Mitel Phone Manager - Professional
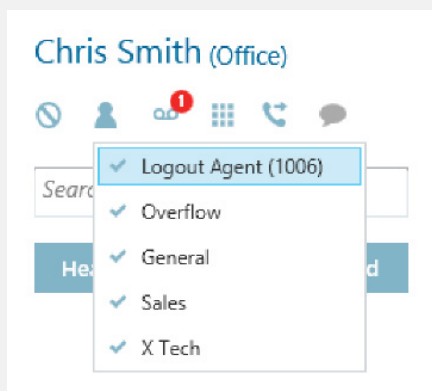
Call centre ACD control & CRM integration for MiVoice Office 250

Overview

The Professional version of Mitel Phone Manager builds on all the great features of Mitel Phone Manager Outlook and introduces a range of features designed to put all your contact center tasks at your fingertips.

ACD agent control

Whether you belong to 1 or 10 inbound hunt groups, Mitel Phone Manager Professional gives you a simple way to see which groups you are logged into and then change the status in any group with a simple mouse click. Only groups you are a member of will be displayed so there is no need to remember hunt group numbers or feature codes anymore.
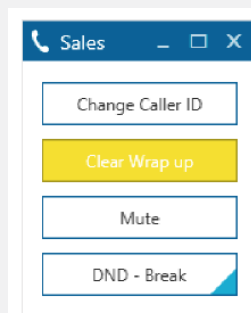
Soft keys

To automate common telephony and other tasks, 5 user configurable soft keys are included with the software. These allow users access to the phone system feature codes and speed dials which helps to streamline interaction with the telephone.

CRM integration

As well as support for 1st Party TAPI, the Professional license provides screen pop integration to more than 15 of the most popular CRM applications on the market. Simply configure the user's login credentials and set to pop when ringing or on answer. In most cases the Mitel server database can be configured to synchronize with your CRM to display your customer data on the Mitel Phone Manager call control toaster which can change color to alert staff to incoming VIP calls.

Toolbar features

In more formal call center scenarios, multiple configurable toolbars can be centrally designed and assigned to users to maintain a standardized interface for all users. Buttons can be designed to dial popular numbers with one click, launch your Windows applications quickly and easily or be set-up to use any of the 100+ MiVoice Office 250 features.

Macro and API support

If you have a custom or in-house designed CRM then take advantage of the Professional license's integration tools such as VB Script Macro Design, .NET DLL and COM controls. If your CRM user interface is a browser it's even easier to screen pop with the use of a query string.

Key features

- All the features of Mitel Phone Manager Outlook license (see Mitel Phone Manager data sheet)
- ACD agent control (hunt group Login)
- UCD status notification and control
- Integrated soft keys (5 buttons), user customisable
- Multiple toolbar support, centrally configured
- 1st party TAPI, (call control events)
- Macros, vb scripting engine for custom integration work
- CRM application support (see crm data sheet for more details)
- API access (.Net dll/com/vbscript)

Key benefits

- Improved efficiency, gain complete control of your MiVoice Office 250 endpoint from your computer
- Integrate with common CRM application or use the development tools to cti enable your own applications
- Streamline training requirements & speed up telephony tasks

HOST SYSTEM REQUIREMENTS

- OS: Windows 7, 8.1, 10 (Professional / Enterprise / Ultimate) 32/64-bit
- OS: Windows Server 2008 SP2, 2008 R2, 2012, 2012 R2, 2016 (Standard / Enterprise / Datacenter) 32/64-bit
- CPU: Intel Core Duo 1.8GHz or faster (or equivalent)
- RAM: Minimum: 1GB, Recommended 2GB
- Network: IPv4, 100Mb/1Gb
- Graphics: Minimum: DirectX v9 compatibly graphics cards with 120MB RAM. Recommended DirectX v9 compatibly graphics cards with 1024MB RAM
- .NET Framework: 4.5.2
- Supports Terminal service environments (except TAPI & softphone features, RAM, CPU & Graphics requirements need assessment)
- Active Directory Integration by Organisation Unit (OU) for user configuration

UPGRADE OPTIONS

- Add a Mitel Phone Manager Softphone (requires a CAT F device license on MiVoice Office 250)
- Upgrade to the Team Leader license if you manage other staff in your contact centre. This gives greater visibility and control of other user's status
- Playback calls directly from the Mitel Phone Manager call history using the MiVoice Office Call Recorder

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