



A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

New in this Release 9.7

Release 9.7

Document Version 1.0

November 2023

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INTRODUCTION

This document describes new features introduced in Mitel MiContact Center Enterprise, TAS and OAS 9.7.

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 9.7 continues to build on adding value for customers by providing targeted features enhancing the agent and customer experiences.

AGENT DISPATCH ENHANCMENTS

MULTIPLE COMMON HOLD SERVICE GROUPS

Multiple common hold Service groups can now be defined in the system. Skills can be assigned to Common Hold Service Grouos, and the Agents will be able to see Common Hold groups in the Dispatch window based on the skill assignment of the Agent. Only Service Groups that match the agent's skill assignment will be visible.

Configuration Manager - <Administrator>

Name	Service Level Goal	Priority	Clerical Time	Purpose
Banking	80% within 00:00:30	2	00:30	Voice
Campaign	80% within 00:00:30	1	00:05	Campaign
Campaign 2	80% within 00:00:30	1	00:05	Campaign
Chat	80% within 00:00:30	1	00:05	Chat
Common Hold 1	80% within 00:00:30	1	00:05	Voice - Common Hold
Common Hold 2	80% within 00:00:30	1	00:05	Voice - Common Hold
Customer Service	80% within 00:00:30	1	00:30	Voice
Dispatch	80% within 00:00:30	1	00:05	Voice
Dispatch Man Rou...	80% within 00:00:30	1	00:20	Voice - Manual Routing
Email on hold	80% within 01:00:00	1	00:05	E-mail - Manual Routing

Service Group Properties: Common Hold 1

General | Agent | Skills | Queue | Thresholds | Object Tags

Using Delayed Call Threshold

Include second skill choice

Include third skill choice

Skills

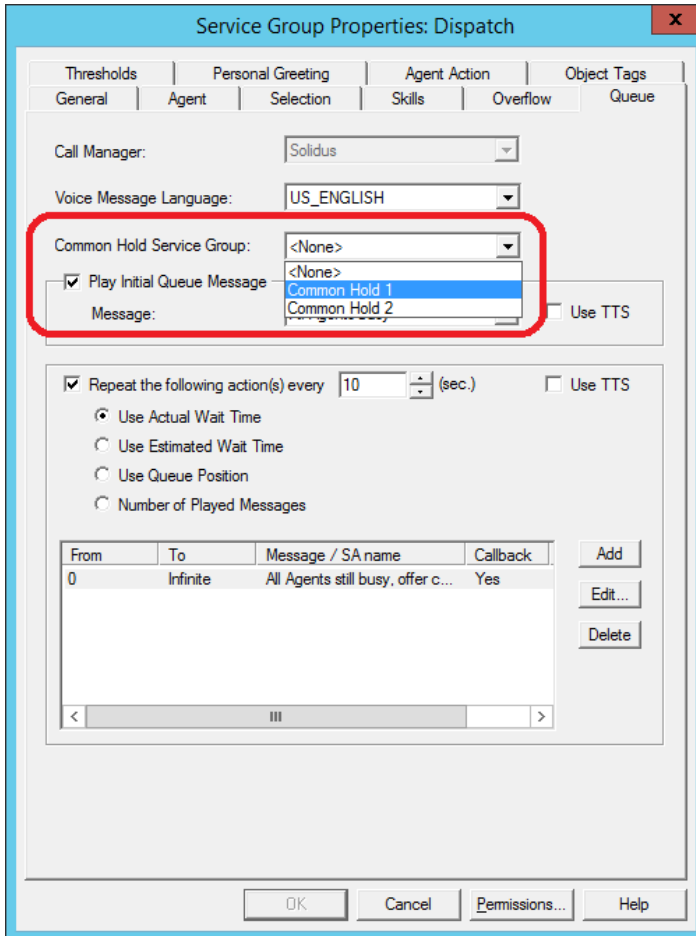
First Choice Second Choice Third Choice

Unassigned	Assigned	Level
Bank	Customer Service	1
Chat	Dispatch	1
dummy		
Email		
Eric.com		
Facebook		
Medical		
MS CRM		

Skill Matching New Skill...

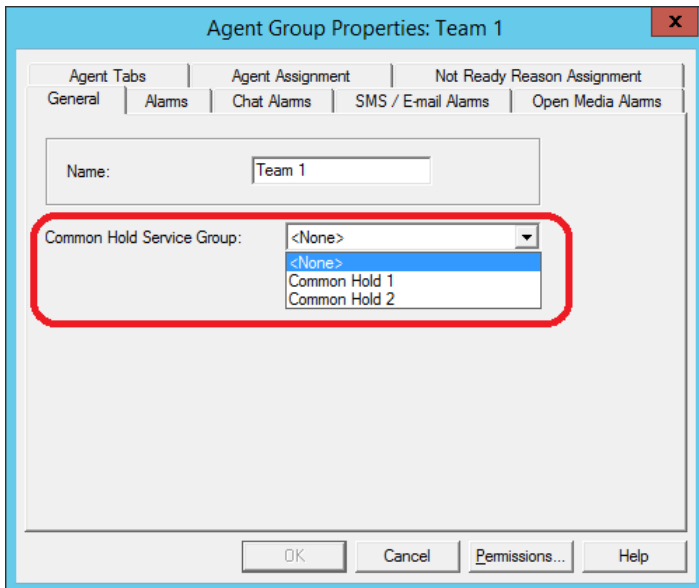
ASSOCIATE COMMON HOLD GROUP WITH VOICE SERVICE GROUP

It is now possible to associate a specific Common Hold Service Group with a voice Service group. If an agent is busy with a service call and then picks a call from a dispatch Service Group, then the current call will be placed into the Common Hold Service Group associated with the current call.



ASSOCIATE COMMON HOLD SERVICE GROUP WITH AGENT GROUP

It is now also possible to associate a Common Hold Service Group with an Agent Group.



This is useful in two ways:

1. If the agent is busy with a service call and there is no Common Hold Group is defined for the Service Group of the current call, then if there is a Common Hold group associated with the Agent Group of the agent.
2. If the agent is busy with a non-service call (private call), or the agent is busy with a service call from a Service Group that does not have any Common Hold group configured, then that call will be placed in the Common Hold defined for the agent's Agent Group when the agent picks a call from the Dispatch window.

If there is no Common Hold group set either for the current Service Group or the agent's Agent Group then the call will be placed in the first defined Common Hold group in the system, should there be more than one defined.

PICKING OF RINGING CALL IN DISPATCH

Adaptation of the MiCC Enterprise Dispatch functionality allowing users to view and pick calls from the Dispatch list even after those calls have been routed to agents and are ringing on their extension.

This behavior will be disabled by default, and is enabled through a new registry option configurable in the SecCfg tool.

This setting only applies to TAS based systems and service groups configured as follows:

- "Voice" type

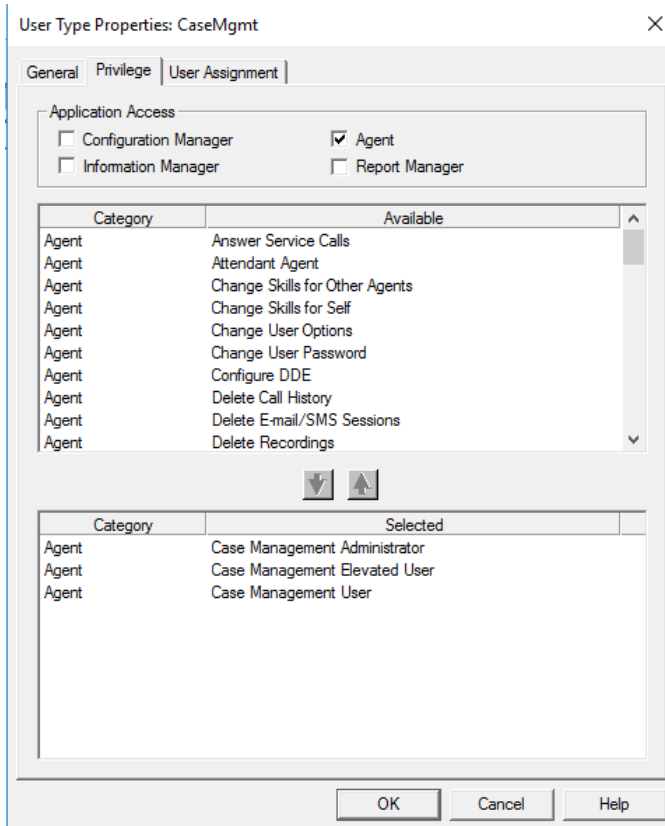
- "Display in Dispatch" selected

The image shows a screenshot of the 'MiCC Enterprise Registry Configuration 9.7' window. The window has a menu bar at the top with various service categories: CM, Agent, IM, RM, DBMT, Real Time Interface Service, Archive Service, Event Web Service, General Settings, Chat Service, E-mail Service, Call Control Service, Scheduler Service, Updater Service, Agent Service, MiCC Agent Service, Campaign Service, Configuration Service, Report Service, Router Service, and Event Service. The main content area is divided into several sections:

- Settings:** Includes 'Diagnostic Log Level' (set to 9), several unchecked checkboxes (Use Service Group EWT, Ignore EWT if Infinite Value, Force Call Distribution Order, Overflow on Meets or Exceeds Overflow Time, Don't Accrue Queue Time for Callbacks, Requeue Deflected Sessions by Time, Requeue Overflow Sessions by Time, Calculate Longest Idle Agent only using SG calls, Delay Agent Not Ready until Call Completes, Display Original Service Group after Overflow), and a checked checkbox 'Do Not Push to 2nd Choice with Max Threshold'. Below are input fields for 'Queue Check Interval' (5 Seconds), 'Max Callback/Web Callback' (86400 Seconds), and 'Max Deflect Attempts to same Number' (10).
- Other Options:** Includes a checked checkbox 'Delay Call Selection By Choice', a checked checkbox 'Force Agent Not Ready on Busy', and several other unchecked checkboxes (Logoff Phone Agent on Out Of Service, Keep Web Callbacks in Database, Set Web Callback Status in Database, Send Clerical state for Open Media Sessions, Hide Call Info and Private Data in Log File, Set Phone Agent Ready after Forwarding Cleared, Call Cleared in SM SA as Abandoned, Don't Log Abandoned Calls by Agent, Queue e-mails by Received Time, Use Bypass Diversion for Calls to Agents, Always Choose Best/Least Qualified Agent, Zero Duration in CDR for Unanswered Outbound Calls). There is also a dropdown for 'Error Handling for Failed Deflected Calls' set to 'Remove Call (Default)'.
- Voice Status BVD:** Includes input fields for 'BVDAgentReady:' and 'BVDAgentNotReady:'.
- Preferred Event Service:** Includes input fields for 'Server Name:' and 'Port Number:' (set to 2605).
- Attendant Transfer:** Includes a checked checkbox 'Divert calls with Maintain Queue' and an unchecked checkbox 'Do not Transfer to Busy Destination'.
- Realtime Information:** Includes two unchecked checkboxes: 'Reset timer when NR reason changed' and 'Show future web callbacks in Scheduled Callback count'.
- SMS:** Includes a checked checkbox 'Add International Prefix for SMS'.
- Dispatch:** Includes an unchecked checkbox 'Use IVR Data for Number Information with Label:' (set to 'Dispatch') and a checked checkbox 'Pick Ringing Calls from Dispatch', which is highlighted with a green rectangle.
- Other Timers:** Partially visible at the bottom.

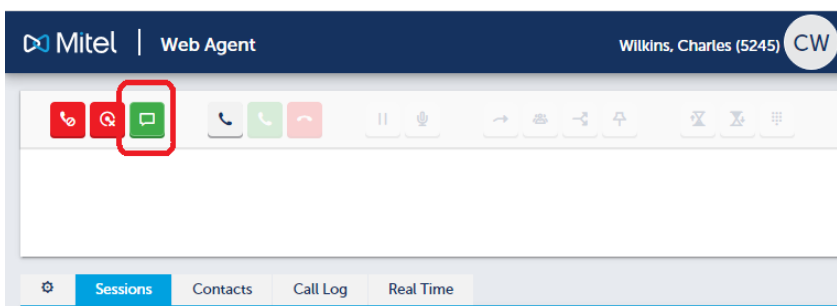
CASE MANAGEMENT

Three new Agent privileges that will be used in the future for an entry level case management system.



WEB CHAT SUPPORT IN WEB AGENT

Web Chat support added to Web Agent. When an agent with *Handle Chat Session* privilege logs on to Web Agent then the Chat Ready/Not Ready button will be enabled (if a Web Chat license can be allocated).



Incoming chat sessions will be presented in the Call Window. Agent accept the chat by clicking the Answer button. The active chat session is shown in the Sessions tab.

New in Release 9.7

The screenshot displays the Mitel Web Agent interface. At the top, the header includes the Mitel logo, 'Web Agent', and the user's name 'Agent3, Agent3 (5293)' with an 'AA' icon. Below the header is a toolbar with various icons for call control and session management. On the right, the 'Network State' is 'Connected' and the 'Registration State' is 'Registered', with a 'Register' button below. A blue banner at the top of the main area shows the contact name 'Dave Taylor909-893-3175' and the session type 'Chat', with a 'Handling' status and a timer '00:00:58'. Below this is a navigation bar with tabs for 'Sessions', 'Contacts', 'Call Log', 'Real Time', and 'Mitel'. The main content area is divided into two sections: 'SESSION' and 'CHAT CONVERSATION'. The 'SESSION' section contains a table with the following data:

Service Group	Chat
State	Handling
Request	None
Duration	00:00:58
Queue Duration	00:00:00

The 'CHAT CONVERSATION' section shows a message from Dave Taylor at 6:16:39 AM: 'Got time for a chat about MiCCE 9.7?'. A response from Agent3 at 6:16:49 AM says: 'Agent3 has joined the conversation.' Below the messages is a text input field and a 'Send' button.

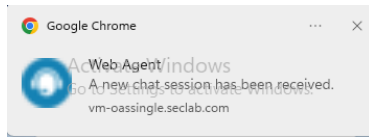
User settings for Chat has been added to the Settings tab.

The screenshot shows the 'Settings' tab in the Mitel Web Agent interface. The 'Chat' option is selected in the left-hand navigation menu. The 'CHAT' configuration section on the right includes the following settings:

- Auto Answer Chat Sessions
- Play Sound on Incoming Session
- Display Notification on Incoming Session
- Play Sound on Incoming Message
- Display Notification on Incoming Message
- Show Timestamps on Messages

Below these settings, the 'Number of Concurrent Chat Sessions' is set to 1.

A Notification pop-up will be shown in the System tray when the Web Agent receives a new message from a customer.



WCAG 2.1 SUPPORT IN WEB AGENT AND WEB MANAGER

Voluntary Product Assessments (VPAT) has been conducted for the Web Agent and Web Manager applications and improvements have been made. Focus has been on improving the support of screen reading applications such as Jaws and to improve the flow through the application when using the keyboard (hot key combinations, tabbing and using arrow keys) to move through the screen content.

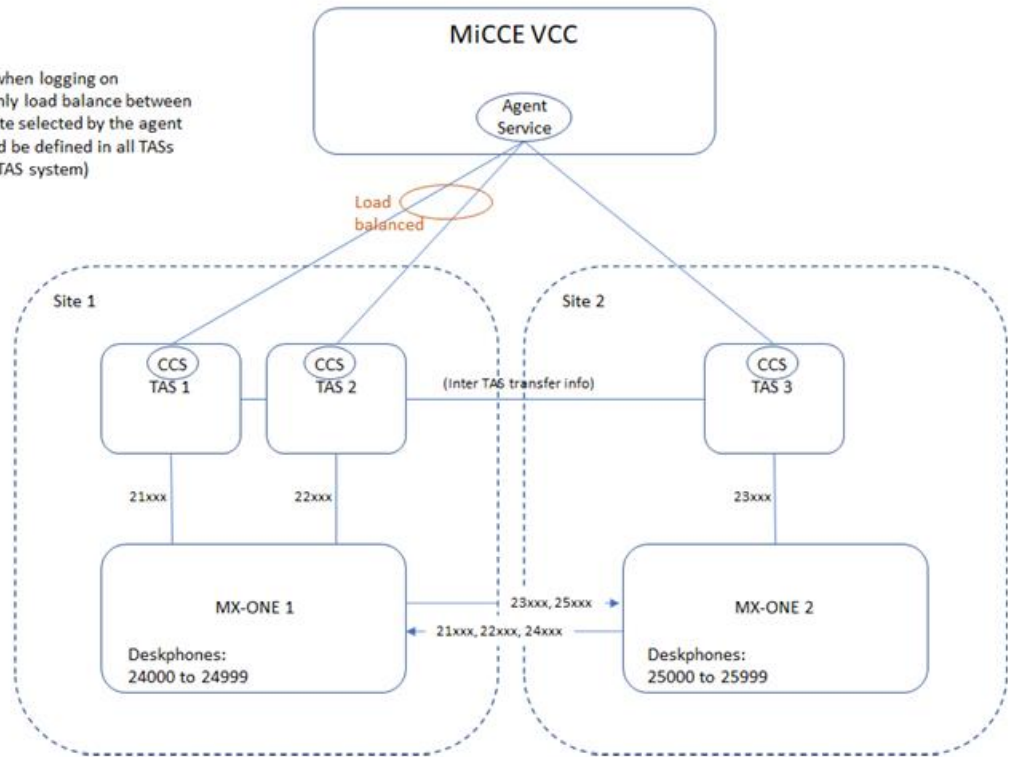
TAS BASED VIRTUAL CONTACT CENTERS

Virtual Contact Centers configurations are also supported when TAS is used. This means that one single MiCC Enterprise system can be connected to multiple TAS servers even if these TAS servers are connected to more than one MX-ONE node. A closed (also referred to as coordinated) numbering plan is required in the MX-ONE network.

The configuration is very similar to the configuration of a multi-TAS system with the main difference being that multiple sites are configured in the MiCC Enterprise system properties, each site with one or more configured TAS servers, depending on capacity and redundancy requirements for each site.

The figure below shows the topology of a sample VCC consisting of two sites (MX-ONE nodes).

- Agents pick a Site when logging on
- Agent Service will only load balance between TAS servers in the site selected by the agent
- BVD numbers should be defined in all TASs (same as in a multi-TAS system)

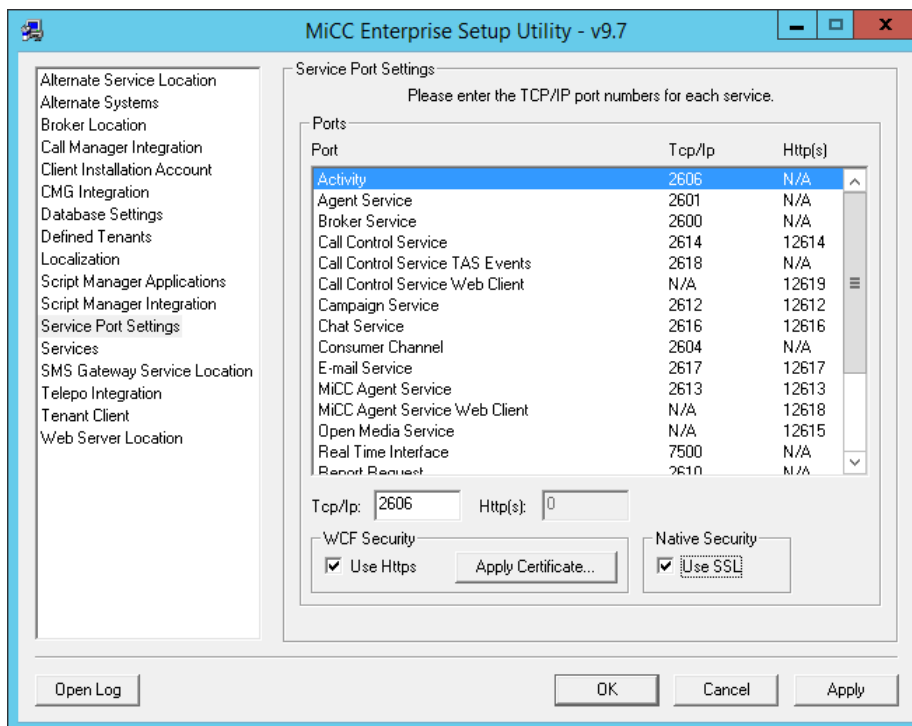
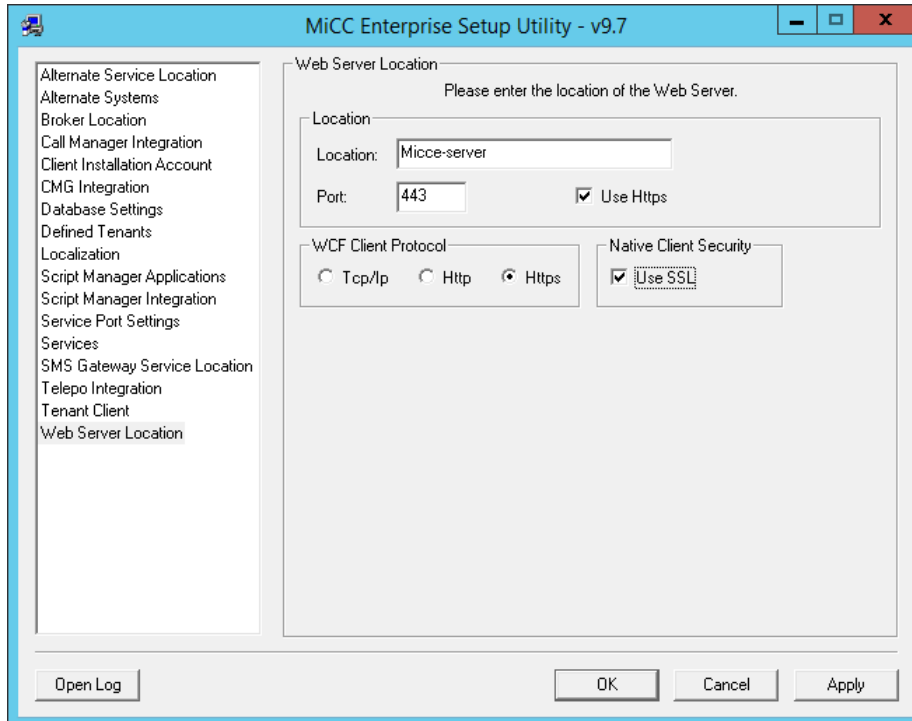


SECURITY ENHANCEMENTS

SUPPORT FOR TLS 1.3

TLS 1.3 capabilities have been added to the MiCC Enterprise server and clients. Note that Windows Server 2022 is required on the server and Windows 11 on the clients.

TLS 1.3 is applicable to HTTPS communication via IIS, WCF windows services and the native communication between MiCC Enterprise services and clients, when enabled in the MiCC Enterprise Setup:



DATABASE SECURITY ENHANCEMENTS

USE WINDOWS AUTHENTICATION FOR DB ACCESS

When using SQL Windows Authentication for MiCC Enterprise services and applications, the service or application will connect to SQL using the current Windows logon account.

MiCCE now supports using Windows authentication for applications and services rather than using the hard coded nextccuser account (with hard coded password). WA can be used as well as setting a specific SQL authentication user account and password. The database name can also be changed. There is a new page in the installer for specifying the database parameters. This is not available when doing a "Typical" install. The default parameters will be used then. There are also new settings on the Database Settings page in MiCCE Setup Utility where these values can be changed.

MiCCE Enterprise - InstallShield Wizard

SQL Location

Please enter the location and authentication of the SQL Server.

Location (Location\Instance):
VM-TEST\FRESH\MSSQLSERVER

Authentication

Windows Authentication
 SQL Server Authentication

Login: Password:

InstallShield

< Back Next > Cancel

MiCCE Enterprise - InstallShield Wizard

MiCCE Enterprise Database

Please enter the SQL authentication to use for MiCCE Enterprise services and applications.

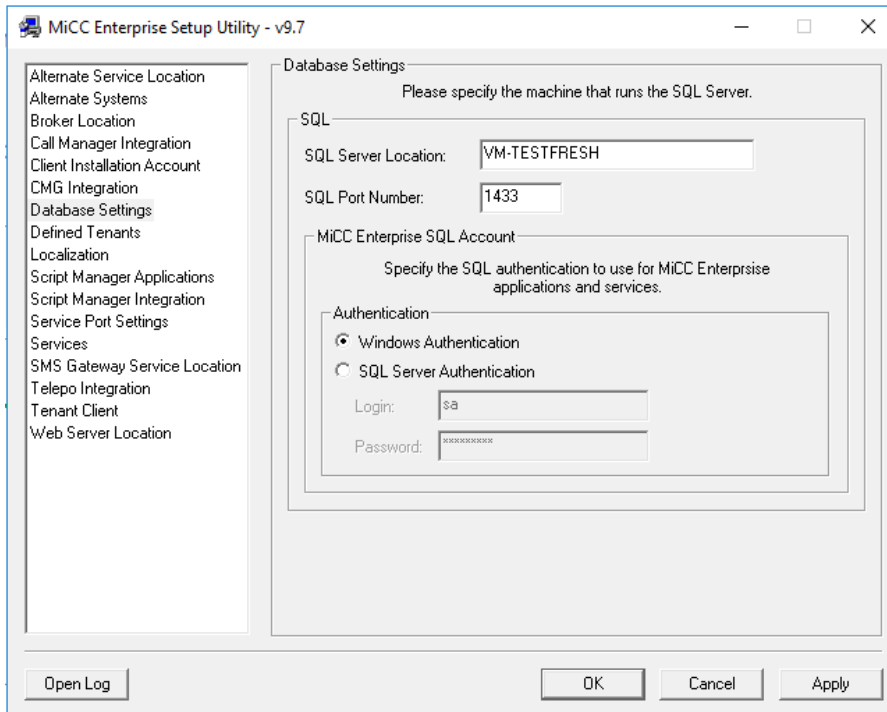
Authentication

Windows Authentication
 SQL Server Authentication

Login: Password:

InstallShield

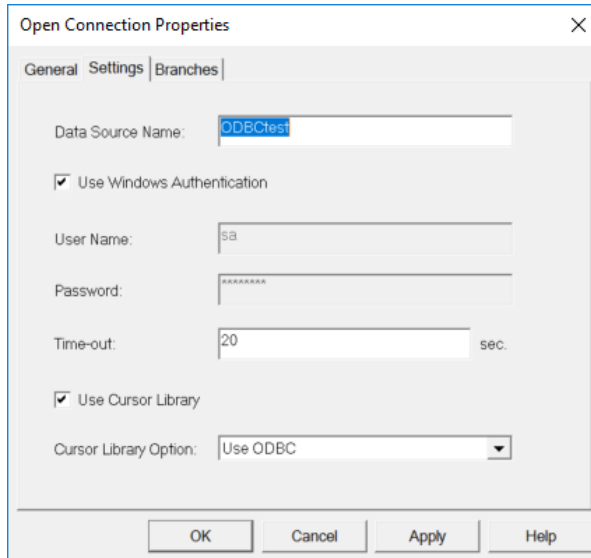
< Back Next > Cancel



By default, the services run under the LocalSystem account which is equivalent to the computer account. The computer account is the DOMAIN\COMPUTERNAME followed by a \$ symbol. For example, if the computer name is MICCESERVER on the domain MITEL, the computer account would be MITEL\MICCESERVER\$. Applications will run under the user logged onto Windows. Before installing MiCC Enterprise, both logins must exist in SQL. The computer and current user logins will automatically be added as users to the MiCC Enterprise database during installation. Additional user can be added as needed.

How to enable and configure this is described in detail in the *Installation Preparations*, *Installation Instructions* and *Initial Configuration* documents in the MiCC Enterprise documentation library.

This is also applicable for Script Manager, with the Open Connection block modified to add a checkbox for **Use Windows Authentication**. If this option is selected, the Windows user that the Mitel SM Admin Service is running under will be used to open the database.



The default name of the MiCC Enterprise database, nextccdb, may be changed if necessary. This will need to be performed by a SQL Administrator and an Administrator of the MiCC Enterprise system.

ELIMINATE NEED TO ENABLE CLR IN SQL SERVER

Changes have been made to some database components eliminating the need to have SQLCLR enabled in SQL Server. SQLCLR allows you to create .NET assemblies and run code inside them from within SQL Server and could in some cases pose a security risk.

AGENT ENHANCEMENTS

SERVICE CALL PRE-ANNOUNCEMENT

The feature is also known as “Whisper Announcement” or “Whisper Tone”. This feature is available on TAS based systems only.

When an agent (MiCC Agent, Web Agent or Phone Agent) receives a service call, and the Service Group is configured with a Whisper Message, when the agent answers the call, the message will be played. The message is played to the agent only; the customer will continue to hear ring tone during the playing of the announcement message and the caller and agent will be connected once the playing of the announcement is completed.

Service Group Properties: Voice BVD5055

Thresholds	Personal Greeting	Agent Action	Object Tags
General	Agent	Skills	Overflow
Call Manager:	TAS		
Voice Message Language:	US_ENGLISH		
Common Hold Service Group:	<None>		
<input checked="" type="checkbox"/> Play Whisper Message	Message: Whisper		
<input checked="" type="checkbox"/> Play Initial Queue Message	Message: Agents Busy	<input type="checkbox"/> Use TTS	
<input checked="" type="checkbox"/> Repeat the following action(s) every	15 (sec.)	<input type="checkbox"/> Use TTS	
<input checked="" type="radio"/> Use Actual Wait Time <input type="radio"/> Use Estimated Wait Time <input type="radio"/> Use Queue Position <input type="radio"/> Number of Played Messages			
From	To	Message / SA name	Callback
0	Infinite	Agents Still Busy w/CB	Yes
<input type="button" value="Add"/> <input type="button" value="Edit..."/> <input type="button" value="Delete"/>			
<input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Permissions..."/> <input type="button" value="Help"/>			

MICC AGENT ENHANCEMENTS

AGENT HISTORY SEARCH ENHANCEMENTS

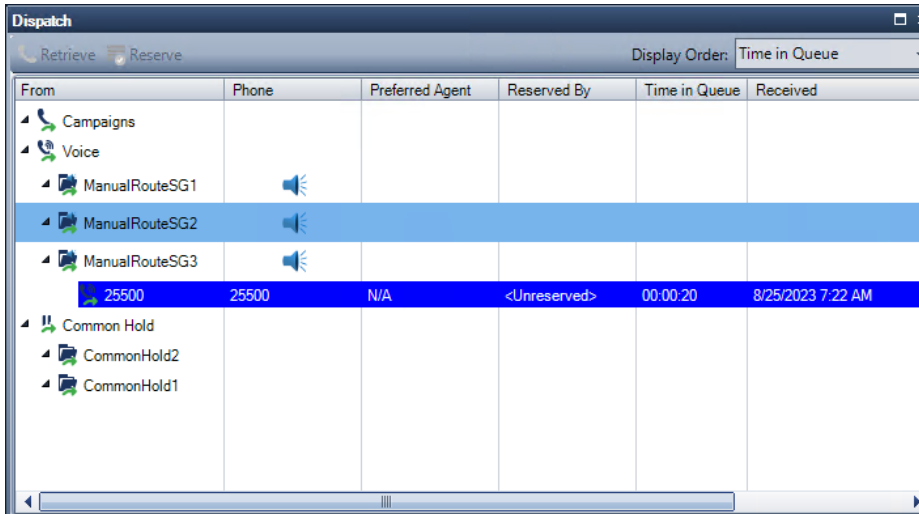
Capability to also search in failed SMS messages has been added.

ENHANCED CALL PRESENTATION OPTIONS IN AGENT DISPATCH WINDOW

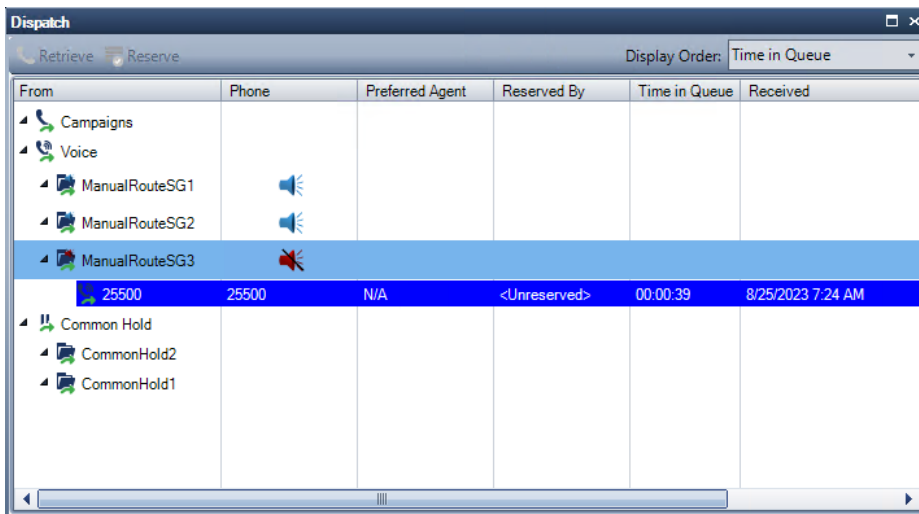
When calls are added to the Dispatch display in Agent, it is possible to set custom text and background color, as well as to play a designated sound to indicate that a call has arrived. This is available for both regular and alarmed dispatch calls. Different color setting can be passed as IVR

Data from Script Manager to set text and text background color when displaying calls in Dispatch Window. As an example, to display white text on a blue background and play the wave file tada.wav, set `$$$DispatchDisplay$$$ = FFFFFFF0000FFtada.wav`.

Detailed instruction how to use this feature has been added to the *Advanced Configurations* document in the CPI.



Agents are able to mute the sound played for dispatch calls arriving for a particular service group with a toggle of the sound icon.



WEB AGENT ENHANCEMENTS

SET DEFAULT EXTENSION TYPE FOR LOGON DIALOG

The system Administrator can set the default value for Extension Type shown to the user when logging on to Web Agent. This is done by editing the

The image shows a login form with the following fields and elements:

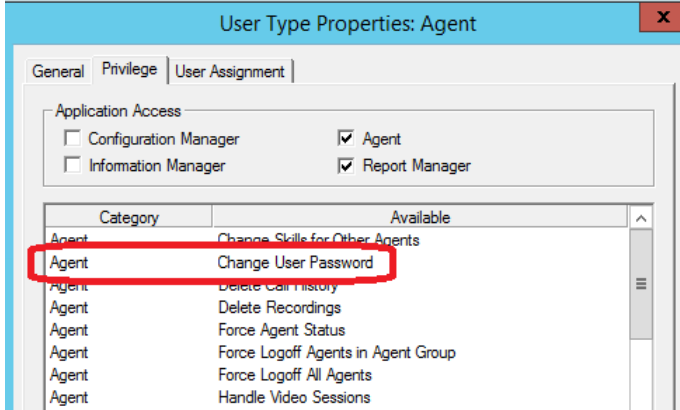
- Logon ID: Bo_Stenlund
- Password: [masked with dots]
- Extension: 5282
- Choose Extension Type: Desktop Phone (highlighted with a red box)
- Log on button (blue)
- Change password link

HANDLING OF VOICE AND VIDEO IN WEB TAB

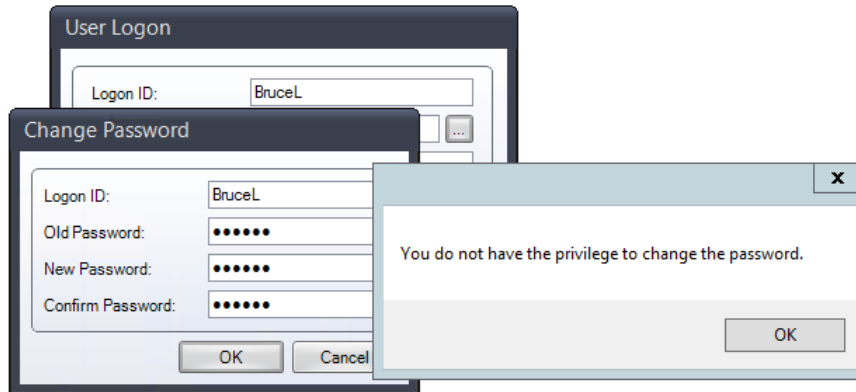
Web Agent has been enhanced to allow web pages who require access to the microphone and/or video camera to be launched in Web Tabs (iFrames).

DISABLE PASSWORD CHANGE CAPABILITY

A new privilege has been added allowing only users with this privilege to change the password when logging on to the system.



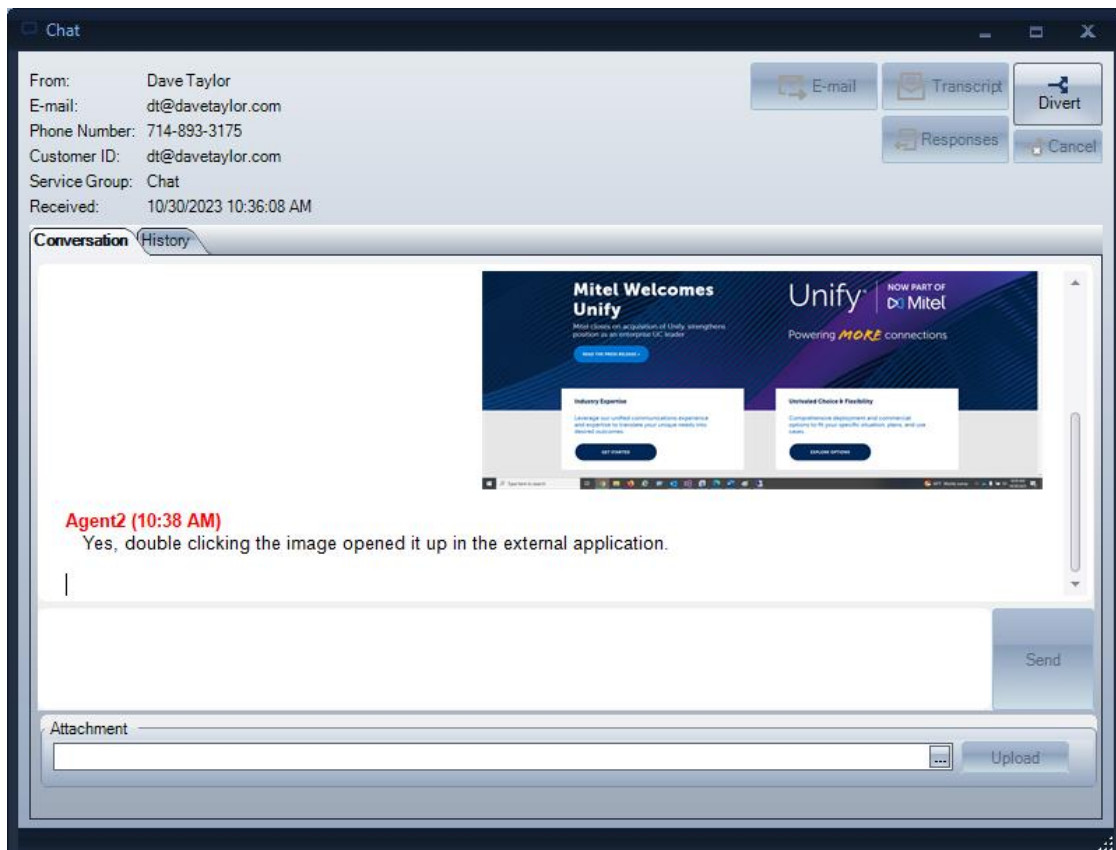
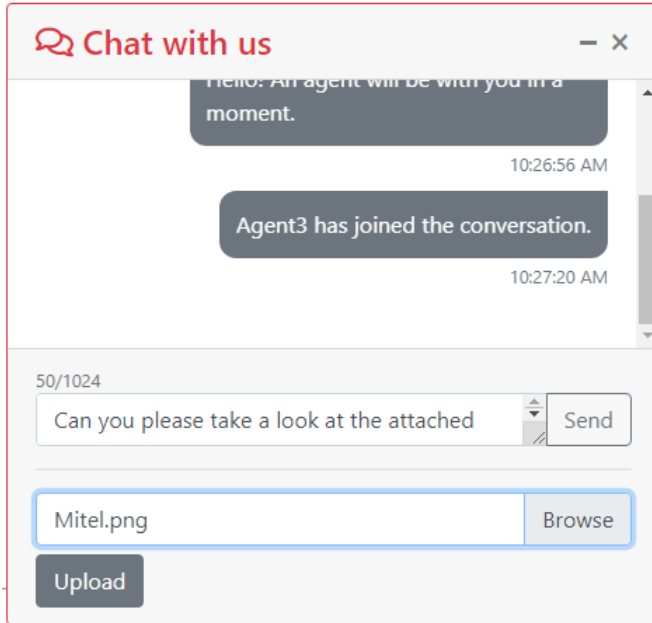
If a user that has not been given this privilege tries to change the password when logging on, then it will fail.



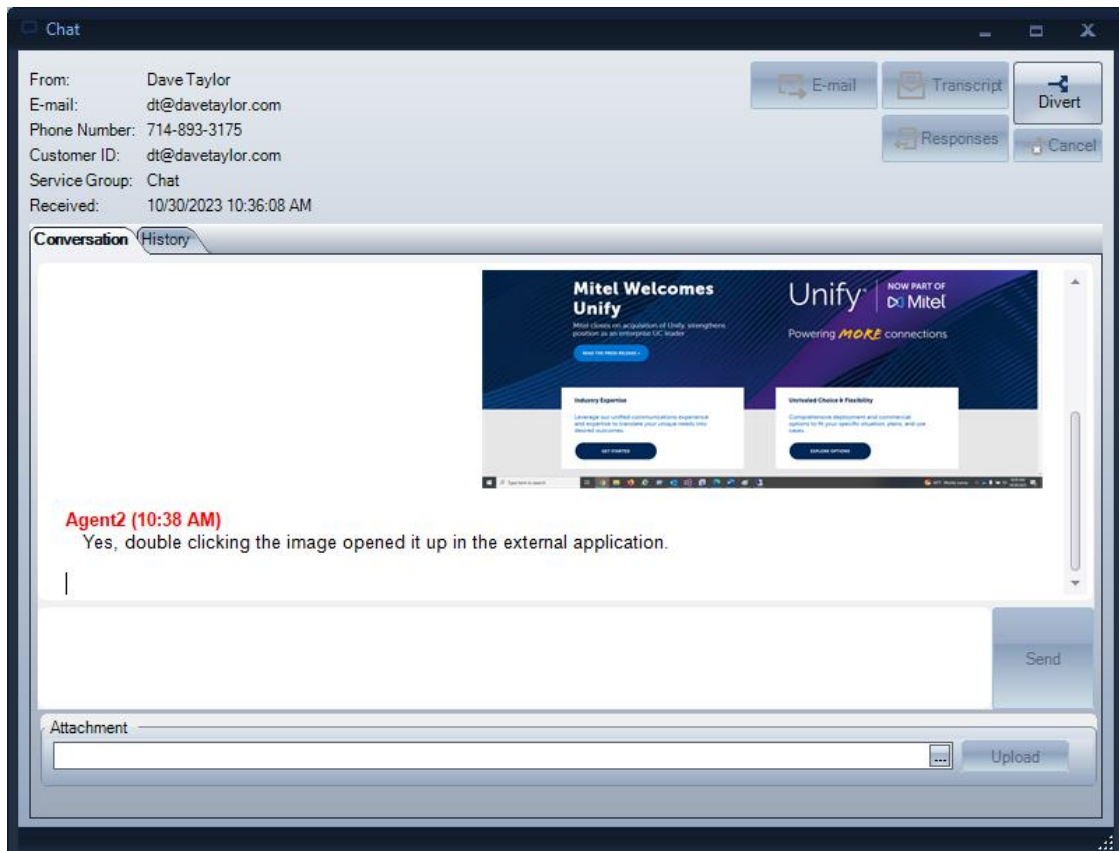
CHAT CLIENT ENHANCEMENT

DOUBLE CLICK ON A RECEIVED IMAGE

The chat client has been improved so that a customer who has received an embedded image in the chat window can now double click on the image to have it opened in the default image viewer app on the client PC.



This is also available for Web Agents:



TAS ENHANCEMENTS

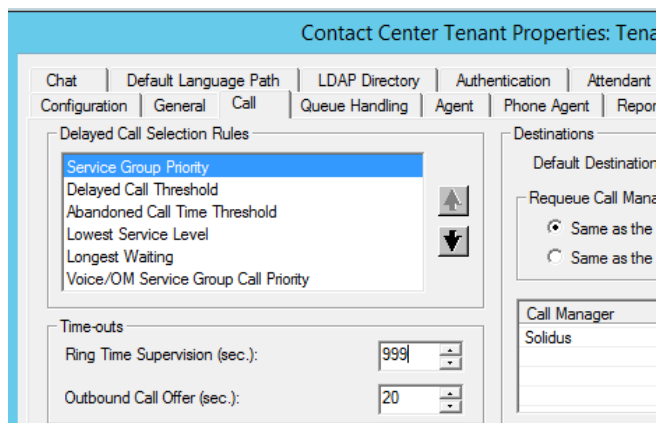
IMPROVED PRIVATE DATA HANDLING

New TAS private data plug-in developed to map and pass received data in SIP Headers as Private Data to IVR. Contact Miel Advanced Services to obtain the plug-in and information on how to activate the feature.

OTHER MINOR ENHANCEMENTS

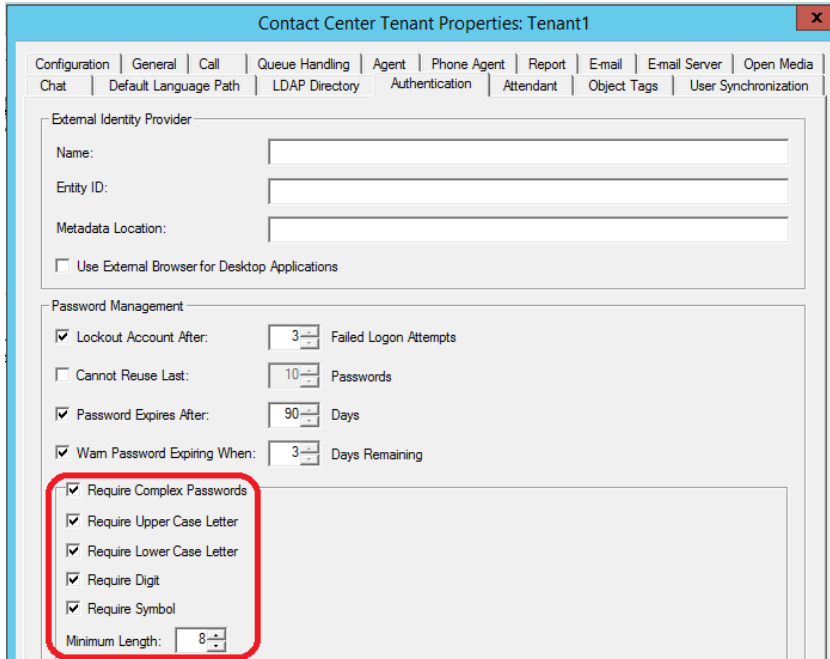
MAX RING TIME-OUT VALUE

The max value for ring time-out for service calls ringing at agents has been increased from 99 seconds to 999.



PASSWORD COMPLEXITY SETTINGS

The settings for the Password Complexity rules have been moved from SecCfg into the Tenant System Properties.



INFORMATION MANAGER

The name of the Service Group that caused an agent to be shown as Busy Other is now displayed in the Service Group column of the Service Group Agents window, even if the Service Group is of another type. Previously, the Service Group name was only shown if it was of the same media type as the active session.

ASKING FOR CONSENT TO SHOW CALLER'S CALLER ID

The integration between the IVR (Script Manager) and the MiCC Enterprise server has been enhanced so that information can be passed from Script Manager to the MiCC-E services indicating that the caller has requested to have their caller id suppressed, so it will not be displayed to the agent, stored in CDRs or shown in reports. This is accomplished by sending the label HideCallerNumber from the Send Contact Center Data block in the script. Refer to the Advanced Configuration CPI guide for further details.

IMPROVED MANAGEMENT OF TENANT DATA UPDATES

The MiCC-E Configuration Service and Configuration Manager application have been modified so that updating tenant system properties, not including Advanced properties, or Call Manager data, does not require a download of all call manager data for the tenant, including languages and play messages. This helps reduce the load on the MiCC-E Configuration Service so that it is available to handle other requests without delay.

In addition, license requests sent to the MiCC-E Configuration Service are prioritized, so they can be processed ahead of any other pending requests. This improves call handling time, so that calls waiting for a media license are not delayed in queue while waiting for a license to be granted.

ADDITIONAL CHARACTERS IN CONFIGURATION ITEM NAMES

It is now possible to include non-alphanumeric characters, including @&|#%?!\$*£+<>^()[]{} in the names of the following items:

- Skills
- Skill Templates
- Service Accesses
- BVDs (for TAS systems)
- Agent Groups
- Call Qualification Codes
- Call Qualification Code Templates
- Not Ready Reasons
- Campaigns



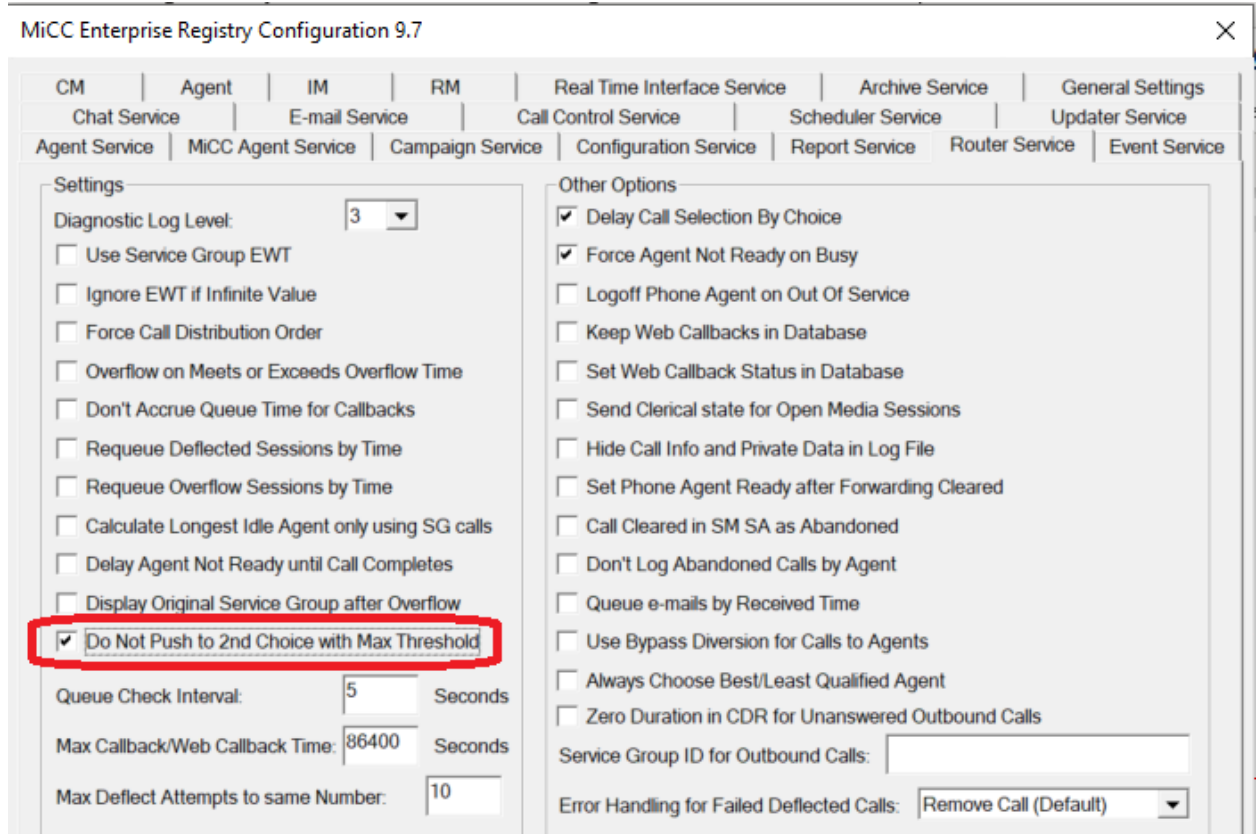
Note: If the integrated call recording feature for the MiCC Agent softphone is used, the following characters should not be included in the names of service groups used for voice calls: \ / : * ? < > | “

These characters are not valid as part of a file name, and the service group name is used to create the file name for the recorded file. If these characters are used in the service group name, the recorded file will not be created.

OPTION TO AVOID DEFLECTING CALLS TO SECOND CHOICE AGENTS

An option is added to the MiCC Enterprise Registry Configuration application (SeCCfg.exe) on the Router Service page to avoid deflecting calls from a voice service group with “Display in Dispatch” selected to agents with second or third choice skills for the service group. These agents will still be able to select calls from the Dispatch display, but calls will not be automatically routed to them, even if the skill choice for the service group is increased due to delayed calls in queue.

To enable this option, select **Do Not Push to 2nd Choice with Max Threshold** from the SeCCfg application on the Router page. By default, this option is unchecked.



Note that this option only applies if the following conditions are met:

- The service group has the purpose set to “Voice”.
- The option **Display in Dispatch** is selected for the service group.
- The **Delayed Call Threshold 2nd Skill Choice** is set to 59:59 for the service group.
- The option **Include second skill choice** is selected for the service group.

MEDIASERVERSESSIONURI ADDED TO AGENT SERVICE INTERFACE EVENTS

The MediaServerSessionUri parameter was previously provided in the Agent Service Open Interface Established event for TAS based systems to indicate the URI of the Media Server the call is connected to. This is useful for external recording systems.

This same parameter has been added to the following events: BROADCAST_RETRIEVED, BROADCAST_TRANSFERRED and BROADCAST_CONFERENCED.

INCREASED SERVICE GROUP AND CALL PRIORITY VALUES

Call Priority and Service Group Priority values can now range from 1-1000 instead of 1-100.

SCRIPT MANAGER PRIVATEDATA VARIABLE UPDATES

The Script Manager system variable `MediaLib.PrivateData` is normally populated when the call first arrives to the script, which is when the `Delivered` event is received. An update is now made so that this value will be updated when the `Established` event is received, if the private data in the `Established` event has changed from the original private data received in the `Delivered` event. This is helpful for cases where the private data is updated while the call is being handled.

In addition, the `MediaLib.PrivateData` variable will be updated if the script uses the `Associate Data` block to update private data. Then, if Script Manager is used for queue handling, the `MediaLib.PrivateData` variable will be updated in Script Manager with the latest value.



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