Mitel OpenScape Contact Center Enterprise V12R0

Helping organizations grow by delivering integrated customer care, enhanced agent experience and expanding engagement opportunities to improve operational costs, agent engagement and the overall customer experience.

OpenScape™ Contact Center© is an omnichannel integrated contact center solution for on-premise and hosted cloud environments that empowers organizations to effectively communicate and collaborate with their customers. It provides best in class solution for mid to enterprise sized contact centers and improves agent operational efficiency, employee and business engagement and ease of integration with the organization's ecosystem at a competitive price.

OpenScape Contact Center (OSCC) delivers intelligent routing for a mid-to-large contact center, with up to 1,500 active agents on a single site. Multiple OpenScape Contact Center servers can be networked across physical or virtual sites for increased scalability of up to 7,500 active agents. Whether using inbound or outbound interactions, single-site or multi-site, or even to integrate with existing CRM system, OpenScape Contact Center Enterprise provides the capabilities you need for your contact center. You can:

- *Achieve first-contact resolution with intelligent multi-platform routing and 360-degree contextual engagement view*

- *Improve employee and customer engagement with intuitive, multi-channel browser agent clients*

- *Streamline contact center operations with powerful management tools*

- *Support digital transformation strategy*

- *Deploy easily with modular growth and scalability*

OpenScape Contact Center V12 R0 improves on earlier releases by:

- *Enhanced Agent and Customer engagement with integrated headset support for Agent Portal Web and support for Whisper Coach*

- *Improved recording choice and security*

- *Enhanced Customer Satisfaction Survey (CSAT) with expanded options for customer to opt-in or out of a survey and to create survey choices with recorded audio files*

- *New Fixed Rate Subscription licensing that offers additional payment choices and doesn't require consumption calculation*

- *Improved ecosystem consolidation with support for XLSX file type*

Additional benefits include:

- *Operational continuity and cost-effective solution for remote and home working agents and managers*

- *Digital Transformation and enhanced self-service leverages Google's Dialogflow and IBM Watson Artificial Intelligence (AI) APIs to provide a more effective self-service solution and increased digital transformation capabilities at a lower cost*

- *Increased value and lower costs with integrated voice recording on both the OpenScape Voice and OpenScape 4000 switch delivers improved "all-in-one" contact center solution reducing costs, simplifying deployment, and helping customers easily meet legal requirements to record conversations*

- *Improved ecosystem integration with REST APIs for custom integrations. Chatbots leveraging Artificial Intelligence (AI) integration options with Google and IBM's AI APIs and Web Collaboration REST API enables flexible corporate web chat page configurations and customer self-service*

- *Improved Ecosystem Support with Microsoft Teams to provide interoperability support and helping to tie the organization closer to customer engagement activities and improve agent effectiveness.*

- *Expanded social channels communication with out-of-box support for Facebook, Twitter and WhatsApp*

- *Improved self serviceability and administration with OSCC Web Manager and Supervisor*

- *Improved upgrade process from major OSCC versions to minor versions delivers cost and time savings*

- *Improved digital transformation capability with full chat + AI bundle and the new speech bot capability*

- *Improved outcome driven intelligence for informed decision with OSCC Analytics Life of Call*

- *IT Policy and Security enhancements with improved single sign on (SAML2) password and support for Windows Server 2019 and 2022. Email authentication support for OAuth improves security as Microsoft deprecates support for basic authentication*

- *Hardening improvements and achievement of CIS Benchmark™ configuration certification*

- *(Improved deployment options with support for managed hosted Google Cloud Platform (GCP) deployment*

- *OpenScape platform support: OpenScape Voice V10 and V9 R4, OpenScape 4000 V10 and V8R2, OpenScape Business V2, V3 and OpenScape UC V9 R4*

For managers, the OpenScape Contact Center Enterprise Manager application offers next generation visualization tools for contact center engagement management and reporting. This enables supervisors and administrators to reach optimum contact center performance.

Multi-channel presence and collaboration tools can extend engagement to experts, decision makers and knowledgeable workers across the organization, as well as across off-site locations.
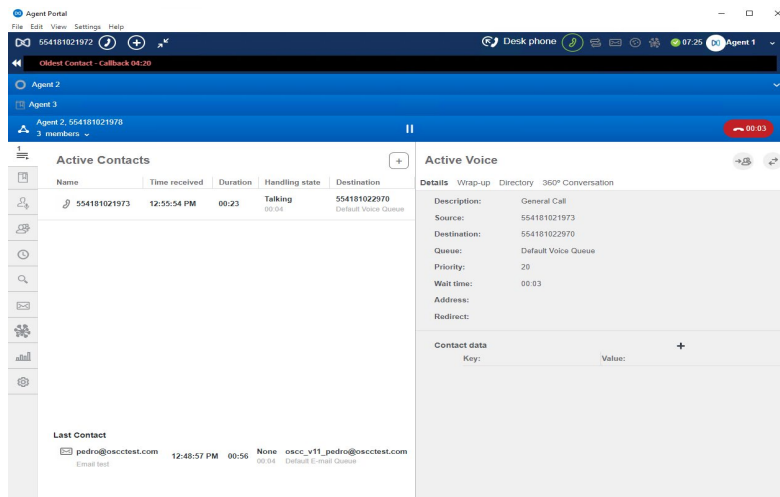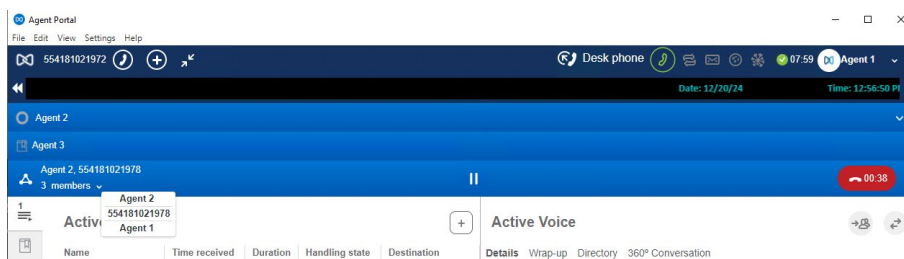

Figure 1: Agent Portal Web voice contact handling

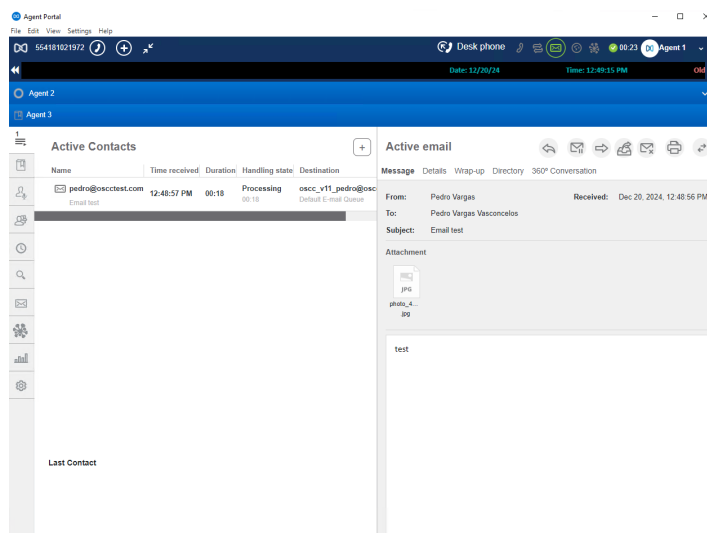Figure 2: Agent Portal Web multiple voice contact handling

Figure 3: Agent Portal Web email contact handling

OpenScape Contact Center Enterprise's modularity and support for both traditional and IP-telephony, including SIP, provide investment protection and accelerated ROI. Whether the contact center is centralized, or users are distributed across diverse locations, departments or functions, OpenScape Contact Center Enterprise is designed to help improve your business operations and finances.

Integrated Softphone for Agent Portal Web

The Agent Portal Web is a browser-based client with a user-friendly graphic interface supporting all the media channels in the contact center such as voice, callback, web chat, Email and social media contacts.

The OpenScape Contact Center Agent Portal Web client includes an integrated (WebRTC) softphone providing support for operational continuity while giving agents device choices. The agent can handle inbound and outbound voice contacts by using their computer audio devices.

The Agent Portal Web continues to provide support for LDAP (lightweight directory access protocol), handling of team and speed lists and the 360° customer view feature.

The following benefits are also provided with the Agent Portal Web Integrated Softphone:

- *Business Continuity - Integrated softphone helps improve the agent experience by reducing application clutter on their screen.*
- *Reliability & Security - Built in encryption (https and voice data traffic) ensures secure communication.*
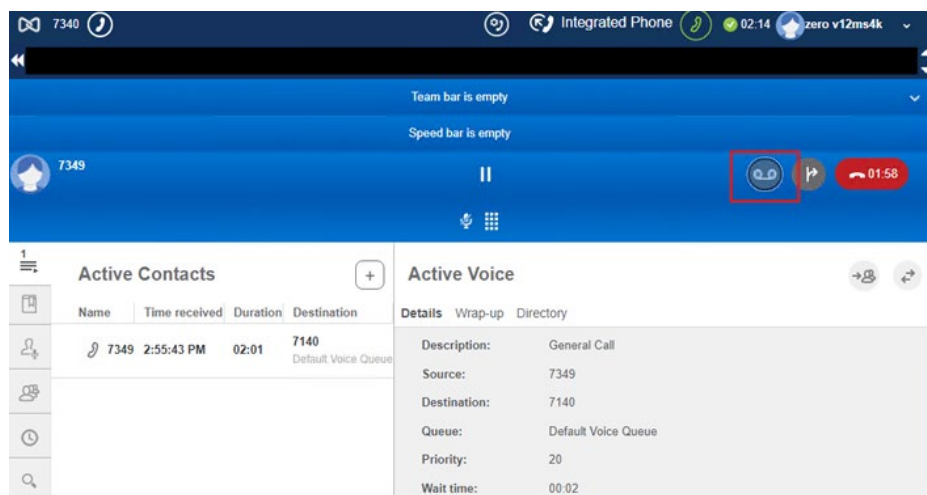

Figure 4: Contact Media Service (CMS) Recorder with On-Demand Recording
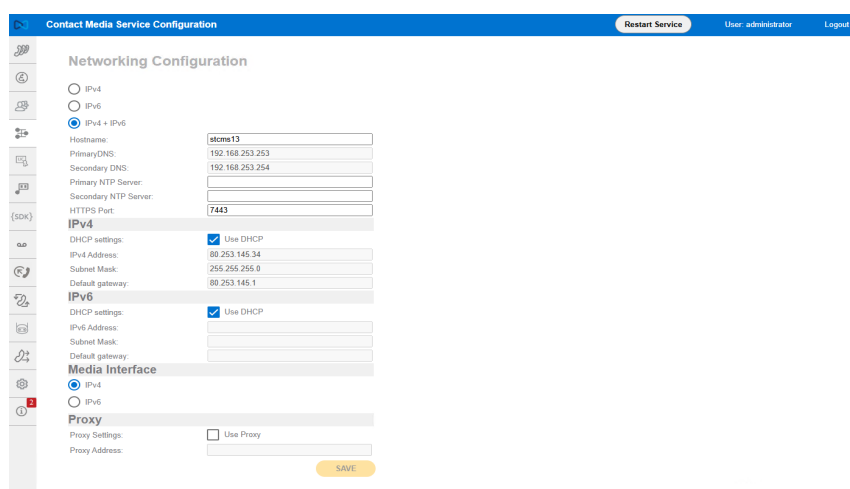

Figure 5: Contact Media Service

- *Convenience & Simplicity - Designed with installation and configuration simplicity. Simply connect to the public internet - no need for complex network setup. All Agent Portal Web features are retained.*
- *Cost effectiveness - Leverage the current OSCC environment. Upgrade to the latest version and then connect remotely.*
- *Easy ordering - Integrated and easy commercial process - ordering and installation delivered as part of existing OSCC licensing.*

Agent Portal Web also includes improved agent notification to provide audio alerts to the agent when handling voice, chat, social media, email and callback contacts.

The audio notification preferences such as the volume can be modified.

Contact Media Service

The Contact Media Service (CMS) is a replacement for the Call Director SIP Service (CDSS) providing announcement and messaging for voice contacts. The CMS has been enhanced with the following additional capabilities:

Support for integrated Softphone

The CMS supports the Agent Portal Web integrated softphone by offering softphone ports for use in softphone communication.

The CMS works as a WebRTC server providing a gateway between WebRTC and SIP/RTP to the OpenScape Voice and OpenScape 4000 switch. Each CMS server instance can support up to 300 registered WebRTC clients and multiple CMS servers can be used to scale up to support the specified 1500 agents in an OSCC system instance.

Support for video & screenshare

The CMS provides support for video & screenshare communication by offering video & screenshare ports. It mediates the communication between WebRTC and the switch platform.

Support for Recording (including On-Demand Recording)

The CMS voice recording feature supports the recording of both OpenScape Contact Center users as well as non-OSCC users. On-Demand recording is also supported, delivering convenience, reduced cost, and choice to customers.

Recording capabilities include:

- *Record, search, playback and export or share agent voice conversations*
- *Manage recording with the Web Supervisor*

An existing OSCC system must be installed in the environment to record non-OSCC users.

Support for Voice Portal

The CMS Voice Portal is the fully enabled Interactive Voice Response (IVR) providing support for Automatic Speech Recognition (ASR) and Text to Speech (TTS) capabilities as well as enabling complex voice session automated responses.

LoC Integrated recording
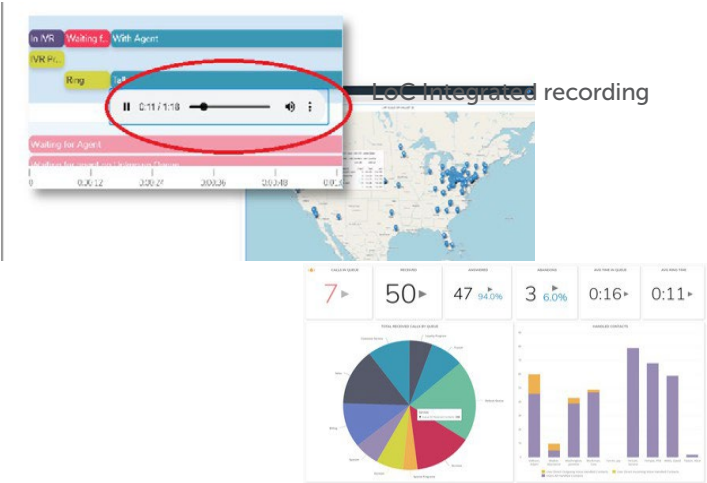
Supervisor Lite Dashboard

Figure 6: OSCC Analytics (LoC) Integrated Recording

Reporting	Life of Call	Enterprise Life of Call	Supervisor Lite	Supervisor	Wallboards	MDS Export Scheduler	Outbound Analytics
• 150 standard reports included • Ad-hoc and prescribed • Graphical presentation of data • Project to external devices and portals • Export for additional analysis	• Cradle-to grave reporting • Visualizes the calls flowing in and out of your contact center • Integration with CMS Voice Recorder	• Enterprise version of Life of Call product • Life of Agent, 360 Notes • Integration with CMS Voice Recorder or ASC Recorder	• Viewer product with Standard KPIs and Dashboards out of the box • Customize your own Dashboards	• Full toolset for contact center supervisor • Includes Dashboards, KPI Builder, Exploratory tools	• Displays KPIs and dashboards on large screens and Smart TVs • Media Library supports various media types	• Add-on to Supervisor • Easily create schedules. automate the data export process • Export data to database or CSV file	• Add-on to Supervisor • Includes Dashboards, KPI Builder, and Exploratory tools for Outbound
	Free One user license is included with OSCC. Additional licenses available through Enterprise LoC. Purchase.	ASC recorder integration required at additional charge	30-Day Free Trial included				

Figure 7: OSCC Analytis (LoC) Product Suite

The ASR and TTS capabilities are powered by Nuance speech processors. The CMS Voice Portal is built on the same underlying media server application, and its addition expands the overall capabilities of the Contact Media Service. The following key licensable features are available with the CMS Voice Portal.

- *OSCC Enterprise V12 CMS IVR Port*
- *OSCC Enterprise V12 CMS Voice Portal (base)*
- *OSCC Enterprise V12 CMS Voice Portal TTS*
- *OSCC Enterprise V12 CMS Voice Portal ASR (NLU, unlimited words)*

The CMS Voice Portal base license is required to enable this capability.

Support for Proactive Engagement with the CMS Outbound Dialer

The CMS Outbound Dialer and Campaign Management enables proactive engagement that helps contact centers increase their engagement and revenue growth by more than 15%. Designed for simplicity and ease of inclusion to existing OpenScape Contact Center environment, the powerful Contact Media Service (CMS) dialer offers customers a seamless expansion of their contact center environment at a lower cost.

Benefits include:

- *Support growth-oriented workflows*

- *Progressive and Agentless dialing*

- *Supports agents working in the office or remotely*

- *Offers multiple self-service capabilities: with Artificial Intelligence (speechbot) capability as well as CMS Voice Portal (IVR) integration for Intelligent outbound engagement*

- *Support for blended (Inbound and outbound) contact handling*

- *Modular design makes it easy to simply add the outbound dialer to existing OpenScape Contact Center environment*

Remote OpenScape Contact Center Manager support

OSCC Manager has been tested with Windows Server "RemoteApp" so contact center managers can work remotely. It enables the OSCC manager application appear to be run on the user's desktop like a local application even though it is hosted/run on the virtualized machine on the remote location.

This complements the overall OpenScape Contact Center strategy to support remote worker so all contact center users can work remotely and securely.

https://docs.microsoft.com/en-us/windows-server/remote/remote-desktop-services/welcome-to-rds

OSCC Analytics (powered by Softcom)

CMS recordings are integrated in OSCC Analytics Life of Call (powered by Softcom) so managers and supervisors can:

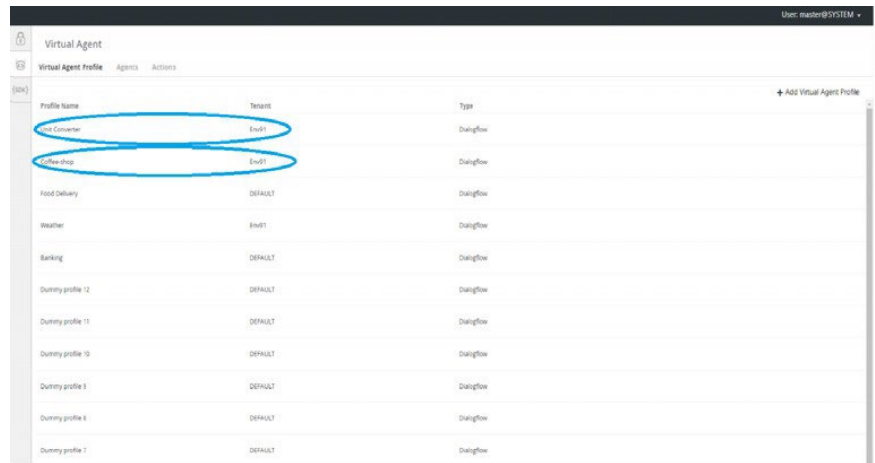- *Listen to recording directly from customer journey trace*

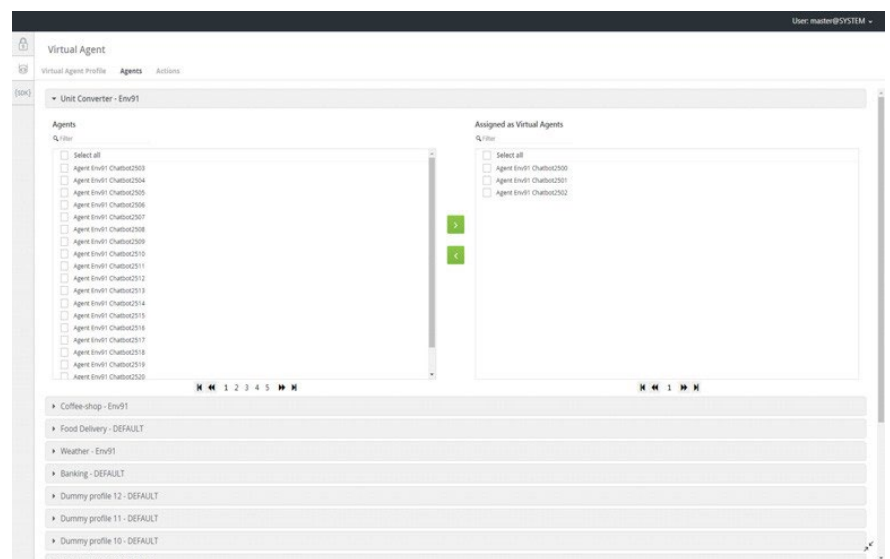Figure 8: Multiple Virtual Agent Profiles per tenant
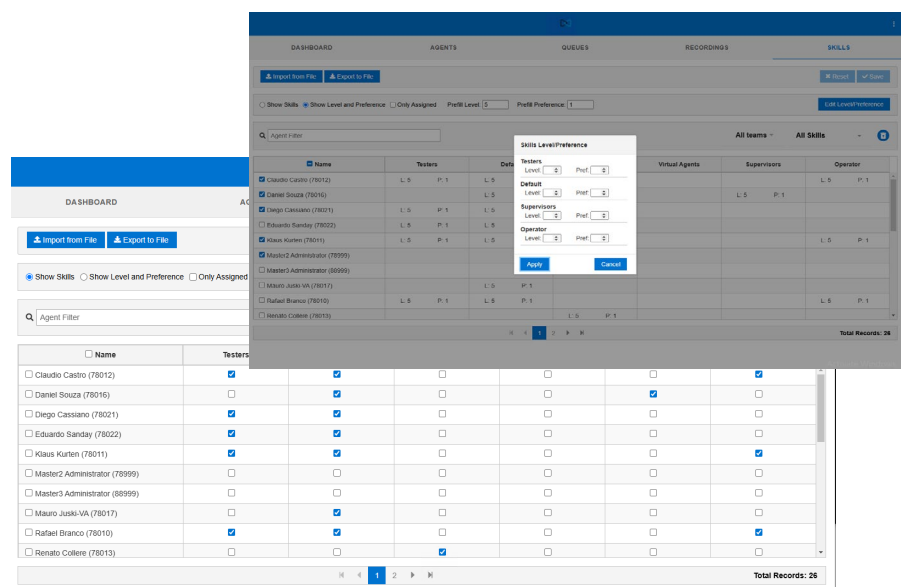

Figure 9: Assigning Virtual Agents to a profile

Figure 10: Bulk Skill changes for Agents

- *Enhanced supervisor insights of agent contact handling for quality checks and training exercises*

The Supervisor Lite (entry level analytics) is included in the sales tools with the following benefit:

- *Pared-down version of the full supervisor product*

- *Includes pre-made KPIs and dashboard of most important stats*

- *Easily customizable*

- *Set alerts, receive SMS and email notifications*

A 30-day free evaluation license of Supervisor Lite is included with an OSCC V12 system.

Note: The full OSCC Analytics (Softcom suite) is now added to our sales tools.

Reporting options add to existing comprehensive reporting capabilities through graphical visualizations, such as the heat map.

Support for Chat Bots

The Chat Bot (or Virtual Agent) is able to understand what a customer types, discern their intent, respond in a conversational manner, act on the customer's behalf, and help extend their self-service options.

The OpenScape Contact Center virtual agent /chatbot solution provides support for text and voice based conversational communication via email, web chat and social media communication with native support for Google's Dialogflow enabling Artificial Intelligence (AI) and Natural Language Processing.

Support for text-based AI/NLP communication is also included for IBM Watson.
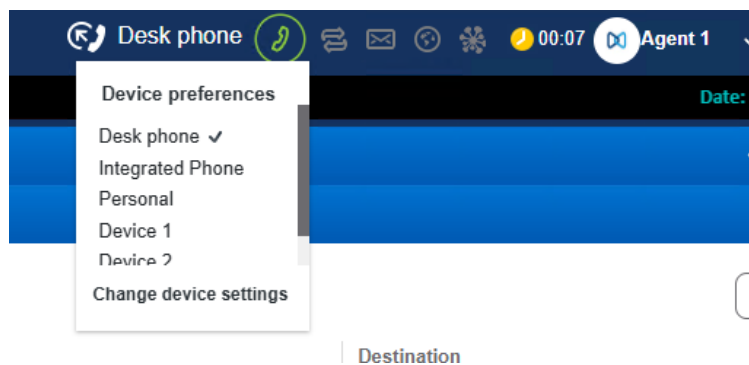

Figure 11: UC/CC co-existence (showing preferred device option)
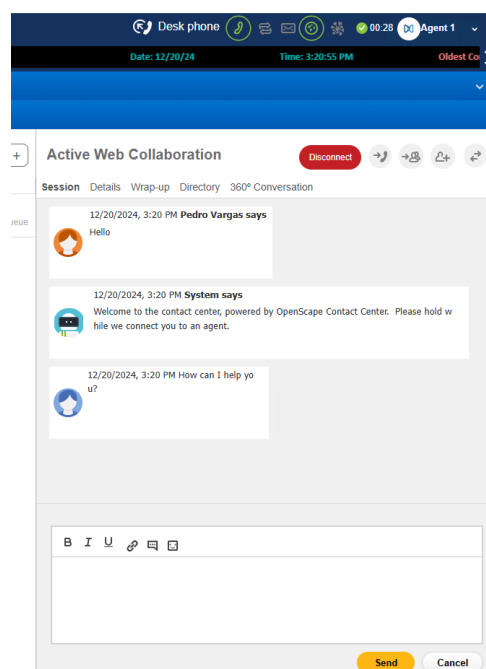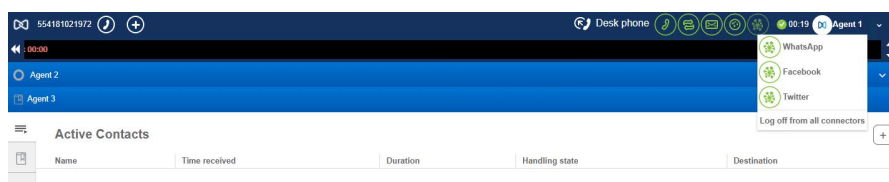

Figure 12: Active Contact with Web Collaboration

Figure 13: Open Media connector selection

Benefits include:

- *Reducing average handling times as the chatbot handles routine repetitive conversations with ability to transfer to live agent if needed*
- *Driving new revenue through improved online sales conversion*
- *Leverage expanded Artificial Intelligence capabilities with integration to multiple vendors via the Chat Bot API interface.*

OSCC supports more than one Artificial Intelligence profile per OSCC tenant. This allows chatbots to handle multiple areas of interest. For example, a profile can be configured to handle requests related to language (e.g., German or English) or could be used to assign chatbots to handle requests based on a company's departments (e.g., sales, helpdesk or returns).

REST SDK

The SDK ecosystem is enhanced with REST SDK capability. Previous SDK interface (based on COM method) is still available in the OpenScape Contact Center. The REST interface expands OpenScape Contact Center capability to support current and future SDK integration methods and expose OSCC functionality to custom applications.

The REST SDK includes support for voice (including Events), Real Time Statistics, Agent Presence, Call, Agent and Routing Controls, Callback and Web Collaboration, Social Media, and other business process media. Support for Email will be delivered in a future release.

Enable Bulk Changes of Agents' Skills

Currently managers edit each individual agent's skills to allow them handle changing business requirements; for example, during a shift change.
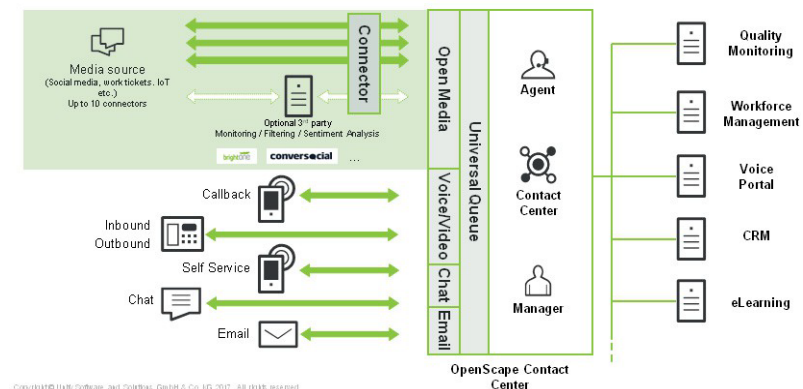

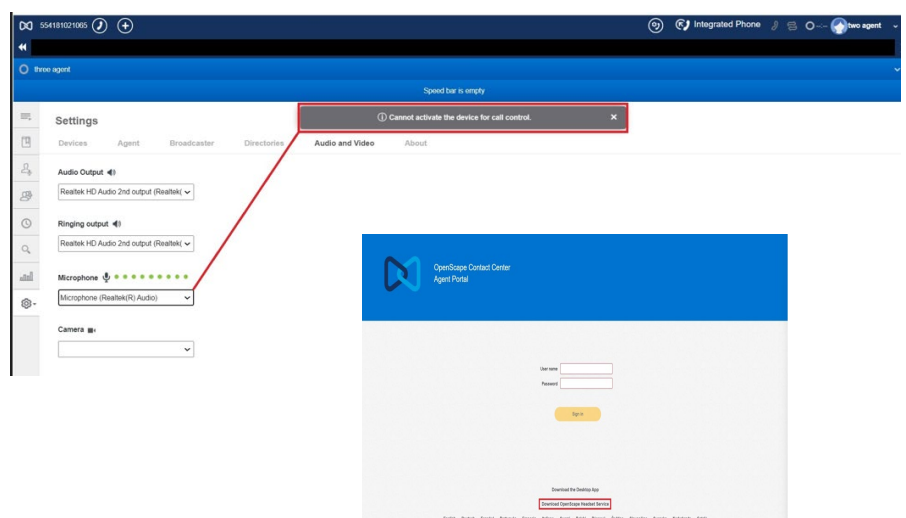Figure 14: Open Media Framework Architecture

Figure 15: Agent Portal Web with Integrated Headset

Figure 16: Web Supervisor Agents view

For organizations with large number of agents this repetitive change becomes time consuming, error prone and inefficient.

Managers can now implement bulk changes to agent skill sets, helping to improve reaction time and processing efficiency with the ability to:

- *Edit skills, skill level and preferences for multiple agents at one time*
- *Export to CSV and reimport with changes, if needed*

Unified Communication (UC) / Contact Center (CC) co-existence also OpenScape 4000 switch platform

This feature enables agents to work with both OSCC and UC applications on the same OS 4000 extension. This will enable the use of the preferred device feature, which allows agents to use other telephony end devices (for example their mobile phone or home phone) as their contact center phones.

Improved Communication Features

Internal Chat between Agents and Supervisors

Chat between agents and supervisors can improve agent effectiveness by allowing agents to communicate with both peers and supervisors. Available in the Web Agent and Agent Portal client, this feature makes it easy to find and initiate chat sessions using the speed or team lists capability.

The supervisor or manager can manage the use of this feature by enabling or disabling permissions in their configuration menu on the OSCC manager client.
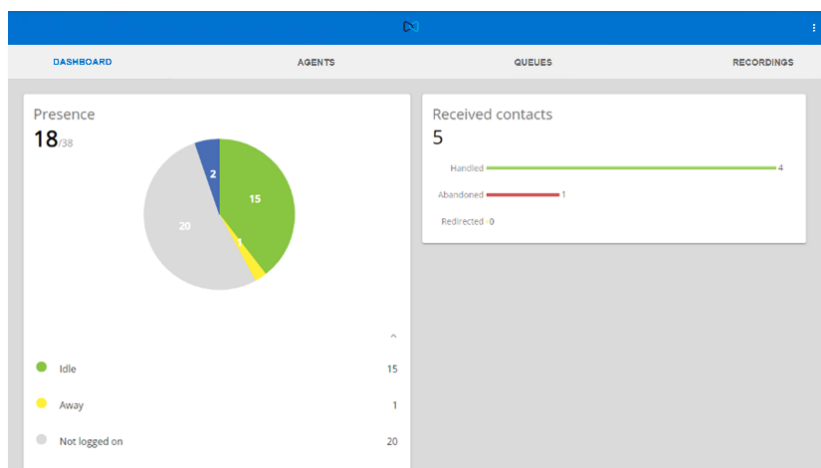

Figure 17: Web Supervisor dashboard view

Figure 18: Manager Web login screen

Figure 19: Manager Web configuration options

This chat feature is available even if the contact center is not licensed for web collaboration. An agent can initiate an internal chat with another agent, even if the peer is engaged on other calls.

"Is Typing"

The web collaboration feature "Is typing" has been implemented to improve the contact handling experience between the contact and the agent.

Currently when the agent is chatting with the customer via the Web Collaboration media in OpenScape Contact Center, there is no way of knowing if the other side is typing a new message. While chatting with a customer, an agent will now be informed that the customer is typing. Conversely, the customer will now be informed that the agent is typing. This gives a more natural conversation experience and improves customer satisfaction.

Open Media Framework

The Open Media Framework is designed to integrate media types beyond the standard media available with earlier versions of OpenScape Contact Center. In earlier OSCC releases, customers were limited to pre-defined media types such as Voice, Callback, Email and Web Collaboration. Customers are now demanding features that allow integration of other types of media.

Since the OSCC V9 R1, Open Media Framework has enabled the use of other applications like X or business solutions (e.g., work ticket systems). The library of licensable preconfigured connections will continually be added to the framework with subsequent releases.

The Open Media Framework is built on the multi-platform capability of the OpenScape Contact Center. It is seamlessly integrated with our multi-channel capabilities, such as universal queue, routing, viewing, and reporting, which ensures a consistent customer experience across all media. Implementation of an optional 3rd party application for monitoring, filtering, sentiment analysis and aggregation will be supported via Mitel Customer Services integrators. Access to this framework is enabled via Open Media user and Open Media Connector licenses.

Social Media Integration

Support for social media is built into the Open Media Framework, which contains an integrated function for Facebook, X and WhatsApp. This feature is designed to deliver an omnichannel experience ensuring seamless universal queue management, routing and reporting.

Contact centers will be able to:

- *Message the customer's Facebook account - both through direct message and on timeline*

- *Respond to X and WhatsApp messages*

- *Manage real-time distribution (or routing) of these messages to the contact center universal queues - the same as with any other OSCC media type*

- *Increase agents' effectiveness as these social media contacts are supported by the OpenScape Contact Center Multi-Contact-Handling (MCH) capability*

- *Include as part of overall integrated reporting - a tight integration of this media type enables seamless reporting, which leads to increased customer satisfaction and business value*

Mobility - Mobile and Web Supervisor

The OpenScape Contact Center Supervisor empowers the remote worker with flexibility and mobility on their Apple or Android devices or on a web browser. The supervisor can get information about their contact center via a dashboard view that provides a summary of contact center status, agent and queue view for agent and queue details respectively.

The agent view provides the following features:

- *List of logged-on and logged-off agents*

- *View agent status*

- *View real-time agent status data*

- *View agent details*

- *Change an agent's routing state*

- *Change groups /skills for agent.*

The queue view provides information about:

- *List of monitored queues*

- *Real-time queue performance details*

- *Service level status by colored icons*

The Web Supervisor extends the supervisor's mobility and access options, providing same features available on the Mobile Supervisor App on an internet browser. It also includes support for recording and bulk skill changer.

Note: The Web Supervisor is currently supported only on Google Chrome browser.

Contact Center Management

The OpenScape Contact Center management is provided by the Manager Desktop and a Manager Web application.

The Manager Web provides a browser-based interface used for configuring virtual Agents, Artificial Intelligence environment and other capabilities. The Manager Desktop management functions will be eventually moved to the Manager Web application.

The OpenScape Contact Center Enterprise Manager desktop provides a unified and easy-to-use interface for most contact center management tasks. It is a highly visual and easily customizable console, which is organized into 'work centers' dedicated to key contact center management tasks, including:

- *Administering users and resources*
- *Designing intelligent multi-channel, multi-site routing strategies and queue processing flows*
- *Defining and viewing real-time monitoring and historical reporting across all channels*
- *Creating wallboard views and streaming 'ticker tape' content for agents' desktops*

For multi-tenant environments, the Enterprise Manager is configurable for each tenant sharing the system.
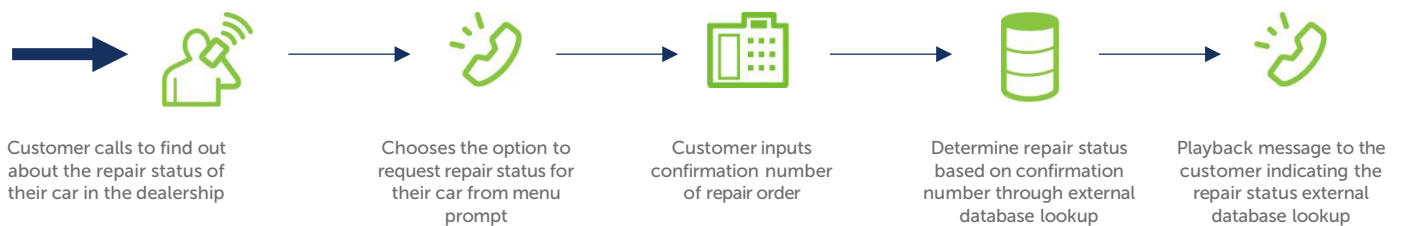
Customer calls to find out about the repair status of their car in the dealership

Chooses the option to request repair status for their car from menu prompt

Customer inputs confirmation number of repair order

Determine repair status based on confirmation number through external database lookup

Playback message to the customer indicating the repair status external database lookup

Figure 20: The Design Center with Call Director – a simple self-service scenario

Customer calls to stop newspaper delivery for vacation period

Customer inputs home phone number

Option presented to stop newspaper delivery

Customer inputs response to select month/day for stop/restart delivery

Numbers to speech playback of customer selection to confirm

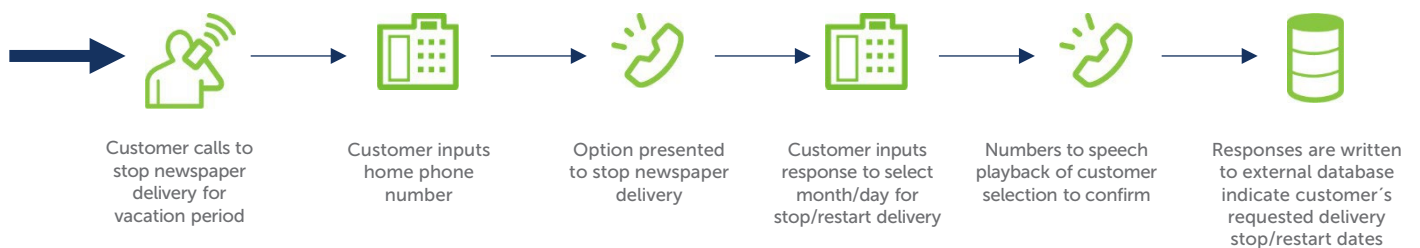Responses are written to external database indicate customer´s requested delivery stop/restart dates

Figure 21: Design Center with Call Director – a simple transactional IVR scenario

Administration Center

The Administration Center is a convenient interface for the administration of contact center users, user profiles, skills, and virtual groups. Reason codes for work and availability are also configured here.

This is currently only available on the OpenScape Contact Center Manager and not yet in the Web Manager.

Using a simple point and click system, managers can assign highly flexible, permission-based profiles to users based on their different roles and functions in the contact center. These profiles can also determine which combination of channels each agent can handle, for example: voice, email, Web, outbound, callback. User templates and optional bulk uploads for multiple users can streamline the management of larger contact centers.

Skills, skill-proficiency levels, and skill preferences can be individually assigned to specific agents. By defining different skill levels to each agent, managers can ensure they maximize the use of the agent's qualifications. Skill-preference levels may reflect user preferences in contact handling, thereby improving agent satisfaction. Alternatively, they can be used to account for a supervisor's preference for the agent to handle a certain type of contact to fulfill training objectives.

Design Center

The Design Center gives managers a visual, workflow-style tool, called the Design Editor for defining routing strategies and queue-processing flows for voice, email and Web interactions. To streamline this process, it offers a library of configurable, and reusable, routing and queue processing components.

Managers can then create and edit the flows using a drag-and-drop interface, where strategies are automatically checked and validated for completeness as they are created.

The Design Center offers components that can be used in multi-channel flows, such as:

- *Time of day /day of week schedules*

- *Source /destination routing decisions*

- *Compound multi-site routing criteria*

- *Performance level routing decisions*

- *Data directed routing decisions*

- *Read / write access to external databases*

- *Custom components to execute virtually any routine or external application*

- *The Create Callback function allows the manager user to use collected data to create a callback as part of the overall workflow processing of the contact*

- *E-mail category decisions based on content analysis of the address, thread ID, subject line or body text of incoming e-mails*

- *E-mail auto-acknowledgement, auto-response and auto-suggestion*

- *Automatic web page and text message push for web collaboration interaction*
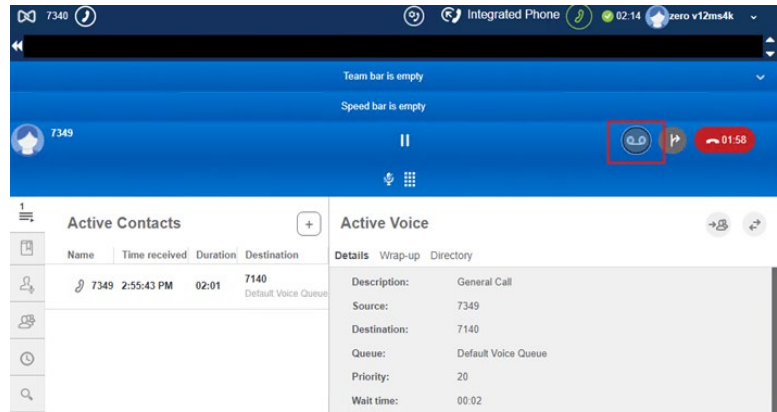

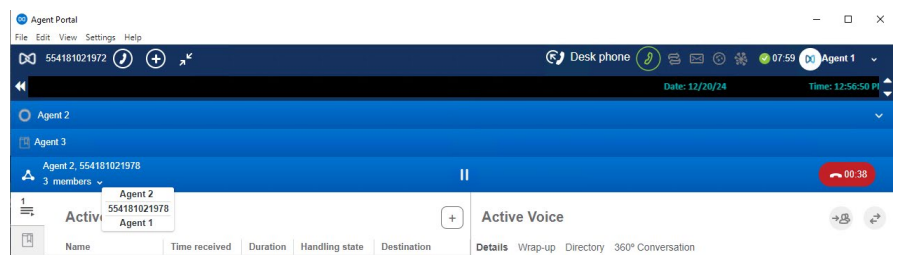Figure 25: Agent: contact handling with recording

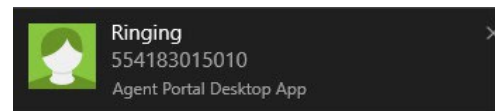Figure 26: Outgoing and incoming voice call

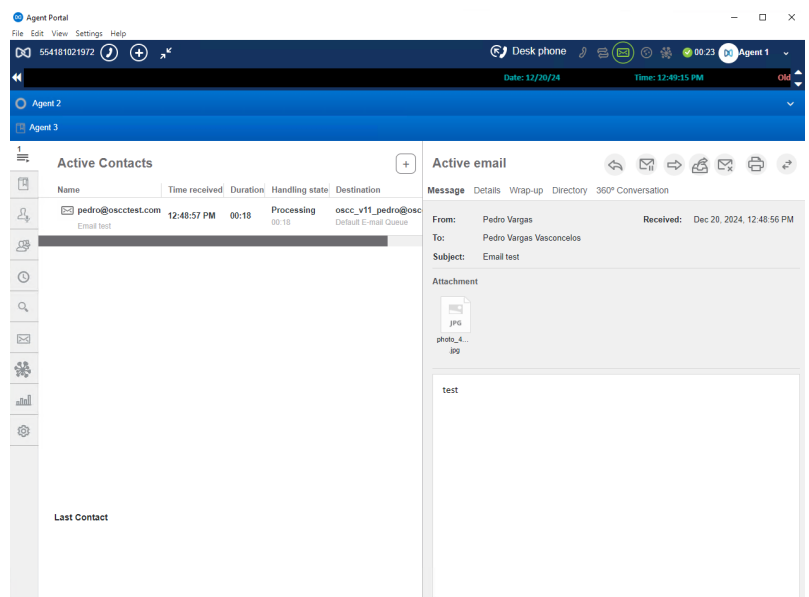Figure 27: Agent notification pop-up for incoming voice call

Figure 28 Agent: Email handling with email attachment

OpenScape Contact Center Call Director

The OpenScape Contact Center Enterprise provides a fully integrated Interactive Voice Response (IVR) system, from a Call Director to front-end incoming voice contacts. The Call Director gathers caller requirements by prompting callers with interactive navigation menus.

The OpenScape Contact Center Call Director is the system used for controlling and designing the voice responses. It is managed using the OpenScape Contact Center Manager client application. The Contact Media Service (CMS) provides voice processing responses for the system. It is installed on a different machine and has its own user interface for configuration.

The OpenScape Contact Center Call Director is a fully integrated self-service and transactional call processing platform. Managers can use the Manager Client Design Center's convenient drag-and-drop interface to integrate the following components into routing and queue processing flows:

- *Auto-attendant with navigation menu prompts*
- *Caller input digit collection*
- *Messages and greetings*
- *Estimated wait time or position in queue messages*
- *Dynamic, multi-format 'numbers-to-speech' playback*

The Call Director can be easily combined with other design center components. For example, it can be used to read from, and write to, external databases. This facilitates basic transactional or self-service applications that would previously have required a more complex and expensive external IVR integration.

Multi-channel Skills-based Routing

The OpenScape Contact Center Enterprise is built on a patented, industry-leading skills-based routing engine that ensures incoming contacts are matched with the best qualified agent on a contact-by-contact basis. Skills-based routing enables your managers to optimize the use of your most valuable contact center resource: your agents. By providing the optimal balance between skill requirements and service levels for each contact, contact center performance targets can be met or even exceeded. Recent improvements now support reservation of a minimum number of multi-skilled agents for critical contacts which is an important requirement for emergency services.

With the OpenScape Contact Center Enterprise Skills-based routing option, multi-channel customer interactions are managed and routed through a unified queue. Voice, email, web, social media, outbound contacts, and callback, as well as any other text or non-text-based media channel, are intelligently routed to blended agents, which can give managers fully integrated reporting.

Regardless of channel, the OpenScape Contact Center Enterprise automatically identifies a virtual group of agents who are fully qualified to handle the contact.

Having gathered the requirements for the media channel (for example: voice, email, social media or any supported media), via an interaction through your routing strategy, the skills-based routing engine matches each contact to the best available agent.

To ensure consistent service levels, the virtual group readjusts, depending on the contact queuing time, or as the real-time performance of the contact center dictates.

To meet service level targets, even during times of higher-than-usual incoming traffic, the Performance Routing feature can speed up the pace at which the virtual group is redefined. When the definable real-time performance thresholds are met, the queue steps are automatically accelerated, so that more agents become eligible faster to handle the waiting contacts.

Managers and administrators can optimize this routing depending on which criteria they judge the most important for interaction handling in their contact center environment.

Using predefined skill-scoring schemes, an intuitive interface permits the fine-tuning of the routing paradigm by biasing the weighting of specific parameters (for example: time), choosing either by queue or agent skill preference, which will then influence the routing process.

Multi-site Networking

The OpenScape Contact Center Enterprise offers optional multi-site networking to optimize skills-based routing and load balance calls across site locations. This can also provide centralized real-time monitoring, as well as consolidated reporting across all sites.

Multi-site routing strategies are fully integrated into the Design Center, providing flexible compound criteria such as schedules, service levels, and resource availability, as the basis for multi-site call distribution.

Multi-tenancy

The OpenScape Contact Center Enterprise multi-tenancy function allows you to create separate business units within your enterprise to securely and independently coexist on a single contact center system. This tenant self-administration system enables each individual 'business unit' to manage its own contact center.

Multi-tenancy is the ideal configuration for managed service providers, outsourcers and distributed multi-business unit enterprises that want the cost savings and increased control of consolidating their call centers in one convenient virtual contact center platform.

Reporting

The OpenScape Contact Center Enterprise provides reporting via the OpenScape Contact Center Analytics, including 'Duration of Call' reporting (powered by Softcom) by the Report Center in the OpenScape Contact Center Manager.

Manager Report Center

The Manager Report Center runs on a customizable, visual reporting engine which can display a virtually unlimited number of real-time, cumulative and historical reports for all channels. The flexible interface makes tailoring specific reports or formats easy, without the need for an external report writer. The Report Center can provide insight into your contact center operations, allowing for better operational monitoring, more effective decision making, and the ability to proactively spot patterns and respond, before problematic issues arise.
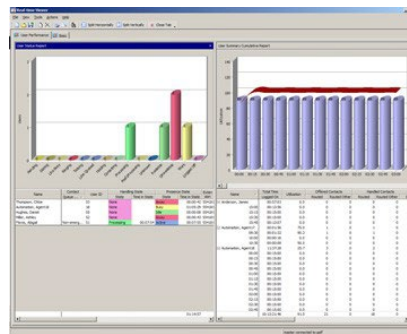

Figure 22: The Report Center – a real-time view

Real-time and Cumulative Reporting

Real-time and cumulative views are refreshed continuously, presenting key information such as agent utilization, service levels, abandon rates and average handling time for all licensed media (voice, email, web, callback, social media, text or non text-based media) interactions.

A built-in analytic model uses actual data trends to predict performance patterns and contact volumes in real-time, improving decision-making regarding staffing resources or contact routing.

Real-time thresholds and alerts are easy to define and are able to provide audio and visual notifications to a manager when definable operating metrics are exceeded.

Activity Logs

Detailed, searchable activity logs (see figure 19) allow managers to examine the step-by-step progression of any customer contact or review the detailed activities of an agent for all channels throughout the day.
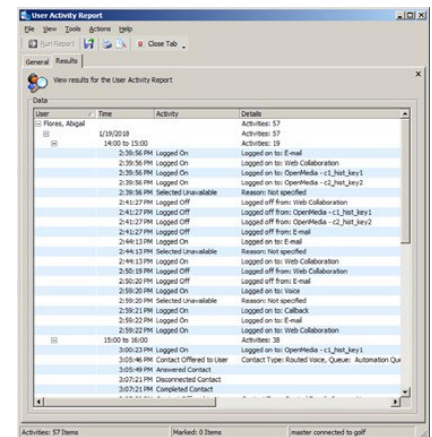
Figure 23: Multi-channel User Activity Report

Historical Reporting

Historical reports can be created quickly simply by pointing and clicking to select data elements and report parameters. Managers can choose from a comprehensive range of statistical values for blended or channel-specific reports, for example by user, group, queue, contact type, or site.

The Report Center provides graphical, as well tabular, historical reports. Displaying historical reports in OpenScape Contact Center Enterprise's Report Viewer allows managers to adjust the report output even after the reports have been run. They can reorder and re-sort content, as well as tailor the level of detail required. Multiple reports can be opened in the Report Viewer concurrently and are accessible with just one mouse click.

Reports can be viewed on-demand or scheduled to run on a daily, weekly, or monthly basis. Additional output options include email, printing, or content export to Excel, HTML, PDF or text file.

Figure 24: Report Center – Historical Report Viewer

Broadcast Center

The Broadcast Center offers a fully integrated interface for defining rules-based streaming statistics for wallboards, as well as ticker tape views for the agent desktop or external plasma displays.

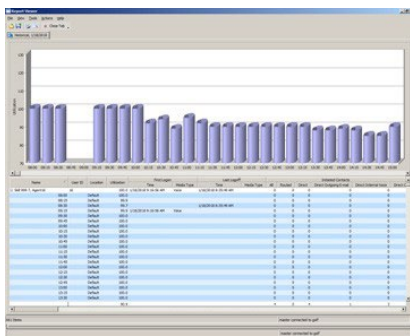With the integrated Broadcaster, real-time statistics and performance data for all channels can be streamed selectively to any agent's desktop.

Managers can configure rule-based thresholds for wallboard or broadcaster views, to alert agents visually of changes in the operational conditions of the contact center.

Easy-to-define distribution lists for broadcaster views ensure that the relevant data is sent to a selected group of recipients.

Agents – Empowered for improved contact quality

Agents have access to the Agent Portal Web client. The OpenScape Contact Center Agent Portal Web also offers a desktop application option to support execution of local applications. These clients provide tools and information for handling multi-channel interactions more efficiently while enhancing customer service experience.

Agent Features include:

- *An intuitive and blended desktop for multi-channel contact handling*
- *Support for open media connectors (including icons and tooltips for related Open Media items)*
- *Ease of deployment - the agent's software is updated each time it is used*
- *Real-time statistics and personal performance data are presented in a single window*
- *A 360° feature which enables the entire contact history of a customer to be viewed*
- *Contact history is across all channels*
- *Agents can add individual contact data*
- *Unique presence and collaboration tools to drive first-contact resolution*
- *A visual 'Contacts Waiting Indicator' for all channels*
- *Availability status and wrap-up reasons can be reported on*

Voice Handling (Inbound, Callback, Outbound)

A full set of telephony controls and tools can now streamline the handling of incoming calls. In addition, callback or outbound calls can be created by the agent, after either being generated from a campaign list, or requested by the customer using a web-based interface.

A 'Create Callback' component enables managers to use collected data to create a callback as part of a routing strategy or queue processing flow.

The agent receives a screen pop on the desktop which shows customer data and contact details synchronized with the arrival of all interactions.

A built-in interface to third-party or in-house CRM systems can be used to automate customer file retrieval for display on the agent's screen.

Email Handling

With OpenScape Contact Center Email, the Agent Portal Web client offers tools to handle incoming and agent-initiated email interactions in both HTML and Plain Text format. A screen will be displayed for routed email contacts, which can track internal, as well as external, email forwarding and consultation. This enhances responsiveness and expedites resolution. To further streamline email handling, agents can now receive auto-suggestions based on email subject matter. Alternatively, they can use text modules, choosing from a library of selectable email templates.

The email history tool provides a range of search criteria which can track the progress of interactions and search within existing email threads. This will enable agents and managers to understand the sequence of interactions, leading to a satisfactory resolution.

Agents can reach out to customers by initiating new emails. For determining the success of an email campaign or the reactivation of customer relationships, agent-initiated emails and related replies can be tracked and reported on. Information can also be emailed to a caller even while on a call or web collab ration session, improving the quality of customer service, and reducing the need for later follow-up actions by the agent.

Email handling supports routing to more than one recipient - in the "To" and "CC" field. Attachments can also be viewed in the email handling view for more efficient contact handling.

Web Collaboration Handling

The OpenScape Contact Center Web Collaboration feature is a fully integrated solution for effectively handling real-time customer dialog online, while leveraging agent clients. With the OpenScape Contact Center Web Collaboration feature you can automatically categorize, route, and queue live web interaction requests. This establishes a session which allows customers and agents to communicate in real- time via web text chat, screen-sharing, or simultaneous voice communication.

To speed up interaction times, the agent can choose text from a stock of ready-made content, as well as linking web pages directly from a selection, so that these items instantly appear in the customer's browser. This allows the agent to synchronize the customer's browser to specific content. Each web interaction and transcript will be stored in the server database.

Callback Handling

If your contact center is restricted to handling inbound customers, you may be missing opportunities to enhance customer relationships, as well as getting the full use of your agents. OpenScape Contact Center Callback helps you to fully leverage your contact center investments by providing a blended agent desktop, which can handle inbound calls and callbacks. This helps optimize agent productivity by providing a more balanced contact volume for agents throughout the day.

If required, your agents can also make sure that customer interactions are followed up on by defining callbacks. A web interface enables your customers to request callbacks at a time convenient for them.

OpenScape Contact Center Enterprise also provides built-in functionality to automatically create a callback if a customer has hung up while waiting to speak to an agent.

Outbound Call Handling

With the OpenScape Contact Center Outbound option, managers can automatically import call lists for up to 10,000 outbound calls. Outbound calls are routed to agents according to their skill-set and availability, to pursue campaigns or make one-to-one marketing calls during times of lower incoming traffic. Outbound calls can also be used for customer surveys.

Real-time and cumulative views will enable managers to monitor outbound calling activity and campaign status in real-time. Historical reports for outbound interactions allow for the documentation of outbound campaigns or outcome of customer survey calls.

OpenScape Contact Center includes a fully integrated outbound campaign solution with an intelligent dialer. It delivers value by providing proactive engagement at a low cost, delivering a convenient and easy to include dialing capability to existing OSCC environments as well as providing secure contact handling for outbound dialing and campaign management.

Unique Presence and Collaboration Tools

To help drive first-contact resolution and responsiveness, agents can use the Team List and Team Bar features to view real-time presence and the availability status of their peers, managers, or even experts, outside the contact center. Available users can be included in a call transfer, consultation, or conference, with just a single mouse click.

Detailed presence and availability information is displayed for all channels, so that agents can easily find the right person to collaborate with, as well as being able to resolve voice, email, and web contact issues in real-time.

Using Presence Tools to Drive First-Contact Resolution

The OpenScape Contact Center Enterprise offers unique presence and collaboration tools, which can extend the customer service community even further:

- *Agents in the contact center can observe the availability of their peers, experts, and supervisors*
- *Home-based agents and users in remote locations will be visible with real-time presence information*
- *Experts, decision makers or knowledge workers anywhere in the business can easily be made available when required*
- *The availability of business users can automatically be controlled by the system (e.g., by displaying a talking, logged off, available status), or the user can select a 'specific reason caption' (in a meeting, at lunch, working on research, etc.)*

Beyond the formal contact center, there are many people who may be able to help resolve customer situations: knowledge workers, experts, back-office personnel, second level support or account managers.

Their availability status may need to be visible to the contact center agents and accessible for collaborating on customer issues or opportunities as they arise.

The agent's desktop provides the Team Bar and Team List features. These innovative real-time presence and availability tools visually track and display the availability of other users, regardless of their physical location. Even agents in remote locations, such as home-based or roaming agents, are as easy to collaborate with as a colleague located in the next room.

Users in the Team List can be sorted and displayed by job role, department, group or current availability status by field, making the location of the appropriate user easily available.

The optional, non-intrusive Agent desktop provides a streamlined user interface, while still being tied into the routing and communication framework of the contact center.

This desktop feature offers 'soft phone' productivity tools as well as streaming real-time contact center statistics, and the ability to monitor the presence and availability of other users within the OpenScape Contact Center Enterprise system.

Contact Center Scenarios Using Presence and Collaboration

When the need for assistance arises during a customer interaction, the agent can engage the right person on the first attempt.

Example 1:
- *Problem: An important customer has a complex technical question, requiring immediate resolution.*
- *Solution: The answering agent uses the Team List to locate and conference in an available expert at the remote office.*
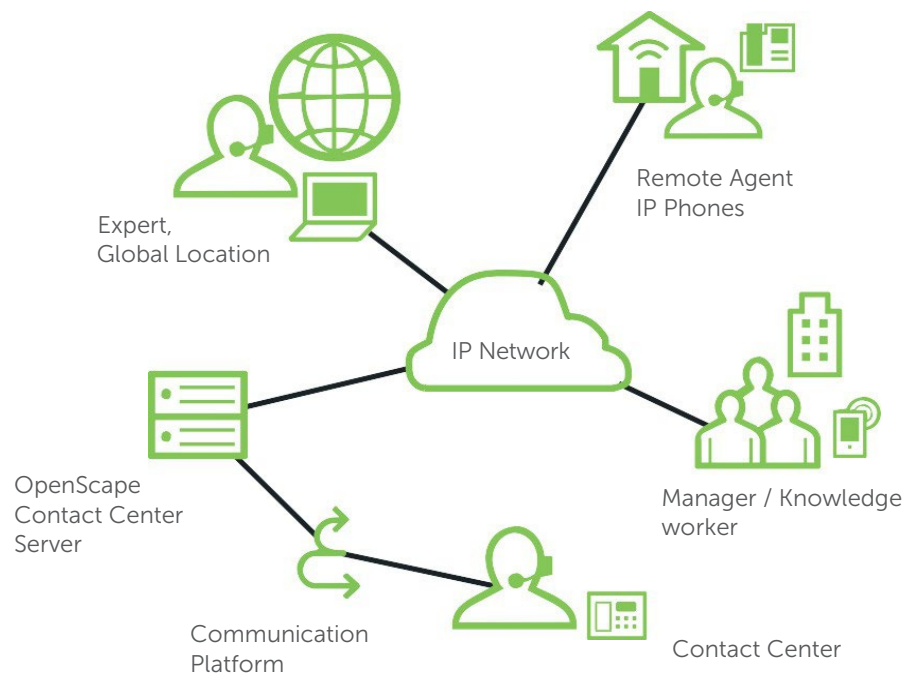

Figure 29: Evolve to IP with investment protection

Example 2:
- *Problem: A loyal customer calls the sales team asking for a questionable service charge to be removed from their bill*
- *Solution: Using the Team Bar, the answering agent quickly identifies an available supervisor on duty, who can authorize the removal of the service charge in real-time.*

Evolve your Contact Center to IP with Investment Protection

The OpenScape Contact Center Enterprise is designed for traditional (TDM), hybrid, or pure-IP Telephony environments. This enables you to evolve to a completely IP-enabled contact center when you are ready, while protecting your investment with infrastructure independence. OpenScape Contact Center Enterprise's flexibility in converged environments allows for the deployment of individual IP agents, whenever and wherever needed, independent of their physical location.

Contact Center Enterprise's skills-based routing engine, home-based agents, branch offices or remote locations are seamlessly tied into the routing strategies of your contact center. Distributed users can be deployed with IP soft clients or IP phones.

To drive first-contact resolution, mobile solutions with voice over wireless LAN end-user devices can be leveraged to un-tether enterprise users, while still allowing them to collaborate on incoming calls.

Presence and availability information for mobile decision makers, subject matter experts, and remote users, will enable your agents to collaborate with any user participating in the virtualized contact center.

OpenScape Contact Center Enterprise CRM Ready Integrations

To streamline integration with your CRM systems, OpenScape Contact Center Enterprise offers the following optional CRM integrations:

- *CRM Ready Integration for SAP The certified integration for SAP ICI provides a single, unified desktop with screen pop-up and CTI functionality, fully integrated into the SAP interface. It enables personalized customer service through automatic customer identification. It also allows intelligent routing of customer voice calls and emails to the best available agent based on skill-set, job role, subject knowledge, customer data, or business rules, from mySAP CRM.*

- *CRM Ready Integration for Siebel*

- *The validated OpenScape Contact Center Enterprise integration with Siebel 7.8 provides a unified agent view and desktop with embedded telephony controls.*

- *Agents receive a screen pop-up for each incoming customer call. To ensure optimal handling, customer needs are matched to agent qualifications based on OpenScape Contact Center skills-based routing and Siebel business rules.*

Ensure Business Continuity with System Redundancy

The risk of any potential system failure can be effectively managed with the OpenScape Contact Center standby redundancy function. From resilient equipment to geographical split site support for full disaster recovery, this solution can be configured to meet your needs. It ensures that not a single call, e-mail, or callback is lost; that full reporting is assured even across networked nodes; and administrative

overheads are minimized through transparently synchronized add-ons, moves, and changes. All this keeps your business running, and your customers satisfied, even when problems occur.

Simplify Integration with the OpenScape Contact Center Enterprise SDK

Sometimes, your unique business requirements need tailor-made application integration or extensions. Mitel recognizes the need to extend contact center capabilities, and to integrate with existing front and back-office applications while managing IT budgets and the costs of customized development.

OpenScape Contact Center Enterprise's optional Software Development Kit (SDK) facilitates complete integration with other applications, like in-house or 3rd party CRM applications, as well as customized application development. The SDK helps to reduce costs, and to ensure the rapid development of customized solutions for the contact center, by offering well-documented and supported programming interfaces. With OSCC V9 R3 the SDK is now also available with REST API interfaces.

OpenScape Contact Center Enterprise V12 R0

System Features

- *Contact Media Service (voice processor, voice portal, recorder including on-demand recording, integrated softphone, video & screenshare, Customer Satisfaction - CSAT survey)*

- *Support for Microsoft Teams interoperability*

- *Support for OSCC Manager for remote use (with Windows RemoteApp)*

- *Enable Bulk Skills changes for Agents*

- *Audio notification: for chat, callback and social media*

- *Enhanced Web Chat with integration via REST API for flexible corporate web page design, configuration and implementation*

- *Support for Contact Line Identification Presentation (CLIP)*

- *Enhanced REST SDK interface to include Realtime Statistics (on top of earlier supported voice, callback, Open Media and web chat support)*

- *Chat Bot (virtual agent) with integration support for Google Dialogflow and IBM Watson Assistant*

- *Security enhancements*
  - Support for OAuth authentication
  - Single sign on SAML 2 authentication support
  - Password encryption
  - Update of hardcoded password type
  - Support for email TLS 1.2 and 1.3 encryption
  - Partial Support for WCAG (2.0 AA) - accessibility for disability

- *Open Media Framework - support for social media platforms including Facebook, Twitter and WhatsApp (and up to 10 media platforms)*

- *OpenScape Contact Center Analytics Life of Call (customer journey analytics) - included in our Base License; Full Softcom analytics suite available in sales tools*

- *UC/CC co-existence on OpenScape Voice & OpenScape 4000*

- *Advanced skills-based routing for voice, e-mail, web collaboration, outbound calls, callbacks, and open-media connector media*

- *Improved security and serviceability*

- *Integrated database*

- *Wallboard support*

- *CTI integration*

- Multiple language and time-zone support
- Data management server with configurable retention periods for reporting, e-mail and Web collaboration
- Supports IP-Telephony, converged or TDM (circuit-switched) platforms
- LDAP support

Manager Desktop

- Users, skills, virtual groups, queues, and data source administration
- Design of contact processing flows, routing strategies, queue processing, and related capabilities for all media platforms
- Monitoring, reporting, alerts, and notifications, using real-time and historical infographics
- Rules-based, streaming broadcast capabilities for wall-boards, client desktops, or client-connected plasma displays
- Telephony platform synchronization and related capabilities

Web & Mobile Supervisor

- The Web Supervisor provides mobility and browser access with the same features as the Mobile Supervisor
- The Web Supervisor supports Google Chrome browser. Support for other browsers will be announced at a later date
- The Mobile Supervisor empowers the remote worker with either Apple or Android device access
- Provides a quick summary, as well as real-time agent and queue status
- Accesses more detailed agent status information, and changes routing status of agent
- Supervisors can add or remove skills in an agent's profile

Agent Portal Web

- Integrated Softphone
- Video & Screenshare
- Supported on Google Chrome, MS Edge, and Firefox Mozilla browsers
- Partial support for disability Accessibility (WCAG 2.0 AA)
- Integrated 360° customer view consolidating all channels into one historical catalog
- Blended multi-channel agent client (incoming voice, email, web, outbound /callback, social media Facebook, Open Media channels [up to 10])
- Chat between agents and supervisors
- Is Typing" chat feature
- Unique multi-channel presence management and collaboration tools
- Full desktop telephony controls, plus click-to-dial speed dial, directory, multi-channel contact log
- Contact details screen pops
- Work and availability reason codes
- Wrap-up codes assigned to queues
- Visual, channel-specific Contacts Waiting indicator
- Real-time statistics and personal performance data
- System tray icon mode
- Customizable launch pad with 'cut and paste' toolbars
- Optional streamlined Associate desktop
- Presence integration - show UC status
- Broadcaster 'ticker tape'
- Fully configurable Hot Key support
- Taskbar - show team
- Web Collaboration
- Callback - managing appointments
- Resend historical e-mail message.

OpenScape Contact Center call Director (optional)

- Integrated IVR
- Call menu prompting
- Caller input digit collection
- Multi-format numbers to speech playback
- Read/write access to external databases
- Dynamic passing of call data to agent application
- Intelligent announcements in queue (e.g., expected wait time)
- Contact Media Service (CMS) supporting up to 300 sessions per instance of CMS. Scalable with multiple instances
- Full routing design integration

OpenScape Contact Center Networking (optional)

- Load balancing and call distribution for up to 5 sites (7500 active agents)
- Flexible, multiple distribution criteria
- Centralized monitoring and reporting
- Multi-site routing strategies fully integrated into Design Center flows

OpenScape Contact Center Multi-tenancy (optional)

- Single-license deployment of multiple business unit entities with up to 1,500 active agents on one OSCC server
- Separate administration and security
- Separate design and routing
- Monitoring and reporting
- Support of multiple time zones
- Enhanced security permissions for manager and supervisor at the business unit level

OpenScape Contact Center Open Media – Social Media (optional)

I. Social Media

- *Social media integration (Facebook, Twitter and WhatsApp all available out of box)*
- *Native support for these social media applications is enabled by pre-built Open Media Connectors*
- *These social media applications are tightly integrated in the contact center and include support in the OpenScape Contact Center universal queue management, routing, and reporting ensuring an omnichannel experience for users*

II. Other Media

- *Open Media framework enables integration with other business process applications that require intelligent routing or distribution of text-based objects. Such objects include routing of ticket from ticketing systems or alert objects from monitoring systems.*
- *Open Media framework also supports non-text media objects such as audio and video media types. The intelligent routing of this objects is handled by OpenScape Contact Center while the actual transmission of the media payload is handled external to OSCC*

OpenScape Contact Center Email (optional)

- *Automatically analyze, categorize and route incoming email;*
- *Support Email routing to more than one recipient - in the "To" and "CC" field*
- *Show emails with attachment in report view; add attachment clip at top of email message*
- *Support for multiple email servers*
- *Intelligent auto-acknowledgement, auto-response capabilities*

- *Library of configurable text templates*
- *Intelligent routing and queuing based on agent skills profile and blended queue*
- *Fully integrated into Design Center flows and the Agent Desktop client*
- *Support of HTML and Text formats*

OpenScape Contact Center Web Collaboration (optional)

- *Real-time text chat, linked browsing, and web page forwarding*
- *Library of configurable text templates and push URLs*
- *Intelligent routing and queuing based on agent skills profile and blended queue*
- *Fully integrated in Design Center flows and the Agent Desktop Client*

OpenScape Contact Center Callback (optional)

- *Blends callbacks with inbound traffic*
- *Preview Dialer fully integrated with the Agent Desktop client*
- *Agent-initiated and web-requested callbacks*
- *Customer-requested callback in routing strategy, or while waiting in queue*
- *Automated creation of callback on call termination while in queue*
- *Intelligent routing and queuing based on agent skills profile and unified queuing*

OpenScape Contact Center Outbound (optional)

- *Import of outbound dialing campaigns from externally generated lists*
- *Upload up to 10,000 contacts into the campaign manager*
- *Intelligent routing and queuing based on agent skills' profile, and blended inbound / outbound queue*

OpenScape Contact Center CRM Ready Integrations (optional)

- *Pre-built, certified CRM desktop integration with mySAP CRM and SAP ICI*
- *Pre-built, validated CRM desktop integration with Siebel*

Software Development Kit (SDK) (optional)

- *Updated with new REST API architecture*
- *Enables integration with existing or custom application development*
- *Exposes OpenScape Contact Center system variables and statistics to other applications for custom integration*
- *Enables access to user presence information for custom or third-party applications*
- *Monitors and exposes agent and channel state information via APIs*

System Capacity

- *Defined Users per System: 6000*
- *Active Agents per System: 1500[1]*
- *Managers per System: 180[2]*
- *Maximum number of systems: 5*
- *Total number of agents across systems: 7500*
- *Maximum # of Skills: 1000*
- *Maximum # of Queues: 2000*

Note: For updated supported software and hardware information please reference the OpenScape Contact Center release notes.

Software Platform

Server

- *Windows Server 2019 Standard Edition*

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1. Communication platform dependent
2. System configuration dependent

- *Windows Server 2019 Datacenter Edition*
- *Windows Server 2022 Standard Edition*
- *Windows Server 2022 Datacenter Edition*

Client

- *Windows 11 Professional and Enterprise Edition*

Virtualization

- *Support for VMware V6.5, V7 and V8*

For OpenScape Contact Center Email

- *Microsoft Exchange Server 2016 and 2019 (and Office 365),*
- *Google G Suite (Gmail)*

For OpenScape Contact Center Web Collaboration

- *Microsoft Internet Information Server (IIS) 10*
- *Apache Tomcat v9 and v10*

SAP CRM 7.0 with the SAP ICI interface version 3.07

Note: The support for SAP CRM 2007 (6.0) continues unchanged as the interfaces for SAP CRM 7.0 are backwards compatible.

Support for TrendMicro Antivirus

Server Hardware Platforms[1]

- *Two Intel Xeon E5-2609v2, 8GB RAM, 1 TB HD SATA, 1GBps*
- *Ethernet, 16x DVD-ROM, recommended*

1. System configuration and load dependent

Supported Communication Platforms

- *OpenScape Business V2 R6, R7, V3*
- *OpenScape 4000 V8 R2, V10*
- *OpenScape Voice V9R3, R4, V10*

Standard Pre-Integrations

- *XML interface for Workforce Optimization (e.g., Verint)*
- *Spectrum Wallboards*
- *LDAP Directories*

Standard Interfaces

- *CRM screen pop-up API*
- *Third party IVR API (HPRI)*
- *Voice XML, ODBC, SQL*
- *LDAP*
- *REST SDK*
- *Custom function component*
- *Web Interaction REST API*
- *OpenMedia REST API*
- *Virtual Agent REST API*

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