



A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

New in this Release 9.6

Release 9.6

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INTRODUCTION

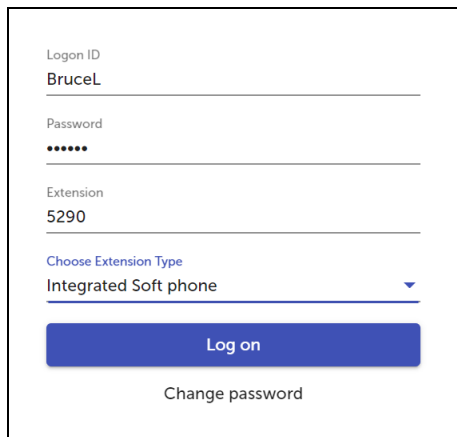
This document describes new features introduced in Mitel MiContact Center Enterprise, TAS and OAS 9.6.

MiContact Center Enterprise is an All in One, adaptive and flexible platform for UC&C, Mobility, Contact Center, Business Process Automation, Analytics and reporting as well as service and database integration. Release 9.6 continues to build on adding value for customers by providing targeted features enhancing the agent and customer experiences.

INTEGRATED SOFTPHONE IN WEB AGENT APPLICATION

WebRTC based soft-phone capabilities have been built into the Web Agent application, so it is now possible to run Web Agent using either a desktop phone or an integrated softphone for call control. Web Agent uses the Mitel Boarder Gateway (MBG) as a WebRTC Gateway towards the MX-ONE call manager.

When logging on to Web Agent, the user is prompted to select either using the Integrated Soft phone capabilities or a Desktop Phone as the extension type:



Logon ID
BruceL

Password
.....

Extension
5290

Choose Extension Type
Integrated Soft phone

Log on

Change password

Figure: Web Agent logon dialog

Desktop Phone indicates any phone device other than the WebRTC softphone, such as a SIP desk phone, Mobile extension or DECT phone.

After logging on to Web Agent using the Integrated Soft phone option, the current connection and SIP registration status is shown on the right-hand side of the Web Agent window.

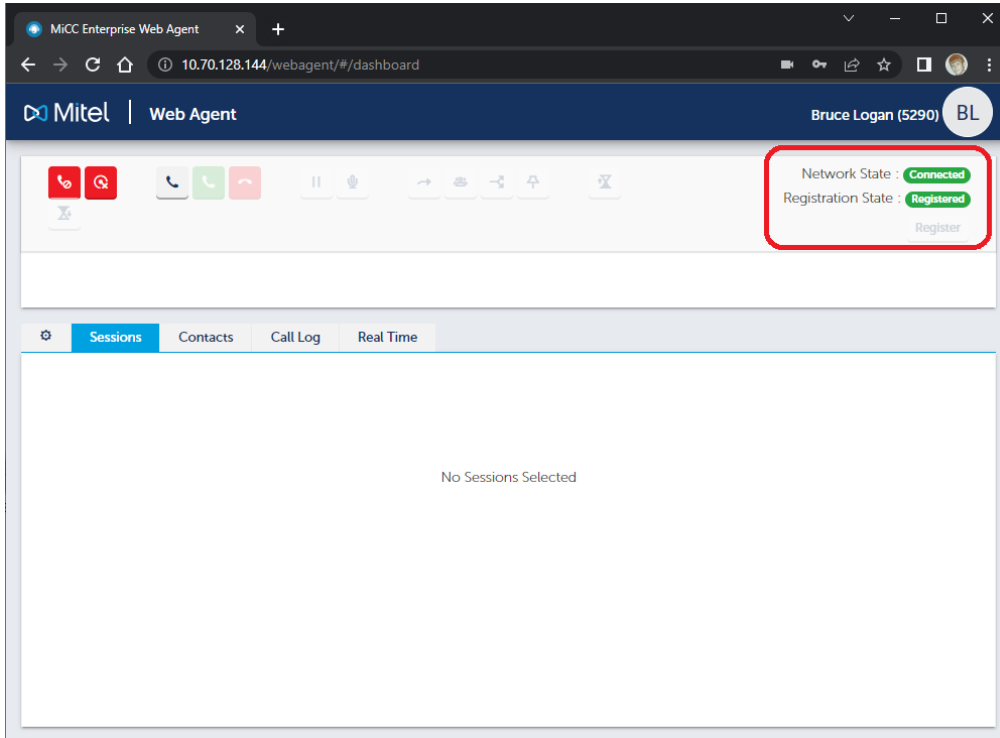


Figure: Web Agent application in WebRTC mode.

Should the application lose connection to the MiCC Enterprise server (as indicated by the Network State), it will reconnect automatically once the connection is available again. Should the application lose its SIP Registration to the MBG, the Register button will be enabled, and the user can attempt to register again with the MBG.

OTHER WEB AGENT ENHANCEMENTS

SUPPORT FOR AFTER AGENT HANDLING

Voice service groups can be configured so that callers are redirected to a service access after the agent finishes handling the call.

This is typically used to send the caller to an IVR script that will perform a customer survey or provide follow up information.

This feature was previously only available for Desktop Agent users, but in this release, calls handled by Web Agents will be sent to the After Agent Handling destination if the Automatic After Agent Handling option is set for the service group.

The screenshot shows the 'Service Group Properties: Help Desk' dialog box. The 'Agent' tab is selected. The 'After Agent Handling' section is highlighted with a red box. It contains the following settings:

- After Agent Handling
- Service Access: Customer Survey
- Automatic After Agent Handling
- Data:
 - None
 - IVR Field 1
 - Agent ID

Below the 'After Agent Handling' section is the 'Associated Call Qualification Code Templates' section, which has two lists: 'Defined' (containing 'Banking') and 'Assigned' (containing 'Student Helpdesk').

Figure: After Agent Handling settings in Service Group properties

Note: The option to use manual After Agent Handling is in this release only supported when using The MiCC Agent windows application. Support for manual After Call Handling will be added to Web Agent in a subsequent release.

IMPROVED RECONNECTION IN CASE OF LOSS OF CONTACT WITH MiCC-E SERVER

In previous releases, Web Agent has been unable to reconnect to the MiCC Enterprise server in case of loss of connectivity to the Agent Service or Call Control Service, such as when monitor capability of the telephone device used by the agent was lost.

In MiCC-E 9.6, logic has been added to attempt to reconnect periodically in case of loss of connection to the server, resulting in a much improved user experience.

SUPPORT FOR MULTI-TERMINAL EXTENSIONS IN MX-ONE

Logic has been added enabling agents logging on to MiCC-E using the Desktop Agent application to select extensions in the MX-ONE that are defined as multi-terminal devices. The logon dialog has been modified to allow the agent to select between an Integrated Soft Phone, where the internal Agent softphone is used for call control, or a Desktop Phone, where an external device or other softphone is used for call control.

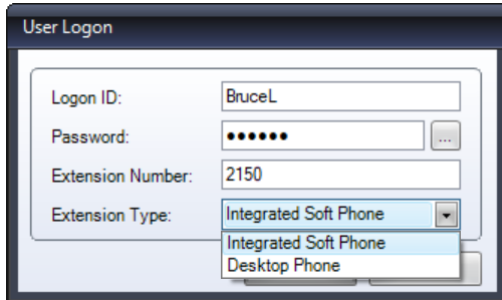


Figure: Initial Desktop Agent logon dialog

If Desktop Phone is selected and the system determines that the entered Extension Number is a Multi Terminal Extension, a second dialog is presented allowing the agent to select which device to use:

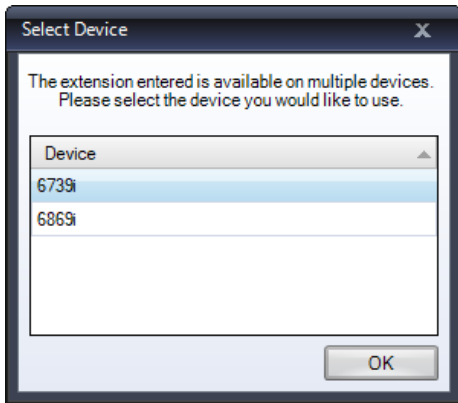


Figure: Device selection menu for Desktop Agent

The device names in the list are returned from the MX-ONE based on a CSTA query. The standard names include all types of desktop SIP phone models (67xx, 68xx and 69xx) as well as the following names:

- H323Extension
- RemoteExtension
- Sip-cordlessPhone
- Sip-remotePhone

- Sip-softPhone
- Sip-videoPhone
- Mitel-SIP-DECT
- Mitel-UC-Endpoint

To allow the displayed names to be less cryptic and more understandable to the agent, it is possible for the system administrator to map the names to a more descriptive name for the agents by editing an XML file on the server. For instance, instead of presenting '*Mitel_UC-Endpoint*' to the agents, the name could be mapped to '*MiCollab SoftPhone*'. New values can also be added to the XML file.

Note: In this release, this feature is restricted to TAS based systems only and Desktop Agent. This feature is not available for phone agents or Web Agent.

CALL RECORDING ENHANCEMENTS

INTEGRATED RECORDING

AGENT VISIBILITY

The visibility of agents in the Recording dialog has been enhanced in this release so that agents that are not currently logged on but have previously been recorded by this user are shown in the list. This enables the supervisor to listen to recordings involving these agents regardless of the logon status of the agent.

RECORDING FORMAT

The file format of stored voice recordings has been changed from a raw 64 kbit wave file format to a more compressed mp3 file format. This compression will provide up to a ten-fold disk space savings on the recording share point.

PLAYBACK

Additional playback controls such as fast forward, rewind, pause/resume, and volume control have been added for playback of stored recordings. After selecting a recording, the agent can right-click on the file then select Playback to display a new Player window, allowing the agent to control the playback of the recording.

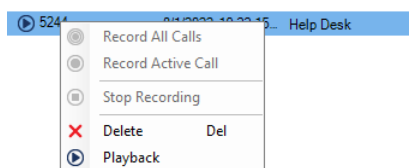


Figure: Right-mouse click menu

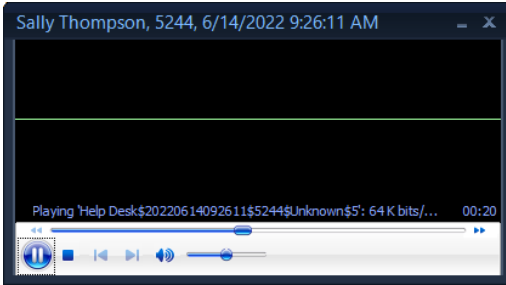


Figure: Playback dialog

MITEL INTERACTION RECORDER INTEGRATION ENHANCEMENTS

START AND STOP RECORDING ON DEMAND

As of Mitel Interaction Recorder (MIR) release 7.0, it is possible for agents with Record Calls privilege to start and stop call recording on demand in MIR from the Desktop Agent application, using the Record Calls dialog:

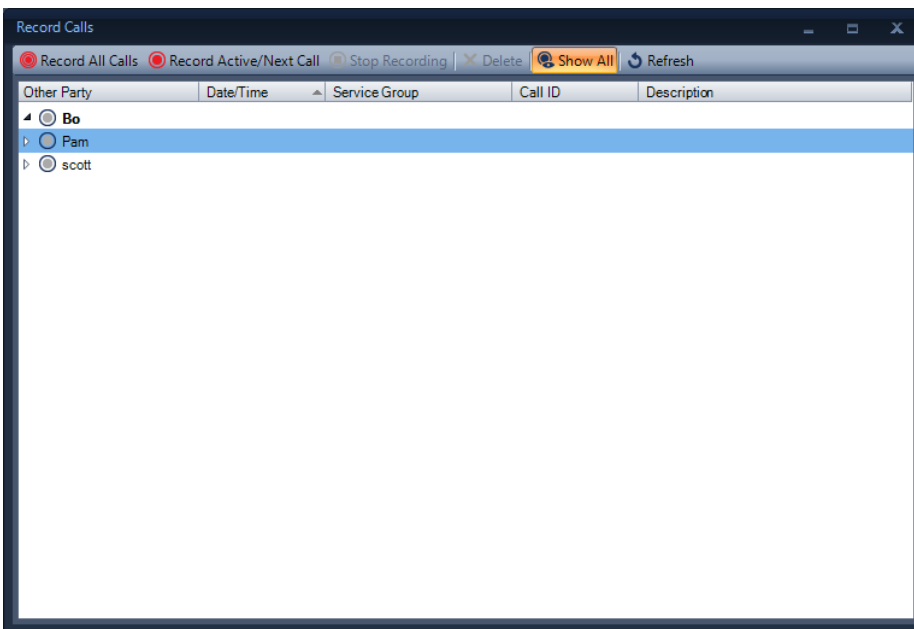


Figure: Record dialog in Desktop Agent

Privileged agents and supervisors can choose to record all calls, start recording of an ongoing call, or stop recording on a previously started recording. These actions will trigger a notification from the MiCC Enterprise server to the MIR system, which will perform the requested action.

Starting and stopping recordings in the MIR system can now also be performed from Web Manager. New functionality has been added to the Users tab in Web Manager to start and stop recording on demand:

The screenshot shows the Mitel MiCC Enterprise Web Manager interface. At the top, there is a dark blue header with the Mitel logo and 'MiCC Enterprise' text. On the right side of the header, there are 'Bo' and 'Menu' dropdown menus. Below the header, there is a breadcrumb trail 'Contact Center / Users' and a 'Filter' checkbox. A toolbar contains several buttons: 'Create', 'Edit', 'Delete', 'Assign Skills', 'Assign to Agent Group', 'Force Status', and 'Start Recording' (which is highlighted with a red box). Below the toolbar, there are three more buttons: 'Stop Recording', 'Edit Permissions', and 'Reports'. The main content area is a table with columns: Name, Logon ID, Agent Group, State, Extension, Ready, and Agent Type. The table lists several users, with 'Pam' selected (indicated by a blue checkmark in the Name column). The 'Ready' column contains icons for each user, including a green phone icon for 'Pam' and red icons for others.

<input type="checkbox"/>	Name	Logon ID	Agent Group	State	Extension	Ready	Agent Type
<input type="checkbox"/>	Bo	bo	<Default>	Not Ready	5250		Agent
<input type="checkbox"/>	Bo2	bo2	<Default>	Not Ready	5253		Web Agent
<input checked="" type="checkbox"/>	Pam	pam	<Default>	Ready	5245		Agent
<input type="checkbox"/>	Pam2	pam2	<Default>	Logged Off			-
<input type="checkbox"/>	scott	scott	<Default>	Ready	5252		Agent
<input type="checkbox"/>	scott2	scott2	<Default>	Logged Off			-
<input type="checkbox"/>	WebRTC	5290	<Default>	Logged Off			-

Figure: Users tab in Web Manager

This new Web Manager feature also works with the Integrated Recording function for MiCC Enterprise Agent soft phone users. For more information, refer to the section [Web Manager Enhancements](#) below.

CALL RECORDING ON TAS BASED SYSTEMS

In the past there have been issues with MIR recording together with TAS based MiCC Enterprise systems. Specifically, the recording of Desktop Agents using Soft Phone has been problematic since the softphone is registered directly in the TAS server, preventing MIR from being able to record the softphone agents' conversations.

In MiCC Enterprise Release 9.6 a different approach has been implemented overcoming this limitation. Support for this approach is available in *Mitel Interaction Recorder Release 7.1*. MIR is no longer recording from each involved endpoint (i.e., the phone device used by the contact center agent) but instead connects, on a call-by-call basis, to the Media Server connection used for each agent conversation.

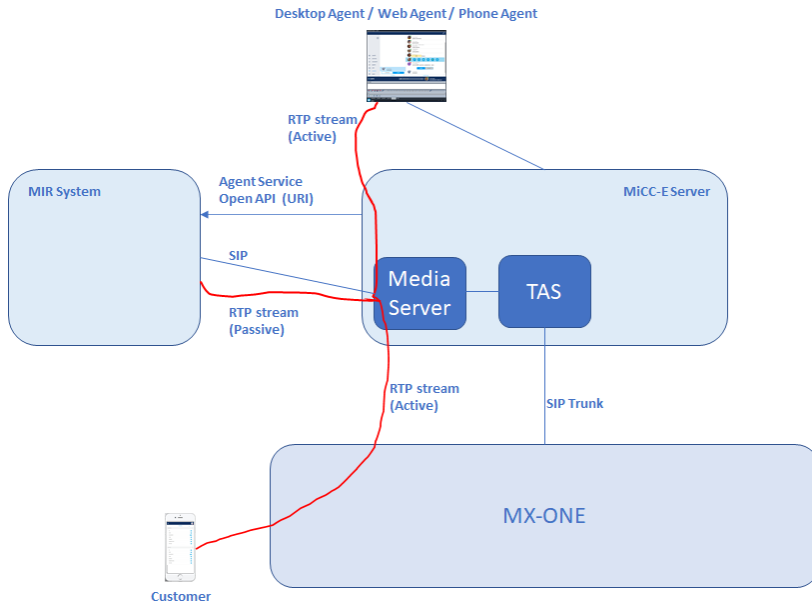


Figure: Architectural drawing, TAS based recording

A call normal call scenario is the following:

- A customer calls into the MiCC-E system and is connected to the Media Server to receive a welcome message or IVR treatment.
- Once an idle agent is selected and answers the call, that agent's phone device is connected to the same Media Server connection used by the customer.
- An event is sent to MIR via the Agent Service Open API informing MIR that the agent is now talking to the customer. In that event (Established event), a SIP URI that points to the connection in the Media Server where this conversation is taking place is included.
- MIR can now send a SIP Invite message to this URI and then automatically be connected.
- MIR will start to receive a media stream of the conversation which will be recorded.
- MIR connects to the conversation as a Passive participant and will be automatically disconnected once the last active participant disconnects (Agent or Customer).

Regardless of the phone device used by the agent (Integrated softphone, Web Agent WebRTC Soft Phone, Desk Phone, Remote extension, Mobile extension, DECT Phone etc.) the recording will be performed in the same way, greatly simplifying the configuration of MIR recording together with TAS based MiCC Enterprise systems.

WEB MANAGER ENHANCEMENTS

Additional supervisory features have been added to Web Manager in this release. Instead of requiring supervisors to use the Desktop Agent application, these features can now be directly accessed via Web Manager. This includes the ability to start and stop call recording for agents and the option to force agent status changes, such as setting agents to ready or not ready status and logging off agents.

DISPLAY AGENT TYPE

A new column has been added in the User tab in Web Manager. The column is named Agent Type and will display what type of agent is currently logged on. There are three possible values shown:

1. Desktop Agent: This is displayed for agents that are logged on to the MiCC-E Agent application with a desktop phone selected for the extension.
2. SoftPhone Agent: This is displayed for agents that are logged on to the MiCC-E Agent application with the integrated softphone.
3. Web Agent: This is displayed for agents that are logged on to the Web Agent application.
4. Mobile Agent: This is displayed for agents that are logged on as Phone Agents. This includes agents using the Mobile Agent application as well as agents logging on using the Phone Agent logon script or being automatically logged on by the system.

The screenshot shows the Mitel MiCC Enterprise Web Manager interface. At the top, there is a dark blue header with the Mitel logo, 'MiCC Enterprise', the user name 'Sally Thompson', and a 'Menu' dropdown. Below the header, there is a breadcrumb trail 'Contact Center / Users' and a 'Filter' button. A toolbar contains buttons for 'Create', 'Edit', 'Delete', 'Assign Skills', 'Assign to Agent Group', 'Force Status', 'Start Recording', 'Stop Recording', 'Edit Permissions', and 'Reports'. The main content is a table with the following columns: Name, Logon ID, Agent Group, State, Extension, Ready, and Agent Type. The table lists several agents, including Andy Phillips (Mobile Agent), Bo Stenlund (Desktop Agent), Bruce Logan (WebAgent), BSE User, Charles Wilkins (SoftPhone Agent), and Kathv Holmes.

<input type="checkbox"/>	Name	Logon ID	Agent Group	State	Extension	Ready	Agent Type
<input type="checkbox"/>	Andy Phillips	A0006	Team 1	Not Ready	5246		Mobile Agent
<input type="checkbox"/>	Bo Stenlund	bo	Team 1	Not Ready	5250		Desktop Agent
<input type="checkbox"/>	Bruce Logan	BruceL	<Default>	Ready	5290		WebAgent
<input type="checkbox"/>	BSE User	BSE	Team 1	Logged Off			-
<input checked="" type="checkbox"/>	Charles Wilkins	S0007	Team 1	Ready	5276		SoftPhone Agent
<input type="checkbox"/>	Kathv Holmes	A0004	Team 1	Logged Off	2051		-

Figure: Web Manager showing Agent Type

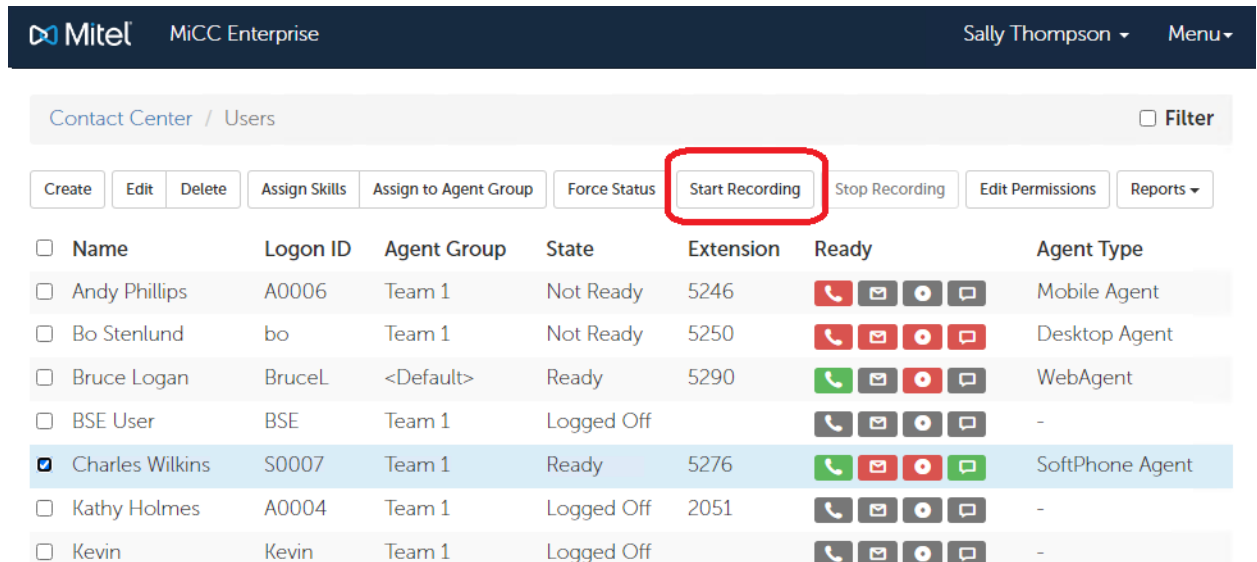
START AND STOP CALL RECORDING (RECORDING ON DEMAND)

This feature works both for systems that use the Integrated Call Recording feature of MiCC Enterprise or those that are integrated to an External Call Recording system, such as MIR. The MIR integration scenario is described above in the section [Start and Stop recording on demand](#). The information below applies to the case where the system is using Integrated Call Recording.

New in Release 9.6

The Integrated Call Recording feature is used for calls handled by agents using the Desktop Agent application in Softphone mode.

In the Users tab of Web Manager, once an agent is selected, the Start Recording and Stop Recording buttons will be enabled depending on the current recording status for the selected agent. The selected agent must be a Desktop Agent running with the integrated softphone (i.e., displayed as SoftPhone Agent). Only single selection of agents is permitted.



The screenshot shows the Mitel MiCC Enterprise Web Manager interface. At the top, there is a header with the Mitel logo, 'MiCC Enterprise', the user name 'Sally Thompson', and a 'Menu' dropdown. Below the header, the page title is 'Contact Center / Users' with a 'Filter' button. A toolbar contains several action buttons: 'Create', 'Edit', 'Delete', 'Assign Skills', 'Assign to Agent Group', 'Force Status', 'Start Recording' (highlighted with a red box), 'Stop Recording', 'Edit Permissions', and 'Reports'. Below the toolbar is a table of agents with columns for Name, Logon ID, Agent Group, State, Extension, Ready, and Agent Type. The 'Start Recording' button is highlighted in red in the original image.

<input type="checkbox"/>	Name	Logon ID	Agent Group	State	Extension	Ready	Agent Type
<input type="checkbox"/>	Andy Phillips	A0006	Team 1	Not Ready	5246		Mobile Agent
<input type="checkbox"/>	Bo Stenlund	bo	Team 1	Not Ready	5250		Desktop Agent
<input type="checkbox"/>	Bruce Logan	BruceL	<Default>	Ready	5290		WebAgent
<input type="checkbox"/>	BSE User	BSE	Team 1	Logged Off			-
<input checked="" type="checkbox"/>	Charles Wilkins	S0007	Team 1	Ready	5276		SoftPhone Agent
<input type="checkbox"/>	Kathy Holmes	A0004	Team 1	Logged Off	2051		-
<input type="checkbox"/>	Kevin	Kevin	Team 1	Logged Off			-

Figure: Start Recording button in Web Manager

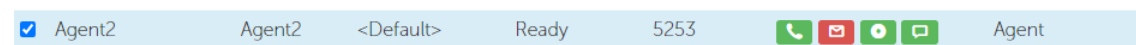
The recording status of the agent is synchronized between applications. For example, if recording is started for an agent by a supervisor using Web Manager, the Desktop Agent will see that Recording is started so the agent cannot also start recording. Once the Web Manager user stops recording, the Desktop Agent user can start recording. Note that recording must be stopped by the user initiating recording, so the Desktop Agent cannot stop a recording that has been started by Web Manager user..

FORCE AGENT STATUS

Another supervisory feature added to Web Manager is the ability to Force Status of agents. This gives the Web Manager user the ability to logoff or set the ready/not ready status for logged on agents, as well as logon an agent as a phone agent. When logging on a phone agent, the Web Manager user must enter the extension number the agent will use.

SINGLE AGENT SELECTED

If only one agent is selected from the Users list the agent's current status is shown in the pop-up window. For example, the selected agent currently is currently logged on with the following states:



The screenshot shows a pop-up window for a selected agent. The agent is 'Agent2' with Logon ID 'Agent2', Agent Group '<Default>', State 'Ready', and Extension '5253'. The 'Ready' status is indicated by a green phone icon. The 'Agent' type is shown at the bottom right.

<input checked="" type="checkbox"/>	Agent2	Agent2	<Default>	Ready	5253		Agent
-------------------------------------	--------	--------	-----------	-------	------	--	-------

If Force Status is clicked the pop-up windows will show:

The image shows a 'Force Status' pop-up window with a close button (X) in the top right corner. It contains five status controls, each with a toggle switch:

- Voice:** A green button with a telephone icon and the text 'Ready'.
- E-mail:** A red button with an envelope icon and the text 'Not Ready'.
- Open Media:** A green button with a play icon and the text 'Ready'.
- Chat:** A green button with a speech bubble icon and the text 'Ready'.
- Log on:** A blue button with a person icon and the text 'Log on'.

At the bottom of the window are two buttons: 'Cancel' and 'Apply now'.

Figure: Force Status pop-up in Web Manager

The Web Manager user can now change the logon state to logged off, or modify the Ready states for any of the media types.

If a logged off agent is selected then the only option available is to logon the agent as a phone agent. The Web Manager user must then enter the extension that will be used by the agent:

The image shows a 'Force Status' pop-up window with a close button (X) in the top right corner. It features a blue button with a person icon and the text 'Phone Agent Log on'. Below this button is a text input field labeled 'Logon extension' containing the value '5244'. At the bottom of the window are two buttons: 'Cancel' and 'Apply now'.

Figure: Logon Phone Agent in Web Manager

MULTIPLE AGENTS SELECTED

The user can select multiple logged on agents in order to change their status. If any of the selected agents' current status is Logged Off then the Force Status button is disabled. It is only possible to log on one agent at a time since the extension number must be entered.

Note: In this release Force Agent status works for Desktop and Phone Agents only. Support for Web Agents will be added in the future.

SERVICE GROUP REPORT SHOWING SERVICING AGENTS

A new report has been added to the Service Group Reports:

The screenshot shows the Mitel MiCC Enterprise interface. At the top, there is a navigation bar with the Mitel logo, 'MiCC Enterprise', and user options: 'Admin', 'Tenant', and 'Menu'. Below this is a breadcrumb trail: 'Contact Center / Service Groups' with a 'Filter' button. A toolbar contains buttons for 'Create', 'Edit', 'Delete', 'Assign Skills', 'Edit Permissions', and 'Reports'. The 'Reports' dropdown menu is open, showing the following options: 'Performance', 'Transfers to Service Groups', 'Transfers to Agents', 'Transfers to internal numbers', 'Transfers to external numbers', and 'Skills'. The 'Skills' option is highlighted. Below the menu, a table lists various service groups with columns for selection, name, type, a progress indicator (e.g., '100%' in a green bar), a count (e.g., '0'), a duration (e.g., '00:00'), and a ratio (e.g., '0 / 0').

Service Group	Type	Progress	Count	Duration	Ratio
<input checked="" type="checkbox"/> Chat	Chat			00:00	0 / 1
<input type="checkbox"/> Common Hold	Voice - Common Hold			00:00	0 / 1
<input checked="" type="checkbox"/> Customer Service	Voice			00:00	0 / 1
<input type="checkbox"/> Dispatch	Voice			00:00	0 / 1
<input type="checkbox"/> Dispatch Man Routing	Voice - Manual Routing			00:00	0 / 0
<input type="checkbox"/> Email on hold	E-mail - Manual Routing	100%	0	00:00	0 / 0
<input type="checkbox"/> Email to agent, man	E-mail - Manual Routing	100%	0	00:00	0 / 0
<input checked="" type="checkbox"/> Email, Sales	E-mail	100%	0	00:00	0 / 0
<input type="checkbox"/> Emergency	Voice - Manual Routing	100%	0	00:00	0 / 1

Figure: Selecting Skills report for Service Groups in Web Manager

The report will show a list of agents that meets the skill requirements as defined for the selected Service Group(s). The report data can be sorted in different ways by clicking on the report column headers and the data can be exported to a CSV file for further processing in Excel.

Contact Center / Service Groups / Skills Report

Show 50 entries

Search:

CSV

Users	↕ Service Group	↕ Skill	↕ Skill Level	↕ Current skill choice
User WebRTC	Chat	Chat	1	1
stenlunb	Chat	Chat	1	1
Sally Thompson	Chat	Chat	1	1
Paul Adams	Chat	Chat	1	1
Laura Stevens	Chat	Chat	1	1
Kevin	Chat	Chat	1	1
Kathy Holmes	Chat	Chat	1	1
Charles Wilkins	Chat	Chat	1	1
Bruce Logan	Chat	Chat	1	1
Bo Stenlund	Chat	Chat	1	1
Andy Phillips	Chat	Chat	1	1
stenlunb	Customer Service	Medical	1	1
Sally Thompson	Customer Service	Medical	1	1
Paul Adams	Customer Service	Medical	1	1

Figure: Skills report data for the selected Service Groups in Web Manager

DESKTOP AGENT IMPROVEMENTS

DOCKABLE BROWSER TABS

Static browser tabs in MiCC Agent can now be detached as free-floating windows or docked into the main application window in the same way as the Dispatch and Real-time windows.

Static browser tabs are web tabs defined in the Agent Options or defined as Agent Tabs in the Agent Group properties.

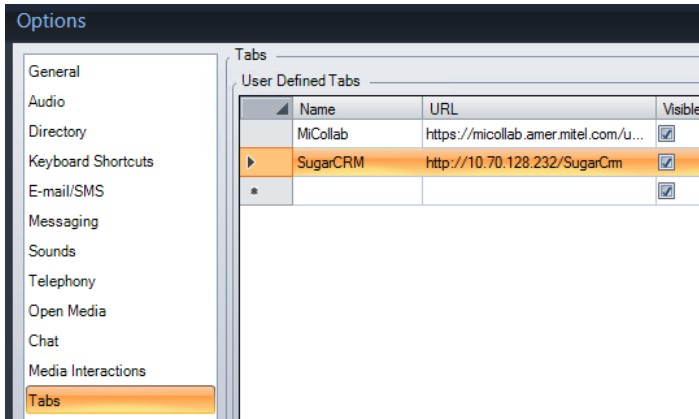


Figure: Static Browser Tabs defined in MiCC Agent Settings

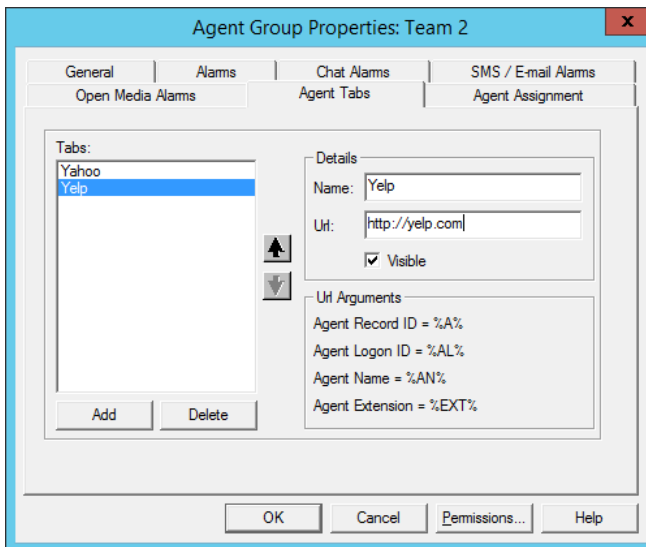


Figure: Static Browser Tabs defined as Agent Tabs in Agent Group Properties

The static browser tabs initially display as additional tabs in the MiCC Agent main window.

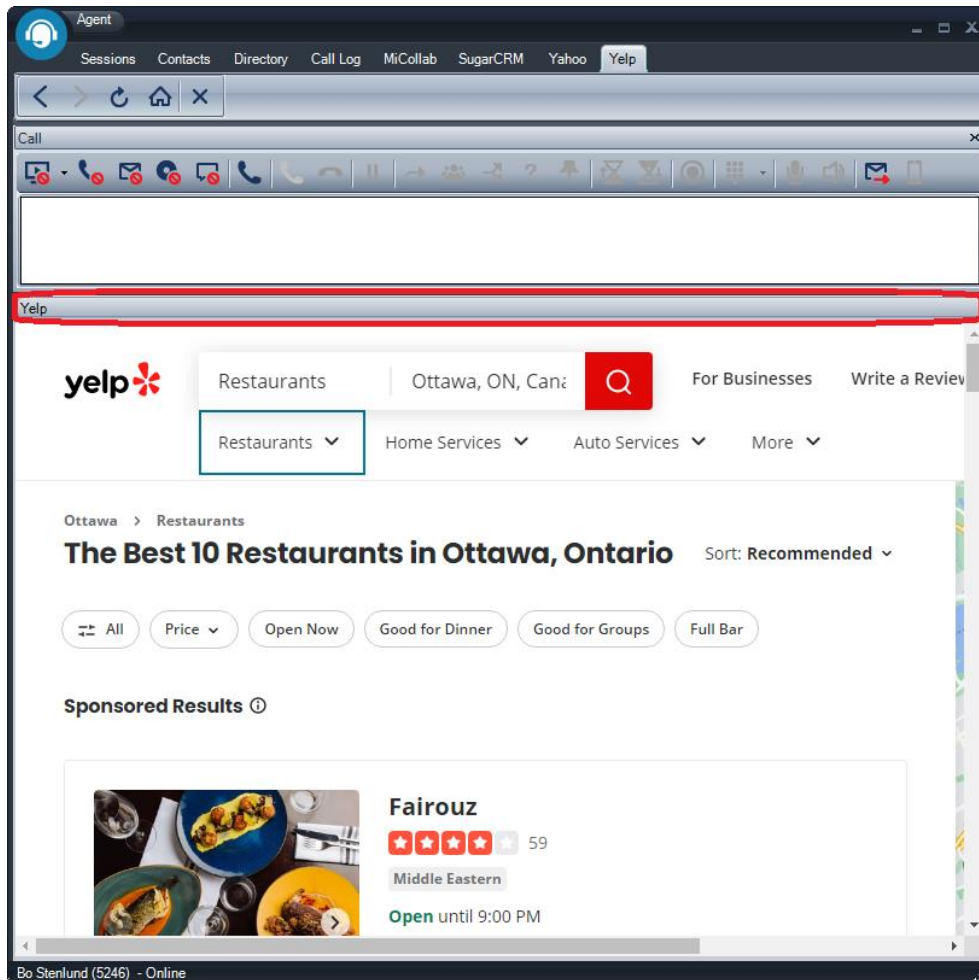


Figure: Default state of browser tab in Agent

The agent can now double-click on a title bar (highlighted in red in the figure above), causing it to disconnect from the main window and become a free-floating window. Note that the browser controls for this window, such as back, forward, reload the page, and return to the starting URL, are available in the detached window. The window can be re-sized and played anywhere on the desktop area. When closing a floating browser window by clicking on the X, the window returns to the main MiCC-E Agent window as a tab.

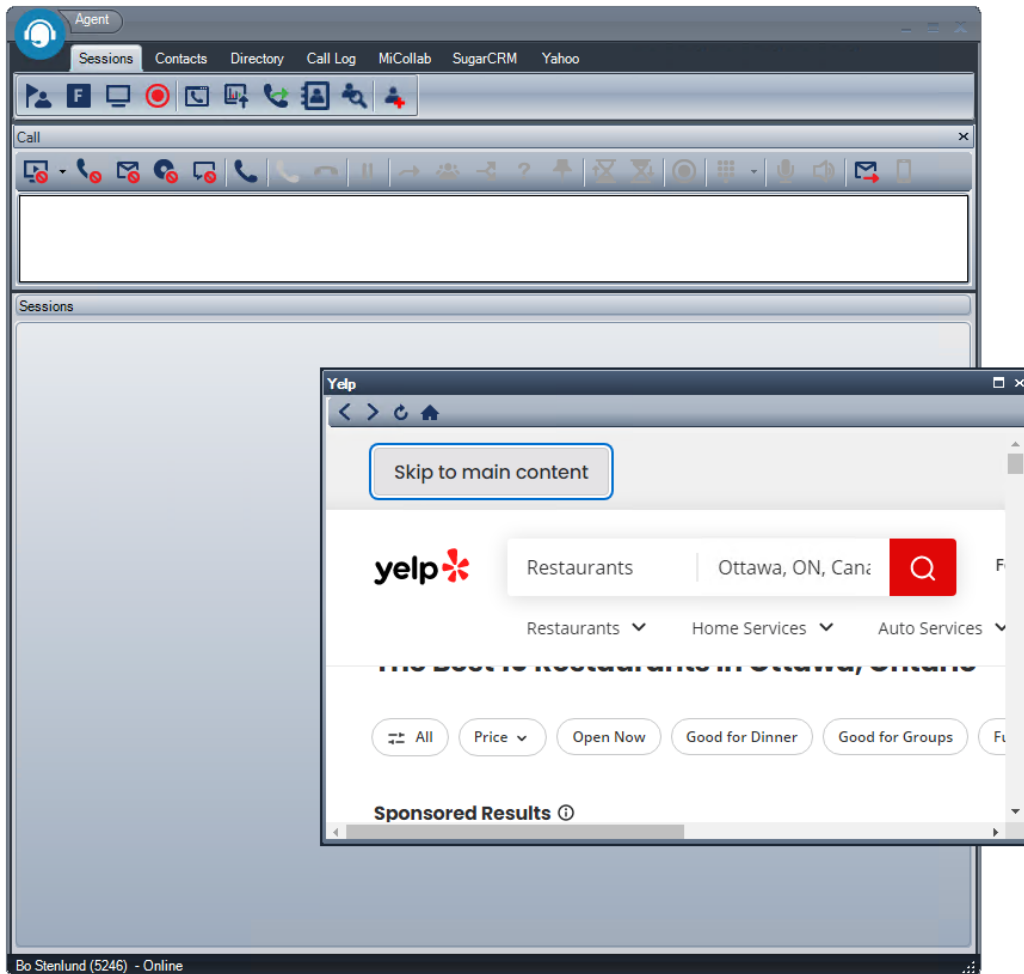


Figure: Free floating web window

When a floating browser window is dragged on the screen, several drop locations will be shown on the main Agent window. When hovering the mouse pointer over a drop location, the locations where this window may be dropped will be highlighted. There are several possible locations available, depending on what other dialogs are already docked. The user can choose to dock the browser tab to the left or right, above or under other windows.

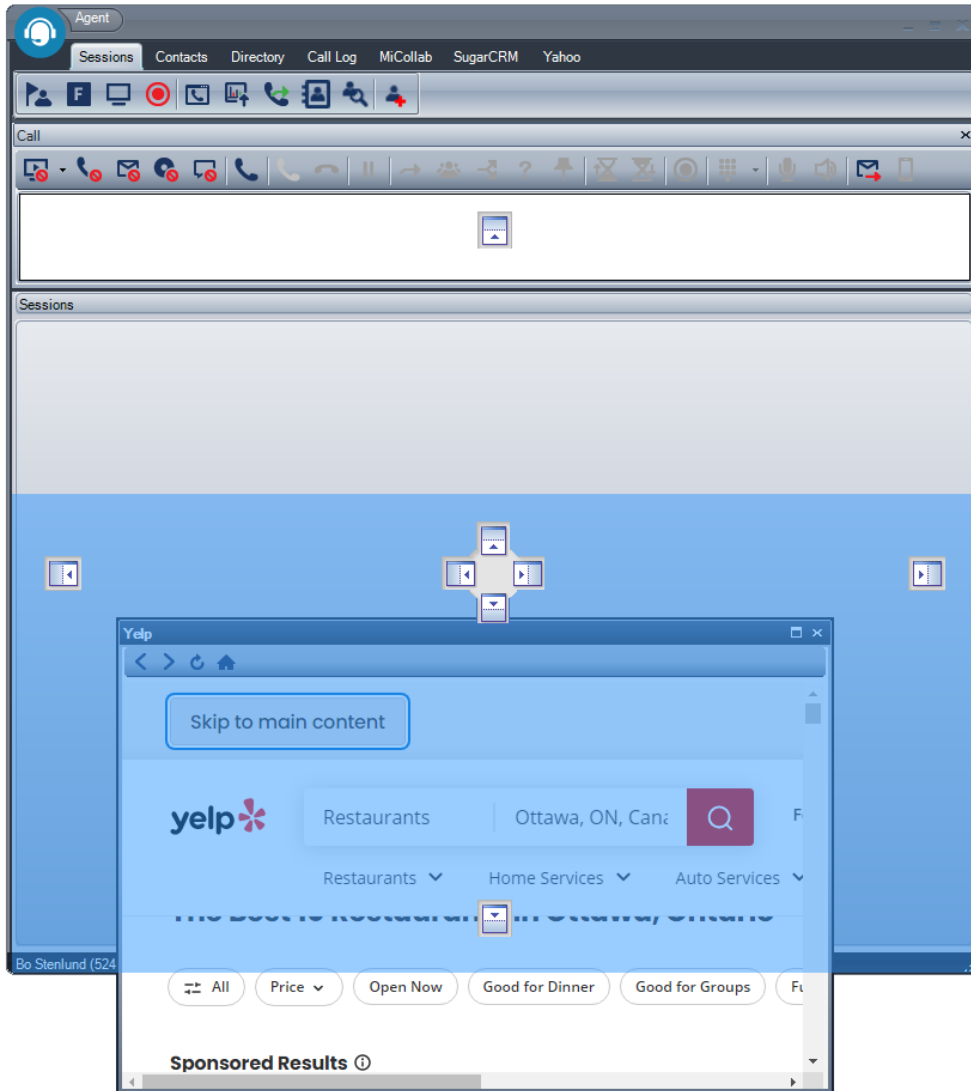


Figure: Browser tab windows being dropped on main screen in Agent.

New in Release 9.6

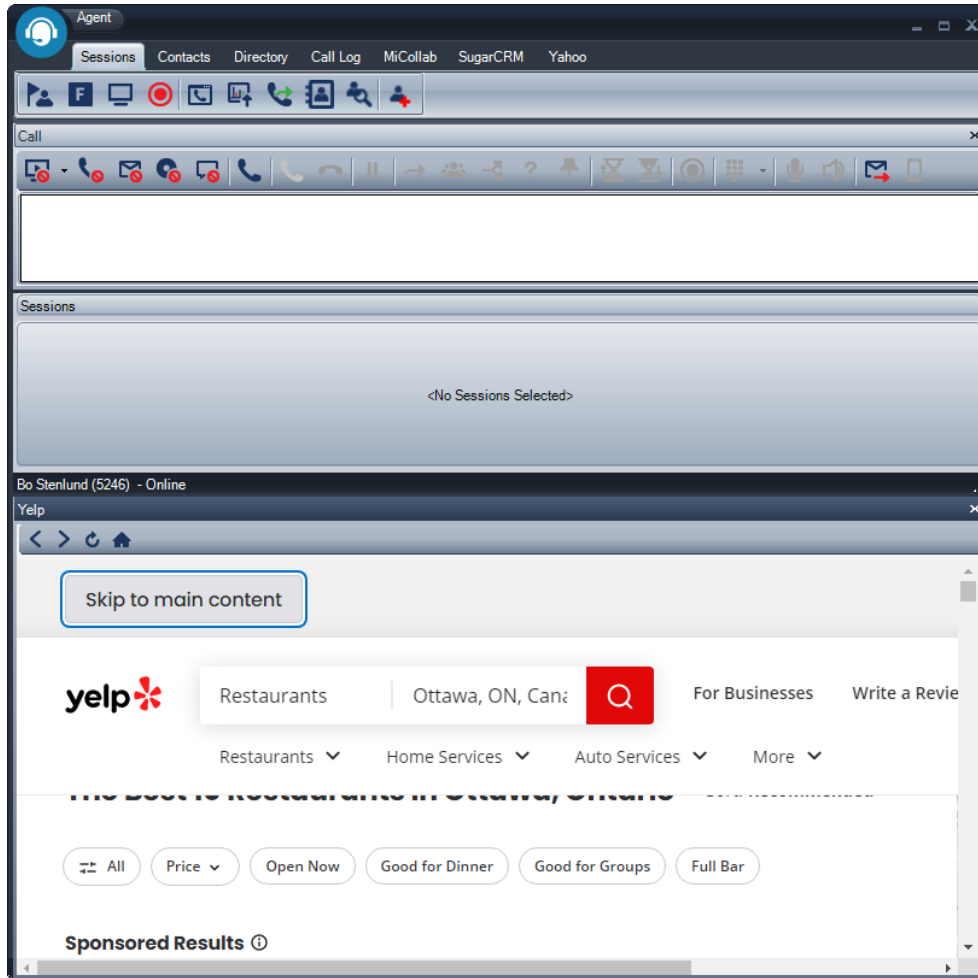


Figure: Browser tab docked to Agent main window

A docked browser tab will re-display as a tab in the main Agent application window if the docked browser tab is closed by clicking on the X. The docked browser tab can be changed to a floating window again by double clicking or dragging the title bar.

HIDING THE PRESENCE COLUMN

In systems where the directory function is not integrated with a presence source such as the BluStar Presence Server, there is now an option to hide the Presence column by hiding the unused Presence column.

This is done by un-checking the “Show Presence Column” option on the Agent Service tab in the MiCC Enterprise Registry Configuration utility.

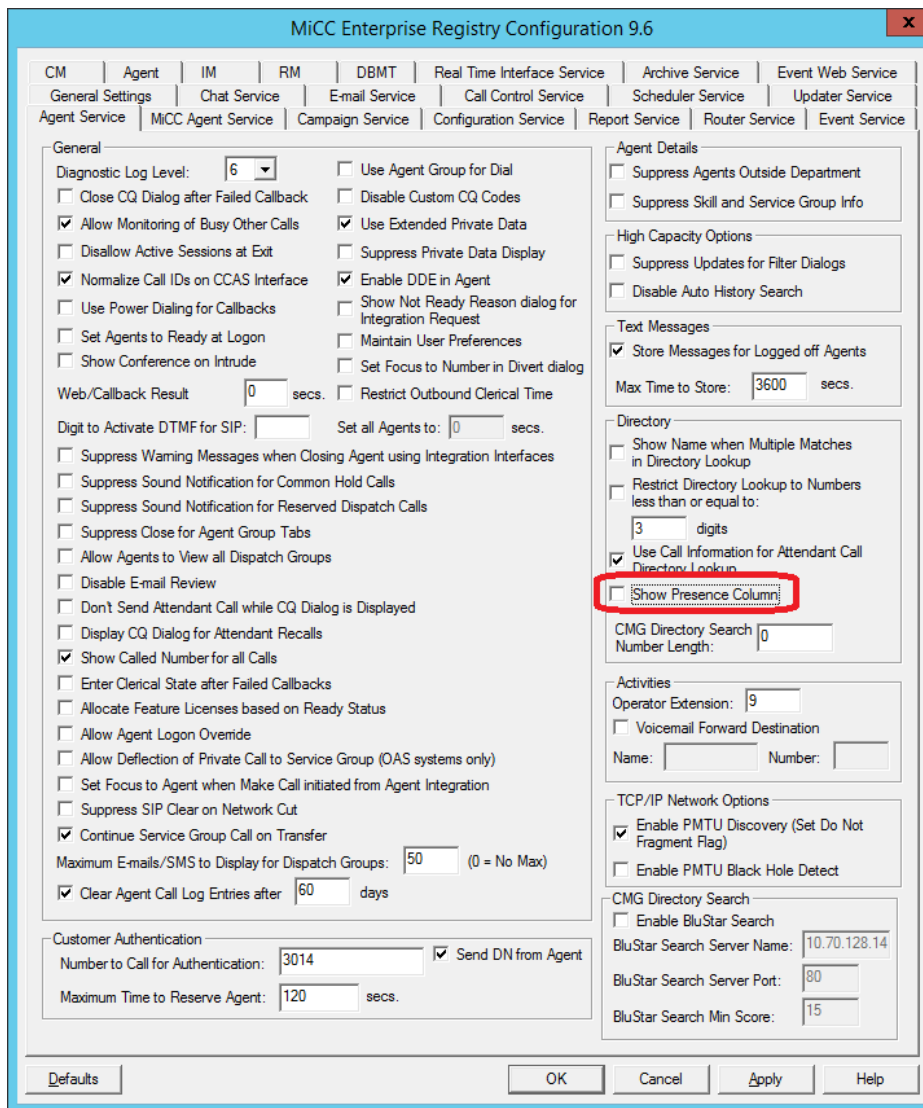


Figure: Show Presence Column setting in SecCfg.exe

IMPROVED DISPLAY OF DIRECTORY SEARCH RESULTS

Directory search results, such as long text fields returned from the directory, which previously were only fully readable as tooltips when the mouse pointer was hovered over the text, are now displayed in full and wrapped as multi-line entries if needed. This is of great help for Attendant Agents who tend to work in keyboard mode only without having to use the mouse.

CAPABILITY TO COPY INFORMATION FROM CUSTOMER SEARCH RESULTS

It is now possible to Copy data displayed in the Customer Search dialog to the Windows clipboard. When selecting data and then pressing the right mouse button, Copy is now available in the pop-up menu. Ctrl-C can also be used to copy the highlighted data.

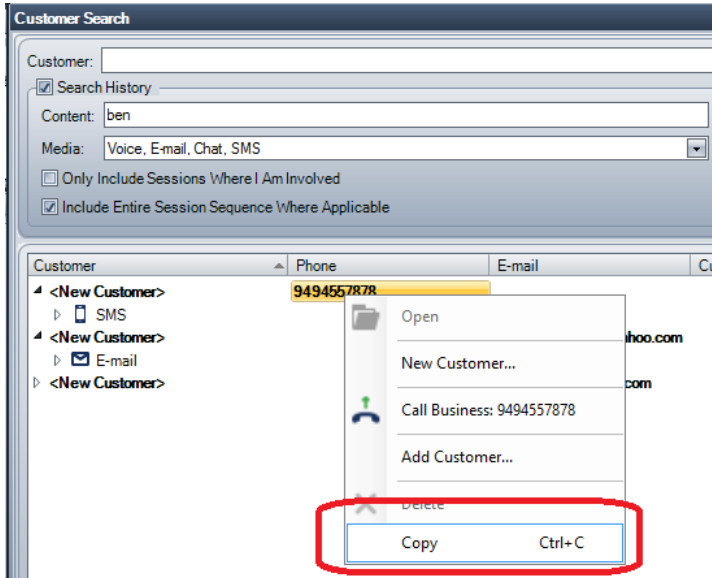
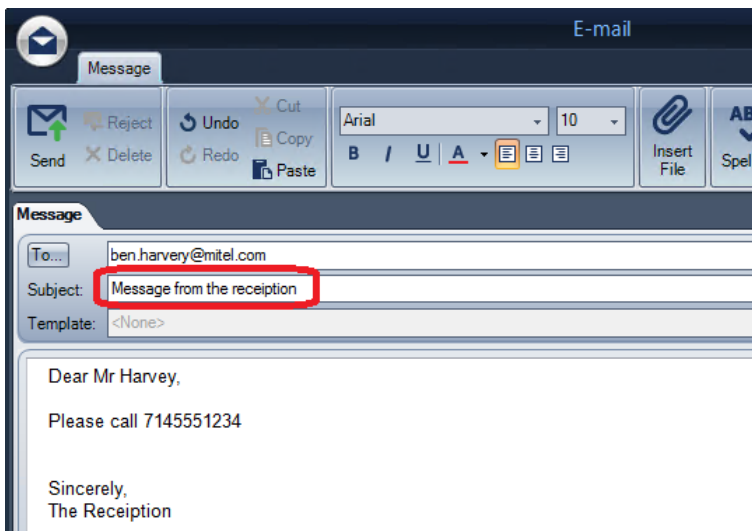


Figure: Copying from the Customer Search dialog

ABILITY TO EDIT SUBJECT AREA OF ATTENDANT AGENT MESSAGES

An Attendant Agent that is sending an E-mail message to a user can now modify the Subject area of the message:



PURGING OF AGENT CALL LOG

A new entry has been added to the Agent Service tab in the MiCC Enterprise Registry Configuration utility. This enables the system administrator to control if and when the Call Log entries for the MiCC Enterprise Agent users are deleted.

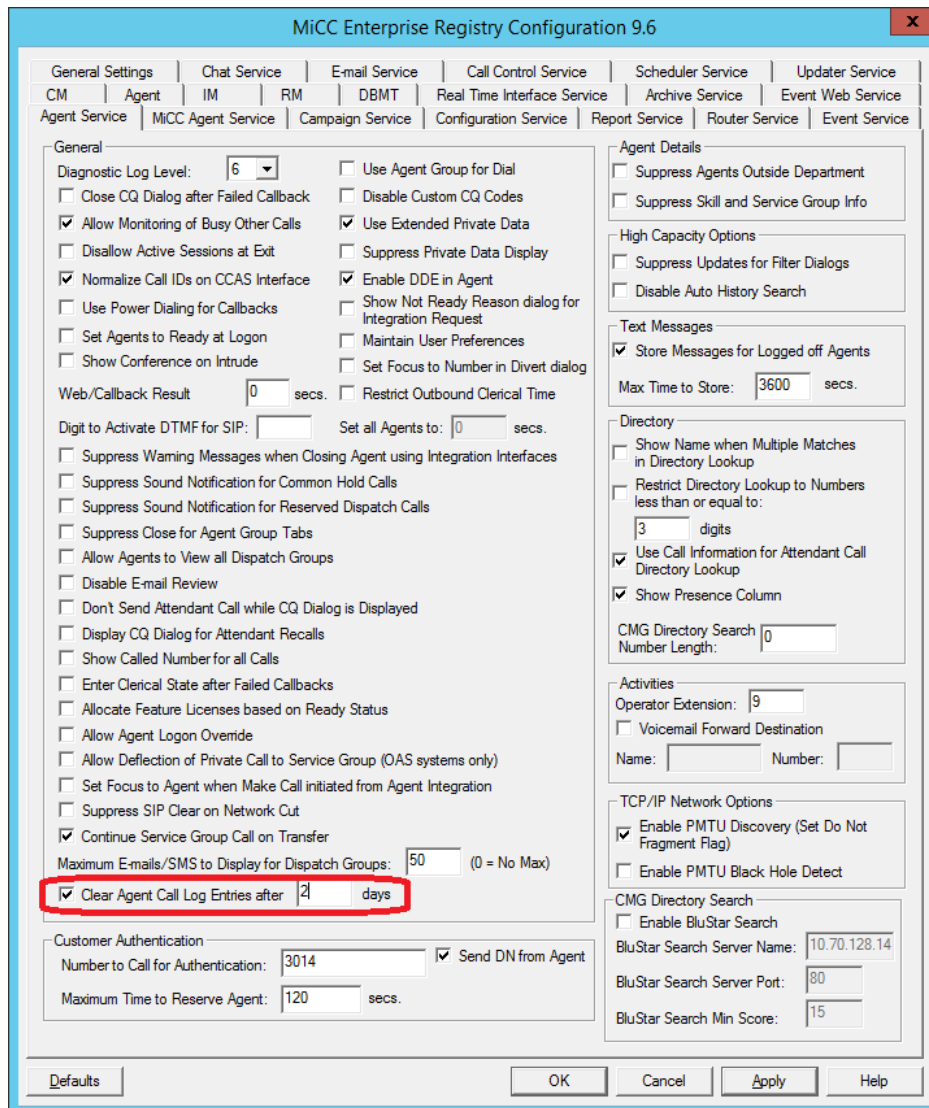


Figure: Clear Agent Call Log settings in SecCfg.exe

When the box is unchecked, the most recent 1000 call log entries are stored for the agent, as was previously done. If checked, then if a value between 1 and 500 can be entered, indicating the number of days a call log entry is stored before being purged.

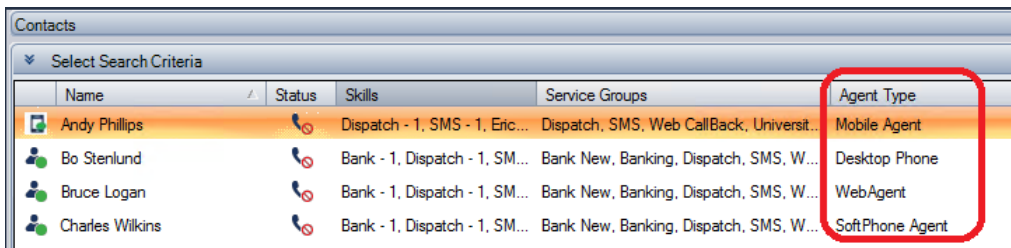
This applies to both users of Desktop Agent as well as Web Agents.

CONTACTS TAB IMPROVEMENTS

SHOW TYPE OF AGENT

A new column has been added to the Contacts tab. It will display the type of agent for the listed logged on agents. The possible values are:

- Mobile Agent: This includes agents that have logged on as phone agents.
- SoftPhone Agent: These are agents logged on to MiCC-E Agent using the integrated softphone.
- Desktop Phone: These are agents logged on to MiCC-E Agent using a desk phone, or external softphone.
- Web Agent: These are agents logged on using the Web Agent application.

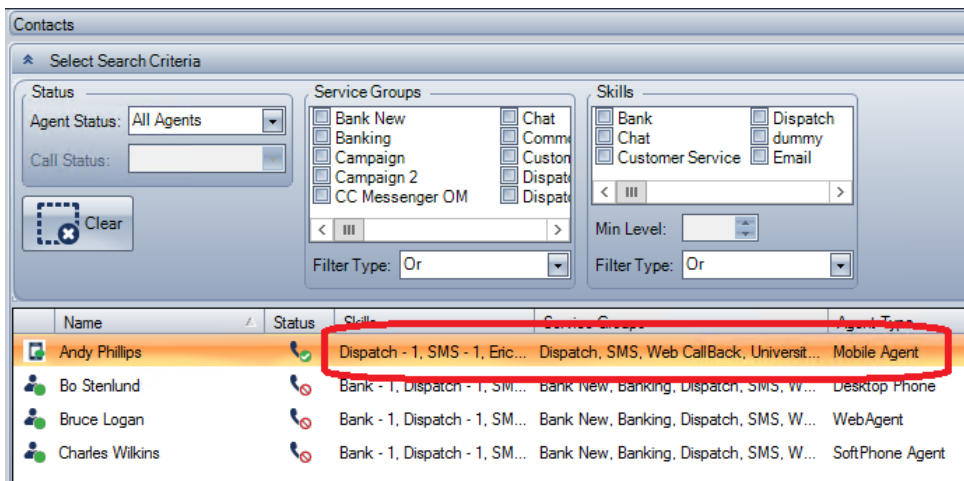


Name	Status	Skills	Service Groups	Agent Type
Andy Phillips		Dispatch - 1, SMS - 1, Eric...	Dispatch, SMS, Web CallBack, Universit...	Mobile Agent
Bo Stenlund		Bank - 1, Dispatch - 1, SM...	Bank New, Banking, Dispatch, SMS, W...	Desktop Phone
Bruce Logan		Bank - 1, Dispatch - 1, SM...	Bank New, Banking, Dispatch, SMS, W...	WebAgent
Charles Wilkins		Bank - 1, Dispatch - 1, SM...	Bank New, Banking, Dispatch, SMS, W...	SoftPhone Agent

This will help the user to know and understand what features are available for each entry in the list. For instance, Mobile Agents are not able to receive text messages sent from the agent.

DISPLAY SKILLS AND SERVICE GROUPS FOR PHONE AGENTS IN THE CONTACTS TAB

The Contacts tab now also displays assigned skills and matching Service Groups for phone agents. Previously, this information was only available for Agent and Web Agent users. The agent can now use the filtering capabilities to search for matching agents, including phone agents.

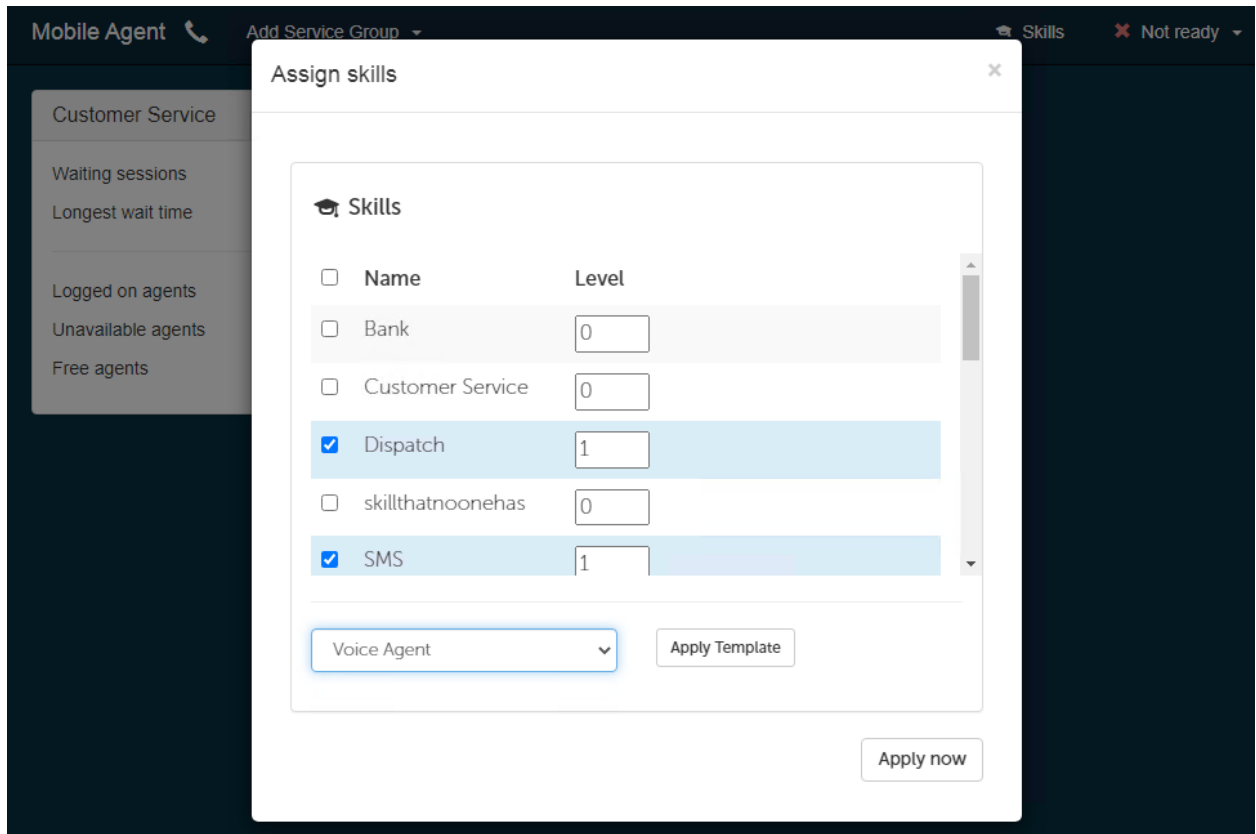


Name	Status	Skills	Service Groups	Agent Type
Andy Phillips		Dispatch - 1, SMS - 1, Eric...	Dispatch, SMS, Web CallBack, Universit...	Mobile Agent
Bo Stenlund		Bank - 1, Dispatch - 1, SM...	Bank New, Banking, Dispatch, SMS, W...	Desktop Phone
Bruce Logan		Bank - 1, Dispatch - 1, SM...	Bank New, Banking, Dispatch, SMS, W...	WebAgent
Charles Wilkins		Bank - 1, Dispatch - 1, SM...	Bank New, Banking, Dispatch, SMS, W...	SoftPhone Agent

MOBILE AGENT ENHANCEMENTS

SET SKILLS

The capability for Mobile Agent users to modify (add, remove or change) the user's skills has been added. This enables the user to select what type of calls will be sent to the user.



The user can add, remove or modify individual skills or apply a skill template. The user must have Change Skills privilege for this feature to be available.

BETTER FEED-BACK AT FAILED LOGON ATTEMPT

When a user is logging in to the system via the Mobile Agent application but enters an extension number that is already being used by another agent, or there is some other problem with it, a new message will be displayed with a better explanation to why the logon failed.

OTHER ENHANCEMENTS

CAPACITY

The overall system capacity for both number of connected agents and for total number of calls (sessions) has been increased in this release.

The number of concurrently logged on agents has been increased to 6,000 and the system has been validated to handle up to 60,000 calls per hour. A call in this context is considered to be either a phone call or a media session.

The configuration of such a large capacity system must follow the topology guidelines as specified in the *MiCC Enterprise Engineering Guidelines*.

CALLBACK SUPPORT VIA AGENT SERVICE OPEN API

The Agent Service Open API has been enhanced in order to support callback handling for agents using CRM integrated systems via the Mitel CRM Connector.

Methods `MakeCallbackCall`, `RejectCallbackCall` and `SetCallbackCallStatus` have been added to the API.

ENABLE IN-BAND DTMF DETECTION ON A CALL-BY-CALL BASIS

The way DTMF resources are negotiated and used in the OAS Media Server has been improved. In certain setups, both in-band and out-band DTMF detection were activated at the same time resulting in DTMF input being detected twice. For example, a customer entering the digit 1 would be detected as 11. To solve this a registry key was introduced that disables in-band DTMF detection on a system level which helped in certain scenarios.

In release 9.6 this has been enhanced so that in-band DTMF detection is disabled on a call-by-call basis, so the registry key is no longer used. The method of DTMF detection to use is negotiated between the SIP endpoints (the caller and the OAS media server) during establishment of the speech path. If in-band detection is to be used, or if "Allow:INFO" is reported from the remote endpoint, then in-band detection will be disabled for this call. If not, in-band detection is enabled.

OPTION ADDED TO ALWAYS CHOOSE BEST OR LEAST QUALIFIED AGENT

A new entry has been added to the Router Service tab in the MiCC Enterprise Registry Configuration utility. If the option is selected and the Best or Least Qualified Agent routing rule is being used, the number of sessions that the agent currently has will not be considered when selecting an agent for the session. For example, if an agent is currently handling a voice call and an e-mail session arrives, the e-mail will be allocated to the agent with the voice call if it is best or least qualified for the service group, instead of sending the e-mail to a completely idle agent.

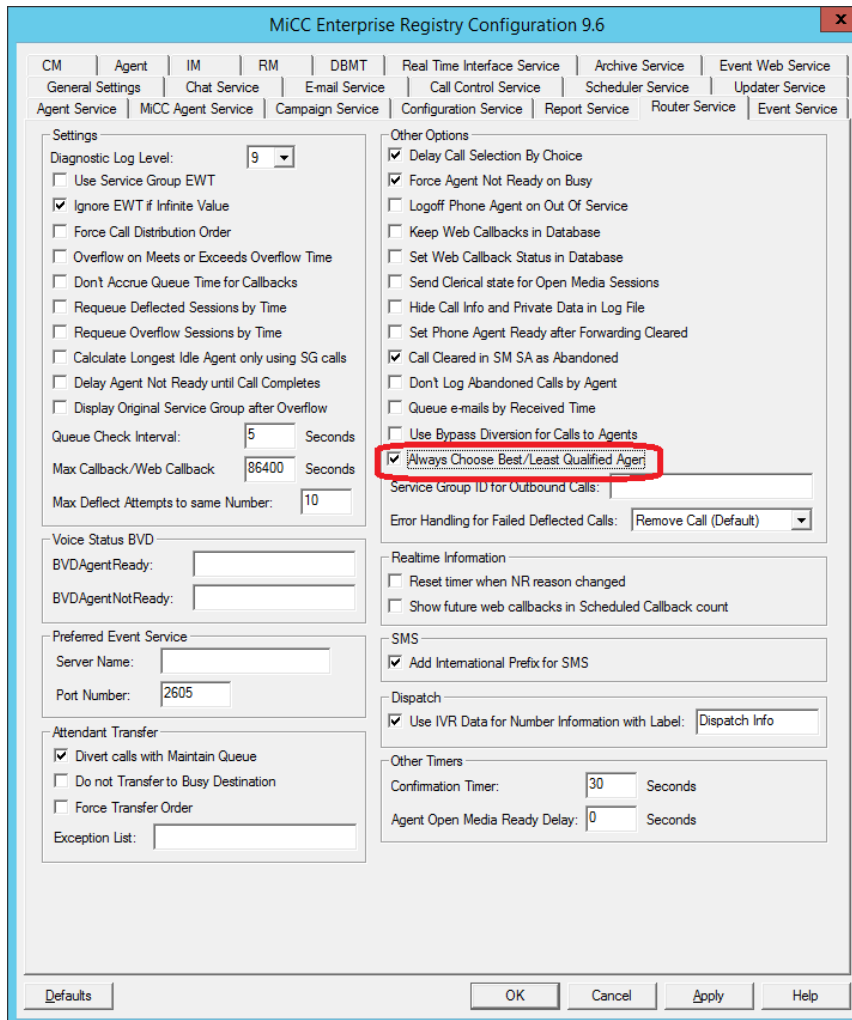


Figure: Always choose Best / Least Qualified Agent setting in SecCfg.exe

QUEUE MESSAGES FOR CALLS PLACED ON COMMON HOLD

The capability to play regular queue messages or use IVR queue handling for calls in Common Hold Service Group has been added. The service calls placed in the Common Hold queue in the Dispatch window the Repeat Queue message settings from the original Service Group of the call will be used.

IMPROVEMENT TO THE MAKE CALL BLOCK IN SCRIPT MANAGER

Capability to specify the Caller ID to be sent for a call initiated by the Make Call block in the Script Manager IVR has been added. The entered number will override the calling number and display a different number or name to the called party when performing a Make Call through Script Manager.

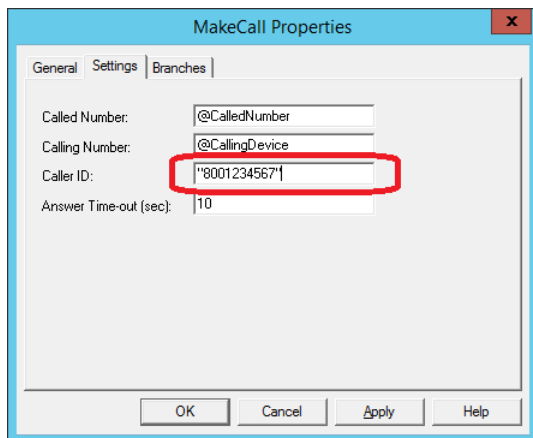


Figure: Make Call block in Script Manager

Note: This option is only available for TAS based systems.

IMPROVEMENT TO THE DEFLECT CALL BLOCK IN SCRIPT MANAGER

The Deflect block has an option to deflect the call with maintained queue record. With the option set it is possible to the IVR application to deflect the call to another destination, but still maintaining certain control over the call should it not be answered or at certain time-outs. This is useful for example when sending the call to a voice bot for processing and getting the call back to the IVR if the voice bot so decides.

The standard behavior of the block is that the destination (e.g., a voice bot or other voice server) simply disconnects the call so it goes back to the queue and then Script Manager can continue to execute the IVR application. But in certain cases, it could be more desirable to have the Deflect block to terminate as soon as the call is answered by the destination. To control the behavior of the Deflect with maintained queue a new setting has been added to the Deflect block. If enabled, it will cancel the Timeout upon Answer instead of as today after receiving the Queued event after the destination has disconnected the call.

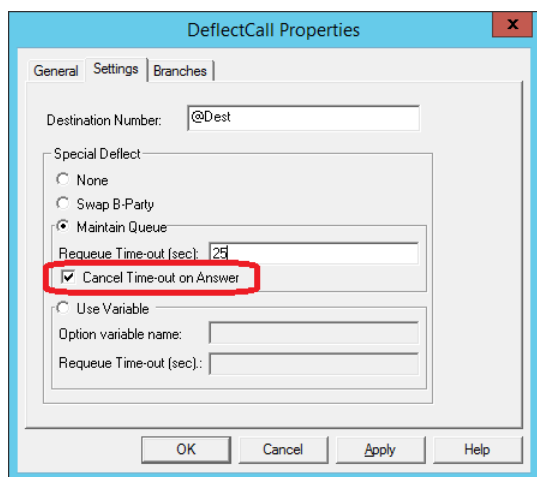


Figure: Deflect block in Script Manager

GETAGENTMEDIASETTINGS ADDED TO AGENT SERVICE OPEN INTERFACE

This API allows external applications and systems to retrieve the number of concurrent sessions configured as well as the media interaction settings for an agent.