

MiVoice Business Console



The Mitel MiVoice Business Console is a PC-based attendant console and administration application for the MiVoice Business platform

Using an intuitive user interface, the MiVoice Business Console offers quick access to call processing and telephony features – all from your PC. With teleworker support, the corporate answering point is flexible and mobile. Attendants can now work from anywhere, at anytime.

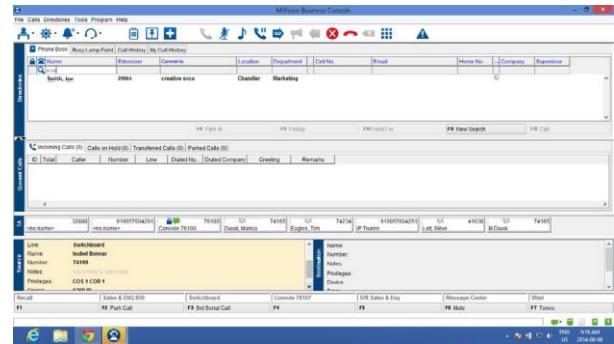
Ideal for Busy Enterprise and Departmental Attendants

The MiVoice Business Console's Busy Lamp Field (BLF)- based Transfer Assistant functionality performs an automatic search for every call, providing attendants with a Most Recent / Most Frequent panel. Over 90% of incoming calls can be transferred with a single click, reducing searches, improving accuracy, and making attendants highly efficient. The MiVoice Business Console's sophisticated call handling features make it ideal for high volume call environments where attendants need to manage calls rather than simply answer phones.

Presence and Instant Messaging Support

Presence is a standard requirement for enterprise attendants, offering employees a seamless way of informing the attendant when they will not be at their desk. Presence and Instant Messaging (IM) support allows the Console operator to see if someone is away from their desk, busy, or does not want to be disturbed.

Through IM, operators can quickly send messages to a user to let them know they have a call, or to ask a quick question on behalf of the caller.



MiVoice Business Console Main Screen with Transfer Assistant

Multiple Busy Lamp Field Lists

Busy Lamp Field capabilities allow the operator to monitor the status of each extension and transfer calls with a single click. In many cases, enterprise console attendants support multiple departments or groups. Multiple BLF lists allow the operator to have dedicated lists for each group or department, making it quicker and easier to find an employee and see their status. If an employee is not available, the operator can see at a glance if there is someone else in their group who could speak to the caller, improving customer service. An extension can be featured in multiple BLF lists – for example, a sales representative in a branch office could appear in both the list for sales and the list for the branch office. BLF lists can be shared among all attendants, or dedicated to one attendant.

Call History Support

MiVoice Business Console is designed to help attendants fulfill even challenging customer requests easily and efficiently. Imagine a caller asking to be transferred to a department he or she previously spoke with, but cannot remember the name of. A simple look through the call history enables attendants to easily and quickly match the caller with the proper destination.

Multi-Tenancing Support

Businesses of any size can benefit from cost savings with multi-tenancing. Small and medium-sized businesses can reduce costs by sharing a single answer point, and the large enterprise can use a consolidated answer point to host all its subsidiaries. Attendants are prompted with customized greetings based on the company number dialed, removing any guesswork associated with multitenancing environments.

Flexibility for Teleworkers

Save valuable office space by giving attendants the ability to work from anywhere in the world. MiVoice Business Console can run in Teleworker mode with MiVoice Border Gateway (MBG). This flexibility allows any attendant to support the corporate answering point from the comfort of their own home, ideal for additional staffing during peak hours. Attendants can simply log in during high call volume hours and provide additional answer support to ensure that no call is missed.

Mivoice Business Console Provides Features such as:

- Transfer Assistant: Complete 90% of calls with the dynamic historical driven search that presents the Operator with the destination that the caller is most frequently requests
- Call History: Attendants can quickly lookup past transfers in difficult situations
- Multi-Tenancing: Share a single answer point between different companies and save on answer point costs
- Teleworker Support: Attendants can work off site, reducing office space costs
- Additional Data Fields: Provide more information to attendants, with color support
- Enhanced Status Indication: Hot Desk Login and Call Forward
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- Status provided to attendants
- Presence, Email, and Instant Messaging: Integrated with MiCollab Client*, 3rd Party Presence Servers such as Lync through MiCollab Client* or with Microsoft Exchange directly.** Busy Lamp Field (BLF) Monitoring: Attendants see the phone status at a glance
- Multiple BLF Lists and Tile-Based BLF View: Multi-Tenancing
- BLF list support

- Incoming Calls List: Provides visual indication of all incomingcalls, prioritizes calls, and customizes greeting based on calling line information
- Direct Station Select (DSS): Enables Attendants to pick up ringing extensions
- Calls on Hold Comments: Attendants have additional information to handle calls more efficiently
- Highly Intuitive Graphical User Interface (GUI): With screenbased call handling, simply point-and-click or touch
- On-Screen Scratch Pad: Allows attendants to take quick notes and messages while handling calls
- On-Screen Bulletin Board: Displays system wide information across the complete answer point
- Retrieve Button: Quickly retrieve a call that was transferred to the wrong extension
- Call Answering Priority: Answer calls based on longest time waiting or origin
- Call Waiting Threshold Capability: Incoming calls are routed to other consoles, reducing wait times
- Comprehensive Hospitality Console Feature Set
- Languages Supported: English, French(North American and European), Spanish (North American and European), German, Dutch, Italian, Portuguese (European and Brazilian), Swedish, and Simplified Chinese

Please refer to the MiVoice Business Console Feature Matrix for a complete list and description of all console features.

*Requires MiCollab Client 6.0 or later

**Requires Microsoft Exchange 2007 or 2010

Compression Support

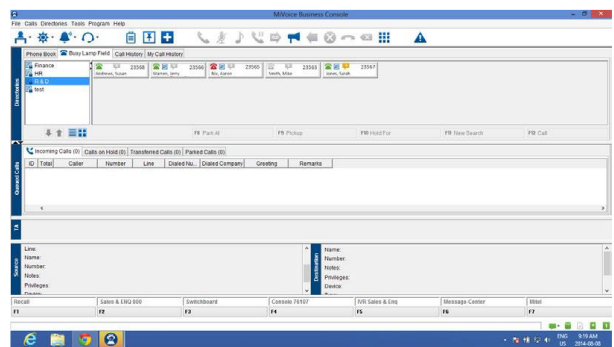
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Voice QOS

Supports 802.1p/q for quality of service

System Requirements

The MiVoice Business Console Release 7.0 is supported by MiVoice Business 7.0 or later.



Example of an Attendant Prompt in Multi-Tenancing