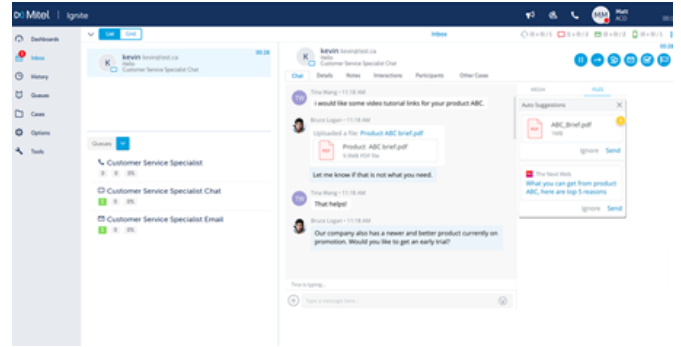
Virtual Agent detects sentiment to improve future interactions



CONTACT CENTRE MESSENGER BENEFITS

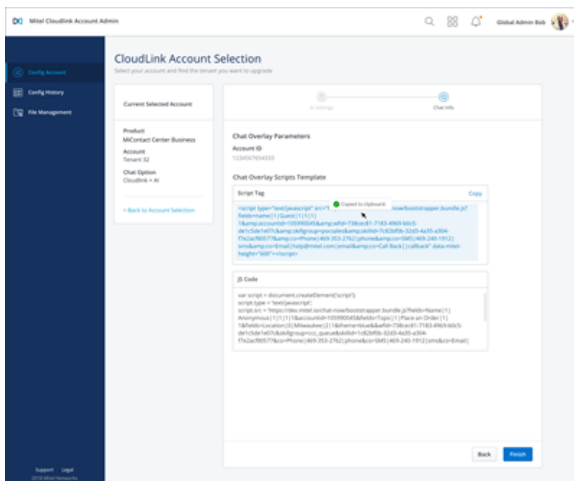
Agent Experience

- Similar look and feel, embedded in core contact center agent interfaces
- Screen pop chat details and self-service/bot transcripts
- Integrate with platform routing engines for additional query/routing/screen pop logic
- Route to longest idle or pick list with wait time stats
- File sharing and emojis
- Embedded visualisation: Google Maps, YouTube videos, images
- Typing indicators
- Store transcripts in local platform DB for history/omnichannel and purge from platform (nothing persisted in CL)
- Agent actions (answer, hang up, transfer) and busy/account codes driven by core platform
- Supervisor & management functionality – real-time and historical reporting – are provided by their respective Mitel contact centre platforms



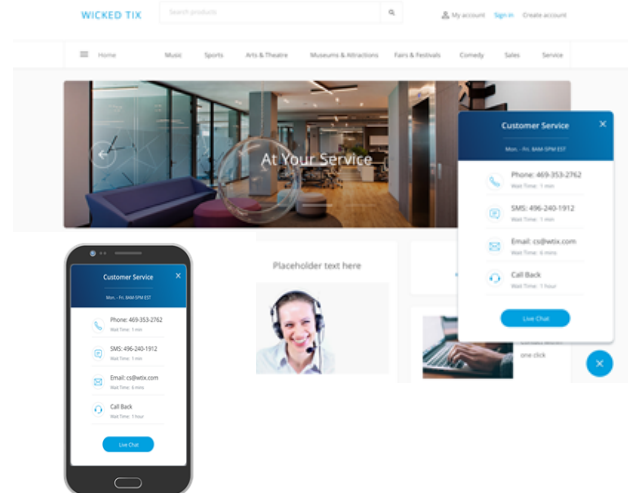
Administrator Experience

- Web-based administrator interface and simple theme editor to customise the Contact Us widget and show/hide alternate contact methods (phone, email, etc.)
- Pre-canned themes to customise the Contact Us widget without requiring code
- Customisable pre-chat form fields with validation (ex. Name, Email Address, Topic, Account Number, etc.); optional anonymous chat
- Easily copy/paste the required JavaScript to deploy the Contact Us widget



Customer Experience

- Seamless CX across mobile, tablet, and desktop browsers
- Support for the latest versions of Edge, Chrome, Firefox, and Safari
- New emoji and file sharing capabilities to share images, video, documents, between agent and customer
- Support for embedded visualisation (Google Maps, YouTube, images)
- Auto-recover if accidentally closing or navigating away from the page
- Typing indicators



See how 4Sight can help you provide a great customer experience.

At 4Sight we have the tools and the expertise to help you with your Cloud needs, with a full range of cloud deployment methods to fit your goals and your budget. To find out more, please contact your 4Sight Account Manager, or alternatively give us a call us on + 44 (0)20 3668 0444 or email info@4sightcomms.com.