

Customer Interaction

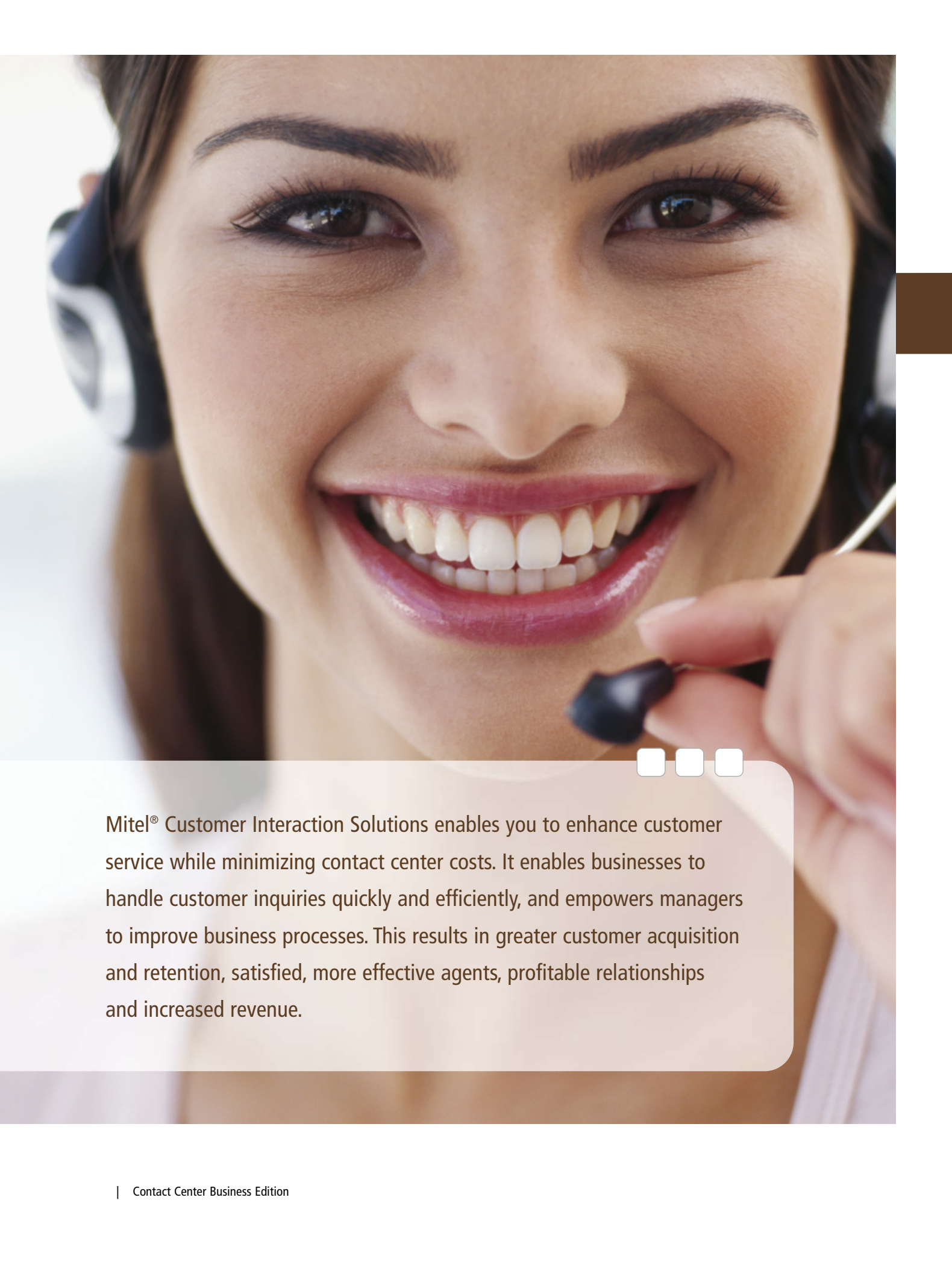
solutions



Contact Center Business Edition



it's about **YOU**



Mitel® Customer Interaction Solutions enables you to enhance customer service while minimizing contact center costs. It enables businesses to handle customer inquiries quickly and efficiently, and empowers managers to improve business processes. This results in greater customer acquisition and retention, satisfied, more effective agents, profitable relationships and increased revenue.

Delivering value to businesses of all sizes

Mitel recognizes that businesses come in all sizes and that their contact center requirements and capabilities often vary greatly. As part of a two-tiered offering, Customer Interaction Solutions offers Mitel Contact Center Business Edition – designed for individual contact centers with 25 or fewer agents. This value-packed, out-of-the-box solution offers you a selection of the most frequently used applications from Mitel’s contact center portfolio. Contact Center Business Edition fits the needs of your business, from internal employee help desks to outward-facing customer service environments.

Use your contact center as a profit center

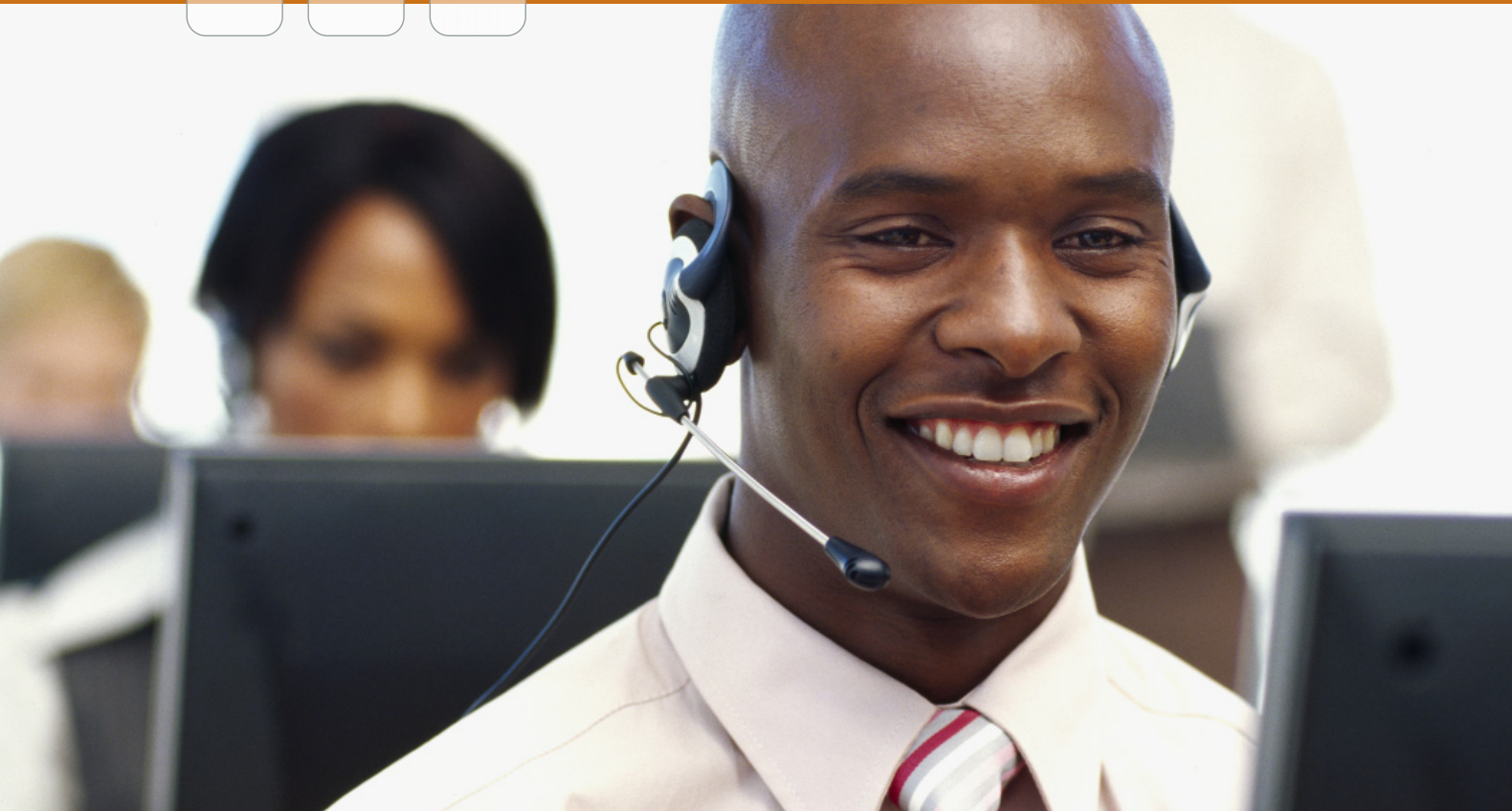
Mitel Contact Center Business Edition is designed for small contact centers that need a cost-effective solution that can grow with them. Contact Center Business Edition combines robust communications platforms, automatic call distribution, and a modular suite of feature-rich, web-based applications for streamlining contact center management and resolving customer inquiries from the first point of contact. With Contact Center Business Edition, organizations can offer customers unparalleled service while streamlining contact center operations and enhancing agent productivity.

Improving business processes ...

Contact Center Business Edition enables business process improvement by providing home-based and remote agents with complete access to voice and data capabilities. It provides supervisor mobility, reliable reporting and real-time functionality. By converging voice and data networks, and providing cost efficiencies, Mitel’s IP contact center solution simplifies single-point configuration and administration.

... and productivity

Mitel’s desktop productivity tools enable agents and supervisors to make informed decisions and provide prompt service. Supervisors can see who is available to answer calls and how queues are performing. They can instantly change agent and queue availability to adjust to unplanned call volumes and maintain service levels. Mitel’s contact center soft phone solution significantly increases call handling efficiency by enabling agents to handle calls using their computers. Agents can perform telephony actions using fewer steps, reduce errors in call processing and optimize the customer experience.



More and more contact centers are becoming the main interface for customers to reach into an organization. Companies realize that providing excellent service involves more than managing call-handling times and abandon rates. They require technologies that integrate with existing infrastructure investments and deploy reliably. They want a solution that streamlines business operations and processes, improves communications, and is self-managed with minimal intervention.



Empower your customers

Mitel's intelligent call processing and smart messaging solutions empower customers to decide how they want to be served. Setting customer expectations and providing self-service options increases the probability that customers will stay on the line and the likelihood that they will continue to do business with you in the future.

Attain greater customer retention and ongoing business success

Mitel's seamless integration with back office systems enables you to instantly provide agents with detailed customer account information. Prompt and effective customer service results in greater customer satisfaction and loyalty, as well as immediate and ongoing business success.

Resolve customer inquiries from the first point of contact

Mitel's ability to unify communications provides agents with real-time availability and presence at the desktop. Agents can instantly locate, message, or conference in product experts to obtain immediate answers. With customer profiling, intelligent contact routing, and enterprise presence Mitel helps agents answer customer inquiries in a single transaction.

Manage your contact center effectively and efficiently

The Mitel reporting solution provides historical statistics that enable supervisors to see the big picture and the call-by-call performance of each agent. The Mitel data mining solution enables supervisors to readily search through all call records to find specific data – a caller's name, a caller who abandoned – and to follow a call throughout the automatic call distribution workflow.

Minimize the cost of your initial investment and be poised for future growth

Mitel's contact center solutions reduce the cost and complexity of deployment by leveraging your existing infrastructure. As your enterprise grows beyond 25 agents and one location, your investment is protected: you can scale up to Mitel Contact Center Enterprise Edition at any time. Contact Center Enterprise Edition provides sophisticated tools required by large, resilient, virtual contact centers that have a distributed workforce and provide multimedia communications. With Customer Interaction Solutions, you have a return on investment that is measurable, sustainable and future proof.



Intelligent Evolution

When you choose a communications solution, you're investing for the long term. At Mitel we're committed to protecting the value of your investment.

Intelligent Evolution is Mitel's approach to developing simple, cost-effective business communications solutions. We enable our customers to efficiently and affordably take advantage of the latest technology while preserving their ability to add users, capabilities and applications as their needs and business evolve.

Total Solutions

Mitel provides all-in-one solutions that are flexible enough to combine voice, data conferencing, remote working options and much more. We make it possible for you to choose exactly what you need to help grow your business.

Anticipated Growth

Mitel solutions grow with your business. You can buy what you need now and add additional functionality and applications as your company and requirements evolve. For additional flexibility and ease of migration, our integrated communications platforms support both Internet Protocol (IP) phones and traditional business telephones.

Investment Protection

Mitel communications systems are proven to be extremely manageable, cost-effective and feature-rich solutions for business. Flexible and expandable, Mitel solutions provide customers with a simple, rational and affordable path forward, leveraging their existing technology investments to deliver ongoing, long-term benefits.

MITEL
it's about **YOU**

Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently.

Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

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