

# MiContact Center Office

## GENERAL INFORMATION GUIDE

Document Release 6.2



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# Chapter 1

## INTRODUCTION

## ABOUT THIS DOCUMENT

This guide provides an overview of the Mitel MiContact Center Office. It describes licensing, installation, and management considerations, and it includes a feature matrix.

Mitel MiContact Center Office (MiCC Office) is a Computer Telephony Integration (CTI) application that links the telephone system and the computer, providing a seamless and automated technological partnership.

MiCC Office is ideal for businesses such as an order entry center, help desk (customer support), or a telemarketing firms, that experiences high call volumes, and use a computerized database and/or an automatic call distribution system. MiCC Office is also well-suited to low-volume environments.

MiCC Office is available as a standalone application, and as a virtual appliance, Virtual MiCC Office. MiCC Office is supported on the following Mitel communication platforms:

- Mitel MiVoice Office 250 Communications Platform (CP), v5.x or later

## AUDIENCE

This guide is intended for:

- Customers
- Re-sellers
- Sales executives
- Sales engineers
- System engineers
- Industry analysts
- Media analysts

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# ABOUT THE MICC OFFICE DOCUMENTATION

The following administrator guides provide information about Mitel MiContact Center Office:

- *Technician's Handbook*

Describes technical details, including installation, configuration, administration and maintenance, and troubleshooting.

- MiCC Office Server Online Help
- Data Manager Online Help
- Intelligent Router Online Help
- *Intelligent Router Quick Reference Guide*

A four-page reference providing a quick description of the most common actions.

- *Business Dashboard and MiCC Office and Report Format Samples*

A description of the reporting modules and the report types, along with example reports. The Table of Contents section includes a list of questions that you might want to answer, with a reference to the report to use.

There is also a series of End User Guides available for the MiCC Office-related applications on Mitel Online, including:

- CallViewer Online Help
- RealViewer Online Help
- Reporter Online Help
- Reporter Real Time Online Help
- CallViewer Quick Reference Guide
- RealViewer Quick Reference Guide
- Reporter Real Time Quick Reference Guide
- Reporter Quick Reference Guide

## ACCESS TO PRODUCT DOCUMENTATION

All of the product documentation is available on MitelOnline.

To access the documentation pages at Mitel Online, go to <http://edocs.mitel.com>. You will need a Mitel Online user name and password to access the documents on this Web site.

### To access the documentation:

1. Go to <http://edocs.mitel.com>.
2. Select a documentation suite from one of the following drop-down menus:
  - Communications Platforms
  - Messaging
  - Applications & Solutions
  - Software Development
  - End User Documents
3. Log in, if asked to do so.

## VIEW OR DOWNLOAD A DOCUMENT

### To view a document:

- Click the document title.

### To download a document:

- Right-click on the document title, and click **Save Target As**.

OR

- When viewing a PDF document, click the disk icon.

## CONTACTING MITEL

### Order Desk

- Mitel NA Order Desk: 1-800-796-4835.
- Mitel UK Order Desk: +44 870 160 0471.
- Mitel EMEA Order Desk: +44 1291 426071.



# TERMS AND ACRONYMS

The following table defines some of the terms used in this guide.

**Table 1: Terms and Acronyms**

TERM	DEFINITION
ACD	Automatic Call Distribution
ACL	Access Control List
AMC	Applications Management Center
BLF	Busy Lamp Field
CCS	Contact Center Solution
CRM	Customer Relationship Management
CTI	Computer Telephony Integration
DEE	Dynamic Extension Express
DN	Directory Number
DND	Do Not Disturb
HCI	Host Command Interface
IQ	Intelligent Queue
IVR	Interactive Voice Response
ISS	Industry Standard Server
MBD	Mitel Business Dashboard
MBG	Mitel Border Gateway
MiCC Office	MiContact Center Office
OAI	Open Archives Initiative (interoperability standards for on-line documents)
PIM	Personal Information Management
PRD	Personal Router Device
RTG	Ready To Go
SBC	Session Border Controller
SIP	Session Initiation protocol
SMB	Small and Medium-sized Business
SLA	Service Level Agreement
SWA	Software Assurance
TDM	Time Division Multiplexing
UC	Unified Client Unified Communicator
XML	Extensible Markup Language (a markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable)

## Chapter 2

# MICONTACT CENTER

# OFFICE OVERVIEW

## ABOUT MICONCONTACT CENTER OFFICE (MICC OFFICE)

MiContact Center Office (MiCC Office) is a collection of modular computer telephony (CT) software applications that can help your customers and prospects optimize their organization's performance, resources, and customer service. The suite encompasses Business Management Tools, Agent and Team Productivity Tools, and Media Blending Support.

The MiCC Office Business Management Tools provide real-time and historical reports to help measure the quality of customer service being offered by an organization. MiCC Office tracks not only external calls but also internal calls. In addition, it provides an insight into various business performance indicators, such as the ability to monitor marketing activities, customer trends, and departmental analysis.

Agent and Team Productivity Tools provide employees with the tools they need to deliver exceptional and consistent customer service. Agents can quickly manage and route calls from their PCs, and customer information can be automatically screen-popped to their desktops, helping them to provide personalized service, and facilitating first-call resolution.

MiCC Office empowers managers, supervisors, and employees with the tools they need to increase productivity, reduce expenses, and provide outstanding customer service.

### MICC OFFICE MODULE OVERVIEW

MiCC Office is a contact center package that builds on the features available with the Mitel Business Dashboard application, adding comprehensive Contact Center functionality. The application adds:

- Historical reporting of ACD agents and groups, including call accounting and tariffs.
- Real-Time reporting, monitoring, and control of ACD agents and groups, providing supervisors with key agent performance metrics and full control over agent groups.
- Report scheduling to automate delivery of reports in the required format.
- Visual Wallboards providing performance metrics for individual agents or groups.
- Client applications to automate telephone control and provide Personal Information Management (PIM) integration.

The package can be further enhanced with uplifts to provide more automation and intelligence, and to add the ability for agents to handle other media forms such as e-mail, SMS messages, or fax.

MiContact Center Office offers a complete collection of modular software applications:

#### MICC OFFICE SERVER

The MiCC Office Server is the heart of the MiCC Office system. Providing the link between the telephone system and computer network, the Server monitors all calls and agents 24/7/365. This constant monitoring enables the remaining MiCC Office modules to report on call information, display real-time statistics, and screen-pop a caller's details.

#### CONNECTION ASSISTANT CLIENT

Connection Assistant provides an advanced call management tool that allows users to integrate telephony and desktop systems, screen pop calls, automate dialing, and enhance call control.

Suited to the entry-level contact center environments, Connection Assistant offers advanced call control capabilities and desktop integration with selected database applications.

### CALLVIEWER

CallViewer provides an advanced call management tool that allows users to integrate telephony and desktop systems, screen pop calls, automate dialing, and enhance call control.

CallViewer offers features above that of Connection Assistant, providing advanced call control capabilities and desktop integration with custom and legacy database systems.

### REALVIEWER

RealViewer brings real-time call, e-mail, and agent statistics to the PC screen of individual users or team leaders.

Up to 500 tiles can be built up to display selected statistical information globally, or across groups and individuals. This allows call center staff to monitor their own performance in real-time to assist with staff motivation.

### REPORTER

MiCC Office Reporter Basic, Reporter, and Reporter Pro are used to run historical reports on call, e-mail, and agent activity information, which is stored within a database on the MiCC Office Server (Server). These reports can be run by specifying various criteria (e.g., reports can be filtered by Caller ID, DID number, trunk line, extension or agent groups, time, date, call cost, etc.). Reporter Pro provides an advanced reporting tool for agent-based contact centers. Reporter Pro makes the monitoring procedure automatic, highlighting exceptions to the norm, rather than a manager having to check all agents repeatedly.

When Reporter or Reporter Pro is licensed and installed on a computer, Reporter Real-Time is also installed.

### REPORTER REAL-TIME

Reporter Real-Time is an application that shows real-time external call and routed e-mail statistics, allowing you to see real-time details against all or selected call and e-mail criteria on the telephone system. Not only will it show the current extension, agent, and trunk activity, it will include detailed information such as the caller's identity, DID number used, etc. With Reporter Real-Time, you can tell who is involved in a call or e-mail (including the distant end), how long the call/e-mail took to answer, and how long the call has been in progress. You can also add a Direct Station Selection (StationViewer) tile that allows you to monitor the current call activity of extensions and/or agents.

With Reporter Real-Time, you can summarize information across the telephone system or by extensions, agents, or trunks. In addition, you can filter information, enabling you to summarize information based on group, DID number, telephone number, etc.

Although Reporter Real-Time is installed when you install Reporter, you need to have purchased the "Enhanced Reports/Reporter Real-Time" Reporter module, which also enables Reporter type reports in Reporter, to use Reporter Real-Time. Reporter is a tool for building call reports from the call log database that the MiCC Office Server (Server) automatically produces.

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## CALL RECORDING INTEGRATION

Call Recording Integration offers a comprehensive hardware-based recording solution for inbound and outbound calls that integrates directly with the customer's telephone system.

## INTELLIGENT ROUTER

Intelligent Router is a powerful real-time media routing tool that can intelligently route calls and e-mails to the best location or department within a company, without any human intervention.

Intelligent Router links seamlessly with the other MiCC Office modules so that users can still screen-pop a call or e-mail when it is answered, without the caller experiencing any delays while the call is routed.

## MEDIA BLENDING UPLIFT

The MiCC Office Media Blending Uplift allows customers to intelligently communicate with a supplier through a number of multi-media contact points. From e-mail, fax, text messaging, and more, MiCC Office allows organizations to communicate with their customers in new ways, as well as generate comprehensive management reports showing how different types of media have been handled by their staff, both historically and in real-time.

## MITEL BUSINESS DASHBOARD (MBD) OVERVIEW

Business Dashboard is a general business reporting package that you can use to monitor the whole telephone system, providing key performance indicators to help streamline your business.

The application provides:

- Historical reporting of all extensions and hunt groups providing full call lists, lost calls, and call accounting.
- Real-time reporting and control of extensions and hunt groups, providing performance information for team leaders and managers.
- Report scheduling to automate delivery of reports in the required format to Visual Wallboards, providing performance metrics for individuals or groups.
- Client applications to provide call information, telephony control, and PIM integration

**Table 1: Mitel Business Dashboard Modules**

	STANDARD FEATURES	OPTIONAL FEATURES
MiCC Office Server Intelligent Router	<ul style="list-style-type: none"> <li>• Mitel MiVoice Office 250 CP</li> <li>• Monitors all internal &amp; external calls</li> <li>• Collects data for all MBD modules</li> </ul>	Intelligent Router Provides: <ul style="list-style-type: none"> <li>• Advanced Skills Routing</li> <li>• Automation</li> <li>• Multimedia (e-mail) Routing</li> </ul>
MiCC Office Reporter Pro	<ul style="list-style-type: none"> <li>• Comprehensive agent historical and real time report generation</li> <li>• Auto-reporter for scheduled reports</li> </ul>	<ul style="list-style-type: none"> <li>• Combined voice, e-mail, SMS message, and fax reporting</li> </ul>
MiCC Office RealViewer	<ul style="list-style-type: none"> <li>• Displays historical and real-time agent voice call stats on your screen</li> <li>• Visual and audible alarms</li> </ul>	<ul style="list-style-type: none"> <li>• Displays historical and real-time agent e-mail statistics on your screen</li> </ul>
MiCC Office Clients	<ul style="list-style-type: none"> <li>• Agent status control</li> <li>• PIM Integration: Act!, Goldmine, Maximizer, MS Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Automated dialing</li> <li>• Custom CRM integration</li> </ul>

## MICC OFFICE DEPLOYMENTS

MiCC Office Release 6.2 and Business Dashboard can be deployed in one of two ways

1. Software-only
2. Virtual Appliance.

### STAND-ALONE MICC OFFICE

Business Dashboard/MiCC Office Starter packs are available as software-only downloads to be installed on a standard PC or server. Refer to the *MiContact Center Office Technician's Handbook* for the recommended server specifications for various-sized single application deployments.

Upgrades are available for Contact Center Suite/Callview customers wishing to upgrade to Business Dashboard/MiCC Office.

### VIRTUAL APPLIANCE MICC OFFICE

Business Dashboard/MiCC Office can be deployed in virtual environments.

Virtual MiCC Office is shipped with Windows 7. For other operating systems the licensing is the responsibility of the customer.

#### *System Requirements*

- vSphere Client Release 5.1, 5.5 or 6.0
- The vSphere Client is used to deploy Virtual MiCC Office. The vSphere Client acts as a console to operate virtual machines and as an administration interface into the vCenter Server systems and ESX/ESXi hosts. Refer to the VMware website for detailed installation procedures and additional documentation.
- A service that acts as a central administrator for ESX/ESXi hosts connected on a network. This service directs action on the virtual machine and the hosts. The vCenter Server is the working core of vSphere. Refer to the VMware website for detailed installation procedures and additional documentation.

The following table describes the VMware vSphere and virtual machine (VM) management features, and how (whether) they are supported with MiCC Office.

**Table 4: VMware vSphere and VM management features support**

**BUSINESS DASHBOARD**

	<b>MI CC Office SUPPORT</b>	<b>COMMENTS</b>
<b>VSPHERE FEATURE</b>		
Virtual appliance deployment	Supported	
Export OVA	Supported	
Power ON	Supported	
Shut-down	Supported	
Power OFF	Not Supported	Use of this feature may cause data loss or a corrupted system. This is equivalent to pulling the power cord on a physical server.
Suspend/Resume	Not Supported	Use of this feature will result in service interruption and may cause database corruption. There are also issues with the telephone drivers when resuming a suspended virtual MiCC Office.
Reset/Restart	Supported	
Cold migration	Supported	Sites using this feature must comply with Windows licensing restrictions.
Migration while suspended	Not Supported	Suspending virtual MiCC Office is not supported.
Snapshot (powered OFF)	Supported	
Snapshot (Powered ON)	Not Supported	Reverting to a snapshot of a power-on virtual machine could cause database corruption. There may also be issues with the telephone drivers when reverting to a snapshot of a running VM.
Snapshot (Suspended)	Not Supported	Suspending virtual MiCC Office is not supported.
Cloning	Supported	
Health Monitoring	Supported	
Performance Reports	Supported	



Table 4: VMware vSphere and VM management features support (continued)

## BUSINESS DASHBOARD

	MICC OFFICE SUPPORT	COMMENTS
<b>VM MANAGEMENT FUNCTIONS</b>		
vMotion	Supported	Sites using this feature must comply with Windows licensing restrictions.
Storage vMotion	Supported	
High Availability	Supported	Sites using this feature must comply with Windows licensing restrictions.
Fault Tolerance	Not Supported	The Fault Tolerance feature imposes restrictions on the virtual hardware configuration for virtual machines. The hardware configuration used for MiCC Office is not compatible with this feature.
Distributed Resource Scheduler (DRS)	Supported	Sites using this feature must comply with Windows licensing restrictions.
Distributed Power Management	Supported	Sites using this feature must comply with Windows licensing restrictions.
Update Manager and O/S Patching	Not Supported	This feature requires installation of a guest agent.
VMware Consolidated Backup	Not Supported	No longer offered by VMware.
VMware vStorage APIs	Not Supported	This feature requires the use of the Microsoft Volume Shadow Copy (VSS) service to ensure consistent backups of VMs. The VMware VSS provider used for Mitel products currently does not integrate with VSS writers for VM with Windows 7 as the guest O/S.
Data Recovery	Not Supported	This feature requires the use of the Microsoft Volume Shadow Copy (VSS) service to ensure consistent backups of VMs. The VMware VSS provider used for Mitel products currently does not integrate with VSS writers for VMs with Windows 7 as the guest O/S.
Hot Add	Not Supported	
VMsafe	Not Supported	
Site Recovery Manager (SRM)	Supported	Sites using this feature must comply with Windows licensing restrictions. <b>Note:</b> You must retain Mitel Professional Services to create your SRM plan.
vCenter Converter	Not Supported	VMware vCenter Converter is used to convert physical machines to VMs, and to convert between virtual machine formats. Neither is possible or allowed for Mitel applications
VMware View 5.0 VD	Supported	

## FEATURES

MiCC Office offers the following features. For detailed feature descriptions and benefits, see “MiCC Office Feature Matrix” on page 35.

- Scale-able Contact center functionality
- Centralized reporting for your entire enterprise
- Multi-level business analysis (location, department, agent, and so on)
- Focus on business priorities by filtering out unimportant information
- Generate customizable reports and color graphical displays
- Easy to use, with intuitive interface and menus
- Track all aspects of contact center activity
- Identify areas requiring improvement
- Automate reports: Printing, e-mailing, or publishing to a web page
- Agent productivity:
  - Telephony control from your PC
  - Screen pop database records on incoming and outgoing calls or e-mails
- Supervisor control:
  - Agent and queue visibility
  - Monitor and control agent call activity
  - Reporting
- Multimedia option:
  - Customers can contact you by voice or e-mail

# WHAT'S NEW IN RELEASE 6.2

## UPDATED BRANDING & USER INTERFACE

This release of MiContact Center Office sees the product branding change from Customer Service Manager. MiCC Office is the new abbreviation for CSM. Also included in the product is an updated user interface that implements the following concepts:

- Updates to support the latest Windows common controls (buttons, tabs etc)
- Updates to the default color palette used by the client applications
- Updated icons and graphics to bring the product in line with Mitel Branding

## SUPPORTED OPERATING SYSTEMS

MiCC Office Server:

- Windows 8.1 Standard/Professional/Enterprise (64-bit)
- Windows 8 Standard/Professional/Enterprise (64-bit)
- Windows 7 Professional/Ultimate SP1 (64-bit)
- Windows Server 2008 R2 SP1 (64-bit)
- Windows Server 2012 R2 Datacenter Edition (64-bit)
- Windows Server 2012 R2 Essentials Edition (64-bit)
- Windows Server 2012 R2 Standard Edition (64-bit)

MiCC Office client:

- Windows 8.1 Standard/Professional/Enterprise (32-bit and 64-bit)
- Windows 8 Professional (32-bit and 64-bit)
- Windows 8 Standard/Enterprise (32-bit)
- Windows 7 Professional/Ultimate SP1 (32-bit and 64-bit)
- Windows Server 2008 R2 SP1 (64-bit)
- Windows Server 2012 R2 Datacenter Edition (64-bit)
- Windows Server 2012 R2 Essentials Edition (64-bit)
- Windows Server 2012 R2 Standard Edition (64-bit)

## SMTP SUPPORT

SMTP email support has been added to Intelligent Router rules and the Auto Reporter\Ad-hoc features of Reporter. This allows emails to be sent without having to have a MAPI enabled email client running. MAPI support is still available.

## SMTP SSL\TLS Support

SSL\TLS support has been added to all areas where SMTP is used; Media Blending, Intelligent Router rules & Auto Reporter. If your mail server supports the SSL\TLS feature then it can be enabled for use with MiCC Office.

## MEDIA BLENDING ADD-IN UPDATE

The MiCC Office Callviewer add-in for Microsoft Outlook has been given a facelift and has been updated to support newer versions of Outlook (Outlook 2013 and 2016 32-bit only).

## BACKUP UTILITY

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A new service based backup utility has been introduced to the MiCC Office Server to automate the process of keeping multiple backups of the solution to help minimize the risk of data loss from hardware or software failure. This new backup utility can store backups on the local server or a network drive.

# MICC OFFICE LICENSING

MiCC Office licensing is done through the Applications Management Center (AMC).

For the Virtual Business Dashboard/ MiCC Office Starter packs, a permanent Internet connection is required so that MiCC Office can synchronize periodically with the AMC. A permanent Internet connection may not be possible for certain customers due to security policies. In this case, a proxy server may be used to forward traffic.

## APPLICATION MANAGEMENT CENTER (AMC)

MiCC Office synchronizes directly with the AMC and uses Mitel software libraries to validate the licenses.

For more information about the Mitel Applications Management Center and licensing MiCC Office, refer to the *MiContact Center Office Technician's Handbook*.

The following new part numbers are available with 6.2:

**Table 7: MiCC Office 6.2 Part numbers**

### STARTER PACKAGE

54005516	MBD Historical Starter Pack 6.0 (SW only)
54005503	CSM Contact Center Starter Pack 6.0 (SW only)
52002674	MBD Virtual Appliance Historical Report Starter Pack
52002672	CSM Contact Center Virtual Appliance Starter Pack

### UPLIFT PACKS

54005405	MBD Real Time Reporting Uplift (6.0)
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### MULTI-NODE SUPPORT

54005406	CSM MCD Multi-node Awareness (5 nodes)
54005407	CSM MCD Multi-node Additional 1 Node

### UPGRADES

54005408	MBD 6.0 Upgrade Contact Center Suite/Callview 4.x
54005409	CSM 6.0 Upgrade Contact Center Suite/Callview 4.x
54005412	MBD Virtual Appliance 6.0 Upgrade for Contact Center Suite/Callview4.x
54005413	CSM Virtual Appliance 6.0 Upgrade for Contact Center Suite/Callview4.x
54005757	To remove CSM from MAS.

## MiCC Office MIGRATION KIT LICENSING

Here are the migration kits for standalone MiCC Office or virtual

MiCC Office: [Table 8](#) lists the MiCC Office migration kits.

**Table 8: Migration Kit Licenses**

KIT NAME	MiCC Office MIGRATION KIT PARTS AND QUANTITIES
54005734 CSM on MAS migration to s/w CSM Or MAS add-on to CSM migration to s/w CSM	54005734 includes the following parts and quantities: <ul style="list-style-type: none"> <li>• 54004322 CSM Single Agent Reporting License (5)</li> <li>• 54004330 CSM Conn Assistant Single License (5)</li> <li>• 54004344 CSM Reporter Pro Initial License (1)</li> <li>• 54004346 CSM Auto Reporter License (1)</li> <li>• 54004347 CSM RealViewer License (1)</li> <li>• 54004357 CSM Server License (1)</li> <li>• 54005502 CSM SW Only (1)</li> <li>• 54005757 MAS CSM Removal (1)</li> </ul>
54005736 MBD on MAS migration to s/w MBD Or MAS add-on to MBD migration to s/w MBD	54005736 includes the following parts and quantities: <ul style="list-style-type: none"> <li>• 54004340 CSM Reporter Basic Initial License (1)</li> <li>• 54004347 CSM RealViewer License (1)</li> <li>• 54004357 CSM Server License (1)</li> <li>• 54005502 CSM SW Only (1)</li> <li>• 54005757 MAS CSM Removal (1)</li> </ul>
54005743 MAS with CSM demo kit, migration to CSM demo kit (s/w only)	54005743 includes the following parts and quantities: <ul style="list-style-type: none"> <li>• 54004319 CSM Intelligent Router License (1)</li> <li>• 54004320 CSM Media Blending Agent License (5)</li> <li>• 54004321 CSM Media Blending Queue License (3)</li> <li>• 54004322 CSM Single Agent Reporting License (4)</li> <li>• 54004330 CSM Conn Assistant Single License (2)</li> <li>• 54004334 CSM CallViewer Single License (2)</li> <li>• 54004340 CSM Reporter Basic Initial License (1)</li> <li>• 54004342 CSM Reporter Initial License (1)</li> <li>• 54004344 CSM Reporter Pro Initial License (1)</li> <li>• 54004346 CSM Auto Reporter License (1)</li> <li>• 54004347 CSM RealViewer License (2)</li> <li>• 54004357 CSM Server License (1)</li> <li>• 54005502 CSM SW Only (1)</li> <li>• 54005757 MAS CSM Removal (1)</li> </ul>

**Table 8: Migration Kit Licenses**

<b>KIT NAME</b>	<b>MiCC Office MIGRATION KIT PARTS AND QUANTITIES</b>
52002749 MAS with CSM demo kit, migration to vCSM demo kit	52002749 includes the following parts and quantities: <ul style="list-style-type: none"> <li>• 50006539 Virtual CSM DVD (1)</li> <li>• 51301269 MS Win 7 Pro (1)</li> <li>• 54004319 CSM Intelligent Router License (1)</li> <li>• 54004320 CSM Media Blending Agent License (5)</li> <li>• 54004321 CSM Media Blending Queue License (3)</li> <li>• 54004322 CSM Single Agent Reporting License (4)</li> <li>• 54004330 CSM Conn Assistant Single License (2)</li> <li>• 54004334 CSM CallViewer Single License (2)</li> <li>• 54004340 CSM Reporter Basic Initial License (1)</li> <li>• 54004342 CSM Reporter Initial License (1)</li> <li>• 54004344 CSM Reporter Pro Initial License (1)</li> <li>• 54004346 CSM Auto Reporter License (1)</li> <li>• 54004347 CSM RealViewer License (1)</li> <li>• 54004357 CSM Server License (1)</li> <li>• 54005757 MAS CSM removal (1)</li> </ul>
52002753 CSM on MAS migration to vCSM Or MAS add-on to CSM Migration to vCSM	52002753 includes the following parts and quantities: <ul style="list-style-type: none"> <li>• 50006539 Virtual CSM DVD (1)</li> <li>• 51301269 MS Win 7 Pro CofA Sticker (1)</li> <li>• 54004322 CSM Single Agent Reporting License (5)</li> <li>• 54004330 CSM Conn Assistant Single License (5)</li> <li>• 54004344 CSM Reporter Pro Initial License (1)</li> <li>• 54004346 CSM Auto Reporter License (1)</li> <li>• 54004347 CSM RealViewer License (1)</li> <li>• 54004357 CSM Server License (1)</li> <li>• 54005757 MAS CSM Removal (1)</li> </ul>
52002755 MBD on MAS migration to vMBD Or MAS add-on to MBD migration to vMBD	52002755 includes the following parts and quantities: <ul style="list-style-type: none"> <li>• 50006539 Virtual CSM DVD (1)</li> <li>• 51301269 MS Win 7 Pro CofA Sticker (1)</li> <li>• 54004340 CSM Reporter Basic Initial License (1)</li> <li>• 54004347 CSM RealViewer License (1)</li> <li>• 54004357 CSM Server License (1)</li> <li>• 54005757 MAS CSM Removal (1)</li> </ul>

## LICENSING FOR MULTI-NODE MiCC Office

To use the multi-node capabilities of MiCC Office, you must purchase a MiCC Office Multi-node Awareness license. This allows you to use MiCC Office on up to five controllers in a network. You can add more controllers using the MiCC Office Multi-node Additional 1 Node license.

## CONNECTION TO AMC

For the Virtual Business Dashboard/MiCC Office Starter packs, a permanent Internet connection is required so that MiCC Office can periodically synchronize with the AMC.

A permanent Internet connection may not be possible for certain customers due to security policies. In this case, a proxy server may be used to forward traffic on TCP port 22 to the AMC. For this proxy to work, you can edit the hosts file on the Windows virtual machine to send AMC traffic to the proxy, or configure a local DNS server to return the proxy's IP address for the AMC URLs. The following URLs must be mapped to the proxy's IP address:

- register.mitel-amc.com
- sync.mitel-amc.com
- www.mitel-amc.com

If the MiCC Office virtual appliance loses the connection to the Internet, MiCC Office will continue to run until the current license expires (as determined by the AMC). After the license expires, license validation fails, and MiCC Office enters a grace period. The grace period allows MiCC Office to remain operational for up to 30 days after a license validation failure. If the Internet connection is restored before the end of the grace period, MiCC Office will synchronize its license with the AMC and cancel the grace period without service interruption. If the Internet connection is not restored before the grace period expires, then the MiCC Office Server will shut down and not restart until it can access the Internet to synchronize its license with the AMC. The grace period only applies if the license validation failure occurs while the MiCC Office Server is running. If the validation failure occurs during startup, the MiCC Office Server will not run.

## SOFTWARE ASSURANCE

Software Assurance is available for both MiCC Office and Business Dashboard. The first year of Software Assurance is included with the purchase of the application. Reminders and options to extend Software Assurance are managed by the Mitel Applications Management Center (AMC).



# MICC OFFICE PRODUCT RELEASES TO-DATE

Shows a history of MiCC Office releases and the major features included in each.

**Table 9: MiCC Office Released to-date**

CSM 5.0	<ul style="list-style-type: none"> <li>• Initial CSM Release</li> <li>• Part of MAS Suite</li> <li>• AMC License Control</li> <li>• MCD Single Site/Controller</li> <li>• MCD ACD Express Support</li> <li>• ACD Agent Reporting Licenses</li> <li>• Ready to Go Updates</li> </ul>
CSM 5.1 adds	<ul style="list-style-type: none"> <li>• MCD IP Console Support (No Reporting)</li> <li>• 5000 CP Dynamic Extension Express Support</li> <li>• Windows 7 Compatibility (For Clients)</li> <li>• Support Tools for (Collate and Send Log Files, Ghost Call Removal Tool)</li> </ul>
CSM 6.0 adds	<ul style="list-style-type: none"> <li>• MCD Resiliency Support</li> <li>• MCD Multi Site Support</li> <li>• Software Only Versions</li> <li>• Virtual Appliance Version</li> <li>• MCD Multiline Set Support</li> <li>• UCX Verification</li> <li>• MCD SIP Trunk Support</li> <li>• Update</li> <li>• MCD 5 Support</li> <li>• CSM and is no longer delivered as part of MAS; it is available as Stand-alone CSM and Virtual CSM (vCSM).</li> <li>• MCD cluster-wide monitoring:</li> <li>• Supports a single MCD cluster with a max of 20 nodes.</li> <li>• All nodes must be at MCD 5.0</li> <li>• CSM Multi Node Licensing for MCD:</li> <li>• Node Awareness (5 Nodes)</li> <li>• Additional Node</li> <li>• Supports resilient monitoring of:</li> <li>• IP Devices</li> <li>• T1/E1 Trunks</li> <li>• Hunt / Ring Groups, Personal Ring Groups</li> <li>• ACD Express Groups</li> <li>• SIP Trunks</li> <li>• Supports Extension / Trunking Gateway Configurations</li> </ul>
CSM 6.1 Adds	<ul style="list-style-type: none"> <li>• Updated DB2 version</li> <li>• Updated Versions of RTG Applications</li> <li>• Virtual CSM Support</li> <li>• Updated SMB Profiles</li> <li>• VMware View 5.0 VDI Support</li> <li>• MCD 6.0 Support</li> <li>• Windows 8 Support</li> </ul>
CSM 6.2 Adds	<ul style="list-style-type: none"> <li>• New branding &amp; User Interface</li> <li>• SMTP Support for IR rules and Auto Reporter</li> <li>• Windows 10 Client side support</li> <li>• Automated Backup Scheduling Tool</li> <li>• Updated Media Blending Add-on for Microsoft Outlook</li> </ul>

# Appendix A

## FEATURE MATRIX

# MICC OFFICE FEATURE MATRIX

Provides a list of MiCC Office features and benefits.

**Table 10: MiCC Office Features**

FEATURE	DESCRIPTION	BENEFITS
Contact center functionality:	<ul style="list-style-type: none"> <li>• Supervisor positions for monitoring and control of agent groups</li> <li>• Visual wallboards for agents or agent groups</li> <li>• Multimedia input from customers</li> <li>• Easy-to-use, intuitive interface</li> <li>• Customizable reports and color graphical displays</li> </ul>	<ul style="list-style-type: none"> <li>• Agent visibility and control</li> <li>• Allow your customers to contact your organization through e-mail, voice, SMS, and fax</li> <li>• Complete historic and real-time reporting for voice and e-mail</li> </ul>
Centralized reporting for the entire company:	<ul style="list-style-type: none"> <li>• Remote locations</li> <li>• Remote employees</li> </ul>	<ul style="list-style-type: none"> <li>• Agent visibility, no matter where the agents are</li> </ul>
Multi-level business analysis:	<ul style="list-style-type: none"> <li>• Analysis based on location, department, work group, and agent level</li> <li>• Customizable filters</li> <li>• Drill-down views</li> <li>• Automated reports</li> </ul>	<ul style="list-style-type: none"> <li>• Generate statistics you can use to fine-tune operations</li> <li>• Identify areas requiring improvement and solve problems</li> <li>• Reports published automatically to printer, e-mail, or Web</li> </ul>
Track all aspects of contact center activity:	<ul style="list-style-type: none"> <li>• Calls</li> <li>• E-mails</li> <li>• Agent states</li> <li>• Service levels</li> <li>• Lost calls</li> <li>• Line usage</li> </ul>	<ul style="list-style-type: none"> <li>• Track activity in real-time to allow quick adjustments to agent assignments, and so on.</li> </ul>
Agent productivity features Agent can view queue activity:	<ul style="list-style-type: none"> <li>• See callers in queue</li> <li>• See e-mails in queue</li> <li>• View call history</li> </ul>	<ul style="list-style-type: none"> <li>• Agents can track their own activity, aiding in personal motivation</li> </ul>
Telephony control from agent PC:	<ul style="list-style-type: none"> <li>• Agent login/logout and status change</li> <li>• Call annotation</li> <li>• Set account code</li> <li>• See colleague status</li> </ul>	<ul style="list-style-type: none"> <li>• Automate call actions based on call type or agent status change</li> </ul>

**Table 10: MiCC Office Features (continued)**

FEATURE	DESCRIPTION	BENEFITS
Screen pop database records on incoming and outgoing calls or e-mails:	<ul style="list-style-type: none"> <li>• Out of the box integrations with Microsoft Office, Microsoft Access, Goldmine®, ACT! By Sage, Maximizer™</li> <li>• Answer callers by name.</li> </ul>	<ul style="list-style-type: none"> <li>• Agents can be prepared for their clients, and provide faster service of higher quality.</li> </ul>
Supervisor control Agent and queue visibility:	<ul style="list-style-type: none"> <li>• See how many calls are waiting</li> <li>• View longest call waiting times</li> <li>• See agent status and time in that status</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisors can monitor busyness, and plan for mitigation</li> <li>• Supervisors can spot an agent who might be having trouble with a call, and help, if necessary</li> </ul>
Monitor and control agent call activity:	<ul style="list-style-type: none"> <li>• Listen in or intrude on calls</li> <li>• Steal calls</li> <li>• Force agent state changes</li> <li>• Identify areas for improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisors can monitor agents-in-training, or agents on probation.</li> <li>• Supervisor can take over calls that may be in trouble.</li> </ul>
Reporting:	<ul style="list-style-type: none"> <li>• View real time and historic information</li> <li>• Run reports on demand</li> <li>• Schedule automatic reports</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisors can spot trends, allowing them to solve problems sooner</li> </ul>
Multimedia option	<ul style="list-style-type: none"> <li>• Customers contact by voice, e-mail, fax, and SMS</li> <li>• Re-queue abandoned calls</li> <li>• Screen pop from e-mail addresses</li> <li>• Can be integrated with Microsoft Outlook</li> <li>• Combined voice and e-mail reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Contacts from all media can be placed in the same queue, allowing you to provide timely service to customers, no matter how they contact you.</li> <li>• You can provide automatic updates and replies to customers; the customer knows the status of his or her query.</li> <li>• Reporting covers all contacts by customers, regardless of media, in the same report.</li> </ul>
Advanced routing	<ul style="list-style-type: none"> <li>• Skills-based routing</li> <li>• E-mail alerts</li> <li>• Auto-assign accounts codes</li> <li>• Automatic logon/log-off at start and end of shift</li> </ul>	<ul style="list-style-type: none"> <li>• More efficient call routing allows customers to get to the right agent without being transferred</li> </ul>

