

MiVoice Office Call Reporter / MiContact Center Office Comparison

MiVoice Office Call Reporter is the contact center reporting element of the MiVoice Office Application Suite. This document provides a comparison between the MiVoice Office Call Reporter and the existing MiContact Center Office solution, highlighting differences in features and licensing.



Reference

For information on the new features available in MiVoice Office Call Reporter, please refer to the MiVoice Office Call Reporter Technical Sales Guide.

Overview

MiVoice Office Call Reporter is a browser-based contact center reporting solution that is accessed through the MiVoice Office Application Suite web interface. The table below lists the licensable features of the solution and how they relate to the corresponding modules in the MiContact Center Office solution:

| MiContact Center Office Modules | MiVoice Office Call Reporter Equivalent |
|-----------------------------------|---|
| Realviewer | Real-Time Wallboard |
| Reporter RT | Real-Time Dashboard |
| Reporter / Reporter Pro | Call Reporter with ACD/DND Reporting |
| Auto Reporter | Report Scheduler |
| Intelligent Router | Call Routing |
| Client Go | Phone Manager Outlook |
| Connection Assistant / Callviewer | Phone Manager Professional |

Advantages of MiVoice Office Call Reporter

Unlike MiContact Center Office, all reporting elements of MiVoice Office Call Reporter are browser-based. This means that there is no client-side installation required, users simply need to access the solution through a compatible browser and login. Other benefits include:

- The ability to share reports and filters between users
- New real-time tile options such as media, tickers and rotating tiles
- Manually entered data or data loaded from external databases can be displayed on tiles
- Multiple alarms per tile
- View based filtering

In addition, Mitel Phone Manager offers many features over those available within Callviewer, including; Chat, Softphone, Presence Profiles, Avatars, ACD control and many more.



Note

MiVoice Office Call Reporter features are server based which places increased load on the server. Please review the server requirements in the engineering guidelines.

Realviewer vs Real-Time Wallboard

Real-Time Wallboard is a browser-based solution like Realviewer. It provides real-time single statistic tiles as per Realviewer but with three additional tile types:

- Ticker - Scroll multiple statistics or messages across the top or bottom of the screen
- Media - Display uploaded images or MP4 videos on tiles
- Cycling Tiles - Like a single statistic tile but switches between two statistics

Wallboard tiles can be arranged and sized automatically to speed up configuration or users can manually size and position tiles. Multiple alarms per tile can be used to change the color of tiles so that they behave like traffic lights, warning of statistics that are not meeting required targets.

Licensing

Real-Time Wallboard is licensed on a 'per connected user basis' in the same way Realviewer is. It does not however have the equivalent of the 'Call Summary' mode.

In addition, the ability to use Realviewer as a personal wallboard by reducing its size is not available. Similar functionality will be available through Phone Manager Professional in the 5.1 SP1 release of MiVoice Office Application Suite.

| MiCC Office Realviewer Features | | MiVoice Office Real-Time Wallboard Equivalent |
|---|---|---|
| Single Statistic Tiles | ✓ | Like for like statistic replacement |
| Background / Foreground Color Customization | ✓ | Tile color can be customized along with custom headers |
| Filtering of Individual Tiles | ✓ | Each tile can be filtered separately with a user's or system-wide shared filter. |
| Alarm Trigger Parameters '>=', '>=', 'between' | ✓ | '>', '<' & 'between' alarm triggers are supported. Multiple alarms per tile are also supported |
| Alarm Actions -> 'Flash Tile', 'Play Sound' & 'Activate Tile' | ✓ | Alarms can be used to flash tiles, play sounds or make tiles full screen. They can also be used to change tile colors based on statistic thresholds |
| Alarm Actions -> 'Write message to log' | ✗ | Alarms cannot be used to write log entries |
| 'Call Summary' mode, license free option | ✗ | A full license is required for each wallboard |
| Account Code & Service Level / Answer Time Summary Statistics | ✓ | Service level & account code settings are available for summary statistics, but they are system wide settings, not per user |
| Grid Style Tile Layout | ✓ | Tiles can be automatically sized in a grid layout to fill the screen |
| Row / Columns Tile Layout | ✓ | Tiles cannot automatically be arranged in rows or columns however users have the option to manually size and place tiles |
| Always on Top Mode | ✗ | The browser can go full screen but cannot be set to appear on top of other windows like Realviewer |
| Full Screen Mode | ✓ | Full screen mode is supported by most browsers |

Reporter RT vs Real-Time Dashboard

Real-Time Dashboard is a browser-based supervisor solution like Reporter RT. It provides all the features of Real-Time Wallboard as well as support for Multiple Statistic & Grid based tiles. Cycling tiles also support more than two statistics.

Instead of the scrollable user interface found within Reporter RT to display many tiles, Real-Time Dashboard provides the user with multiple views which they can configure and switch between as required. Real-Time Dashboard offers no 'Auto Reporter' like functionality to publish real-time statistics (historical reporting scheduling is available, see Reporter vs Call Reporter).

| MiCC Office Reporter RT Features | | MiVoice Office Real-Time Dashboard Equivalent |
|---|---|---|
| Single Statistic Tiles | ✓ | Like for like replacement |
| Multiple Statistic tiles | ✓ | Like for like replacement |
| Grid Tiles (Agent / Trunk / Contact / Extension) | ✓ | Grid-based tiles are available for agents, extensions, calls and trunks. Access to agent-based grids requires an ACD Reporting license for each agent logged in |
| Agent / Extension Detail | ✗ | Agent & extension detail tiles are not available |
| Graph Tiles (by Time, Device or Statistic) | ✗ | Graph-based tiles are not available. Graph based tiles are planned for future releases |
| DSS List | ✗ | The DSS list is not available |
| Background / Foreground Color Customization | ✓ | Tile color can be customized along with custom headers |
| Filtering of Individual Tiles | ✓ | Each tile can be filtered separately with a user's or system-wide shared filter. |
| Alarm Trigger Parameters '>=', '>=', 'between' | ✓ | '>', '<' & 'between' alarm triggers are supported. Multiple alarms per tile are also supported |
| Alarm Actions -> 'Flash Tile', 'Play Sound' & 'Activate Tile' | ✓ | Alarms can be used to flash tiles, play sounds or make tiles full screen. They can also be used to change tile colors based on statistic thresholds |
| Alarm Actions -> 'Write message to log' | ✗ | Alarms cannot be used to write log entries |
| Call Control -> Dial / Transfer / Clear | ✓ | Call control options are available via the grid-based tiles. Users can initiate calls to other devices or transfer/clear down calls on the system |
| Call Control -> Local Answer / Hold | ✗ | Although dialing capability is included, users cannot answer, or hold/retrieve calls at their own extension |
| ACD/DND Control | ✓ | ACD/DND control is available via the agent/extension grids. |
| Node Status | ✗ | Each telephone system node's status is not visible |
| Account Code & Service Level / Answer Time Summary Statistics | ✓ | Service level & account code settings are available for summary statistics, but they are system wide settings, not per user |
| Schedule Real-Time Output | ✗ | There is no support for publishing or exporting real-time data for display else where |

Reporter vs Call Reporter (Including Auto Reporter/Report Schedule)

Call Reporter is browser based and requires no client-side installation. Once licensed, users can be given permission to access the historical reporting interface to run, export or email reports using security profiles. Call, DND & ACD statistics are available but Email-based statistics are not (see Intelligent Router).

Licensing

MiVoice Office Call Reporter historical reporting is licensed on a device basis, not on a user basis like MiCC Office Reporter. There are five licenses which control MiVoice Office Call Reporter features:

- Call Logger – A one-off license which enables access to call list and configuration reports
- Call Reporter Device – Required for each extension configured on the telephone system
- DND Reporting – A one-off license to enable the logging & reporting of DND data
- ACD Reporting – A 'per concurrent agent' license to enable the logging & reporting of ACD data. This also provides access to the Agent Grid within Real-Time Dashboard
- Report Scheduler – A one-off license to enable the historical report scheduling features

| MiCC Office Reporter Features | | MiVoice Office Call Reporter Equivalent |
|--|---|--|
| List-based Reports: <ul style="list-style-type: none">○ Call Lists○ ACD/DND state changes○ Configuration lists | ✓ | Like for like statistic replacement. ACD & DND based list reports require the relevant licensing. Configuration and call list reports are available with the Call Logger license. |
| Summarized Call Reports by Device <ul style="list-style-type: none">○ Extension○ Agent○ Hunt Group○ Trunk | ✓ | Summarized call reports are available. Default templates are provided as per MiCC Office Reporter but are customizable. Calls by Agent reports and DND based columns require the relevant licensing. |
| Summarized Call Reports by Time | ✓ | Call summary reports by time are available. A system wide 'Call Rate Period' setting can be used to control the grouping (default 15 mins) |
| Other Summarized Call Reports <ul style="list-style-type: none">○ CLI/DID○ Account Code | ✓ | Summarized call reports are available by DID, number dialed and account code. |
| Unreturned Lost Calls | ✓ | A list of unreturned lost calls can be generated. Calls not return for the duration specified are displayed |
| Email Based Reports <ul style="list-style-type: none">○ Email Lists○ Summarized Email | ✗ | Email blending is not a feature of MiVoice Office Application Suite, consequently email-based reports are not provided |
| Report Filtering | ✓ | Reports can be filtered with user based or shared filters. |
| Tariffs Data / Call Costs | ✗ | 'Tariff'/'Call Cost' columns and settings are not available |
| Forecasting Statistics & Max Lines Busy | ✗ | None of the forecasting statistics (Trunks Required, Agents Required etc.) or the 'Max Lines Busy' statistics are currently available. |
| Report Actions: Export/Email | ✓ | Users can email and save reports they have run |
| Report Actions: Print/Publish | ✗ | There is no built-in support to publish/print reports. Users can export and use the data as required. |

Callviewer (Client Go / Connection Assistant) vs Phone Manager

Phone Manager offers the vast majority of the features available in Callviewer. There are three licenses levels available for CTI client within MiContact Center Office, the following list shows the closest matching Mitel Phone Manager license:

- Client Go -> Phone Manager Outlook
- Callviewer or Connection Assistant -> Phone Manager Professional

| Client Go Features | | Mitel Phone Manager Outlook Equivalent |
|----------------------|---|---|
| Call Control Options | ✓ | Call control options are available, users can also control DND, Manual Forward & UCD status |
| DSS Monitoring | ✓ | A contacts view is provided to show the status of other users, extensions and agents |
| Call History | ✓ | A call history is available with missed call notifications. This is loaded from the server with no local limits |
| Go Spot | ✓ | A highlight & dial icon is provided to aid making calls from other applications on the desktop |
| User Buttons | ✗ | The Outlook version of Phone Manager does not provide buttons for the user to edit. A Professional license is required for this |
| Hot Keys | ✓ | Hot keys are available for status and call control |

| Callviewer Features | | Mitel Phone Manager Professional Equivalent |
|---------------------|---|---|
| All Control Options | ✓ | Call control options are available, users can also control DND, Manual Forward, UCD & ACD status. Record-A-Call requests require a button to be configured. Call Notes (Annotate) are not available |
| DSS Monitoring | ✓ | A contacts view is provided to show the status of other users, extensions and agents |
| Call History | ✓ | A call history is available with missed call notifications. This is loaded from the server with no local limits |
| Go spot | ✓ | A highlight & dial icon is provided to aid making calls from other applications on the desktop |
| User Buttons | ✓ | Five integrated buttons can be configured manually. Full toolbars can be created and assigned on the server |
| Actions | ✓ | There is no direct replacement for 'Actions' however, many application integrations are supported out of the box. Macros/APIs are available for customization |
| Rules | ✗ | No version of Phone Manager provides any rule creation. Macros are available in Phone Manager Professional to perform call and status operations if required |
| Hot Keys | ✓ | Hot keys are available for status and call control |
| Call Notes | ✗ | There are not options within Phone Manager to add notes to calls |



Note

Customers using Callviewer macros or using specific application actions will need to work with Mitel Sales Engineering to ensure their specific requirements can be met with Phone Manager. Customization and professional services may be required.

Intelligent Router

MiVoice Office Application Suite currently provides no direct replacement for Intelligent Router. Email blending is not provided and as a result, none of the email-based statistics are available within the historical or real-time reporting interfaces.

MiVoice Office Application Suite does have a built-in Call Routing feature which Intelligent Router was commonly used for.

Call Routing

The Call Routing module of MiVoice Office Application Suite provides the ability to automate the routing of an alerting call based on one of the following triggers:

- Database Lookup -> The caller ID of a call can be used to look up a contact record in a database and route the call to an account manager or specific team that handles the contact.
- Hunt Group Camp-Ons -> Hunt Groups can be monitored, any camped-on calls can be immediately moved to another device on the telephone system without having to wait for the recall timer to expire.
- Last Agent (5.1 SP1) -> Using the built-in call history, calls can be routed to the last agent that successfully handle a call from the same number. This improves service by providing consistency where possible to callers. The system will ensure agents are logged in and free before routing calls.

The call routing feature runs as part of the MiVoice Office Application Suite service, so it is always running. It also has an overflow destination to move calls to if there is no DB match or the target destination is not available.



Note

Configuring Call Routing requires SQL experience. If required, professional services are available to help with implementations.