

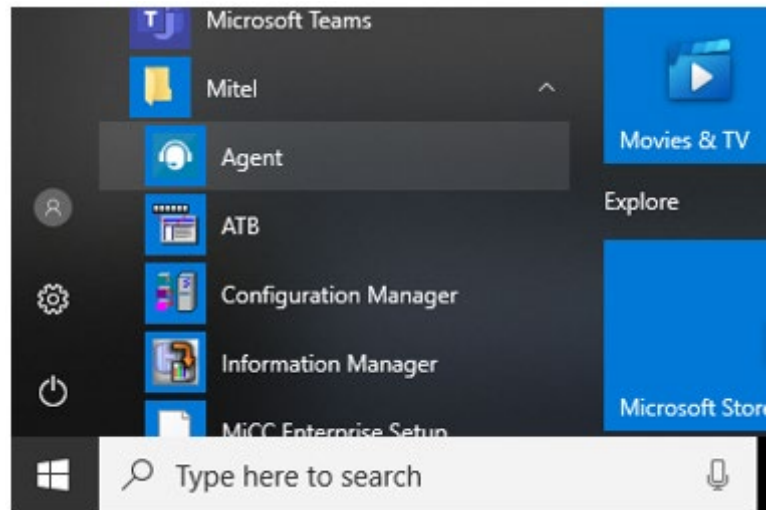
MiCC Phone Agent, Information Manager and Report Manager

Introduction

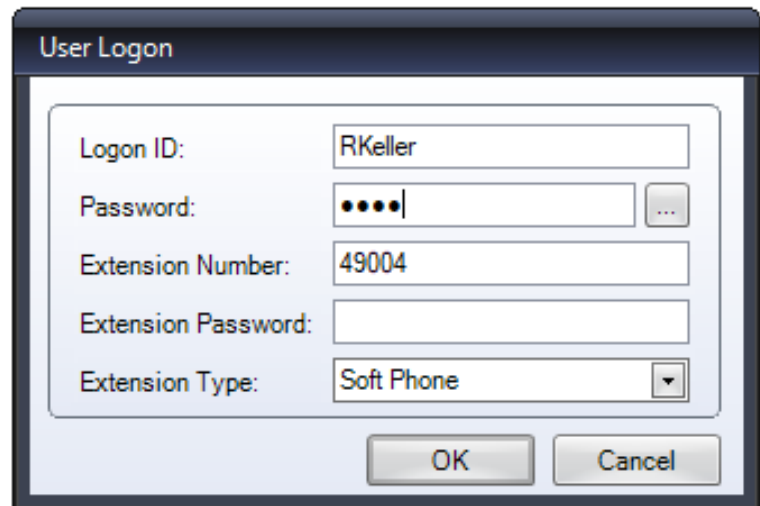
Departments can use MiCC software to manage call centers efficiently by allowing employees to log in and out of groups as needed, automatically routing calls to available agents, utilizing a queue and allowing clerical time when calls are finished.

HOW TO LOG IN

Open the Agent software in the Mitel folder under programs.

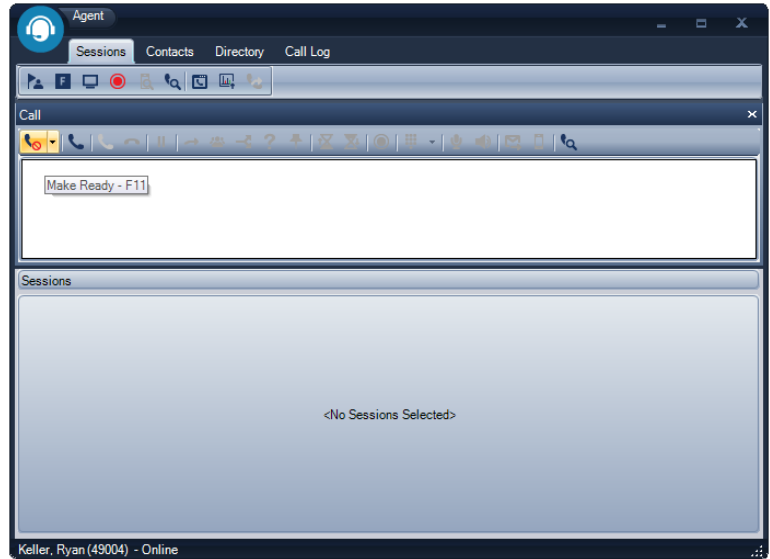


To log in, enter your username, 4-digit password and extension number. For Extension Type, choose "Soft Phone" if you are answering from your computer, or "Desktop Phone" if you are answering from your campus phone.



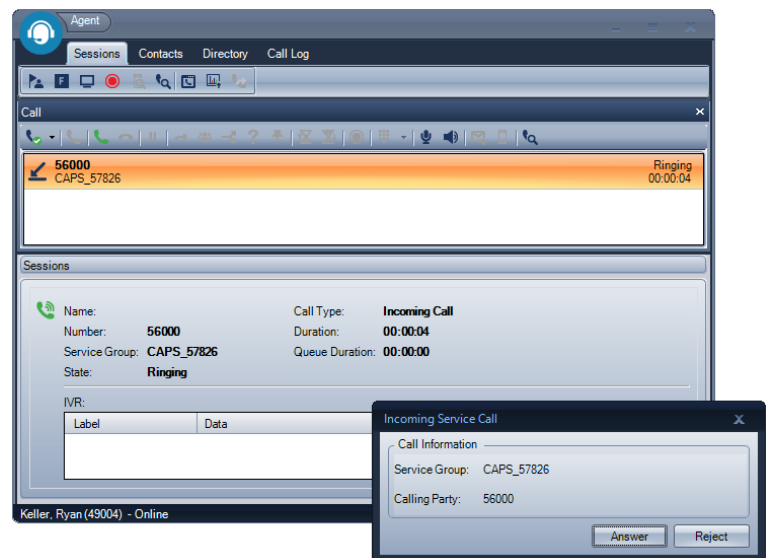
BECOMING "READY" TO RECEIVE CALLS

Click the phone icon to become 'Ready' to take calls. The icon will turn green to indicate you are ready/available.

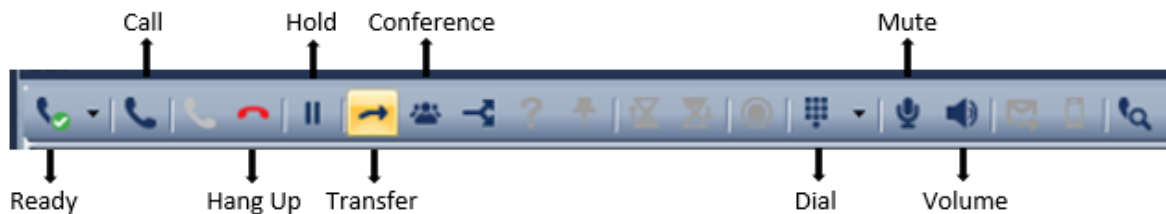


RECEIVE CALLS

When an incoming call is routed to an agent, a pop-up window will appear prompting the agent to answer or reject the call. Call window will display the service group and calling party. Hit enter or click "Answer" button to answer.

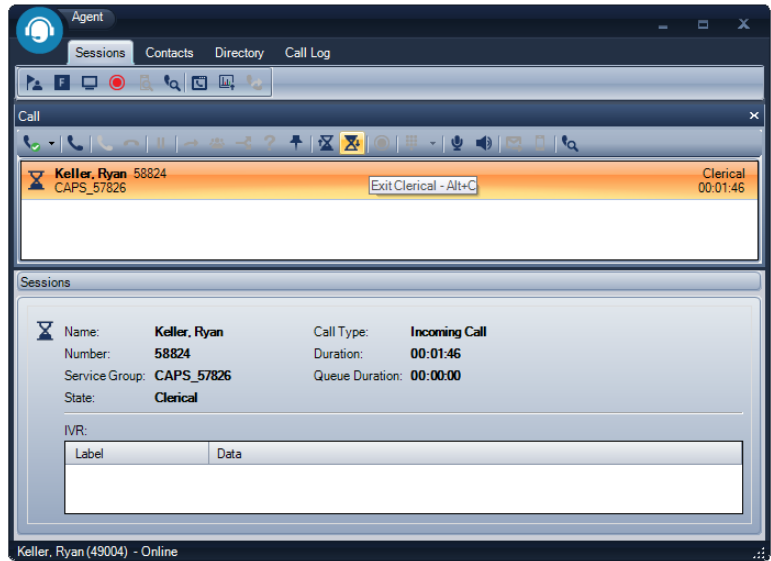


IN-CALL ACTIONS



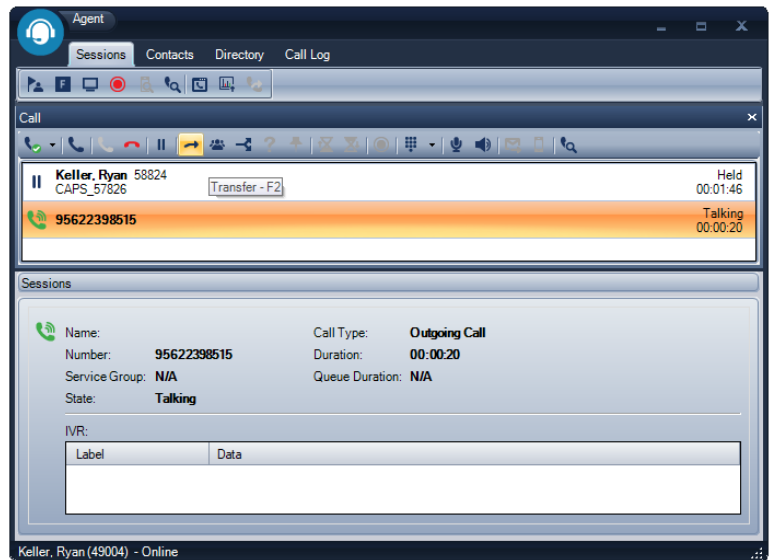
HANGING UP AND CLERICAL TIME

Once a call is finished and the agent hangs up, the agent may go into clerical time so they can regroup, take notes, etc. Clerical times for each group are determined by department. To exit clerical time, use the button in the toolbar.



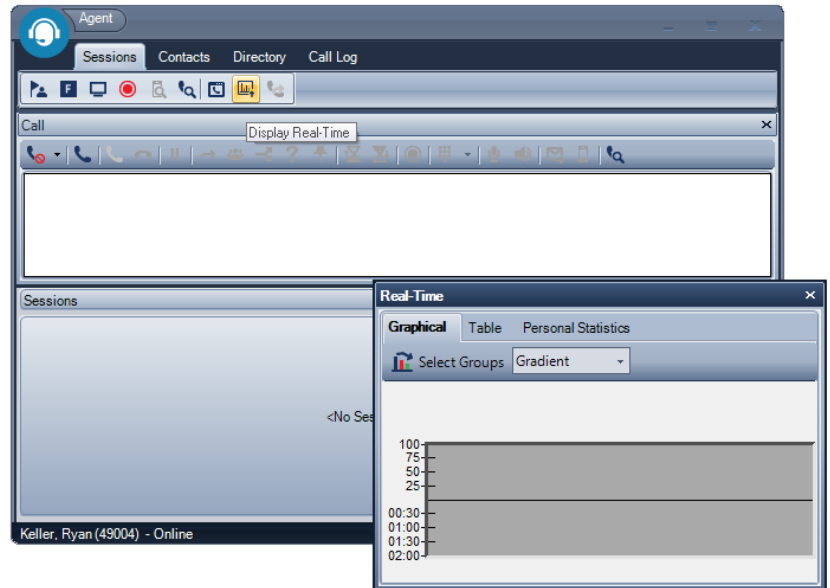
TRANSFER/CONFERENCE

To transfer or conference, while a call is on the line, hit the hold button. Click the call button to call another party, and once both calls are on the line, click either the transfer or conference button in the toolbar.

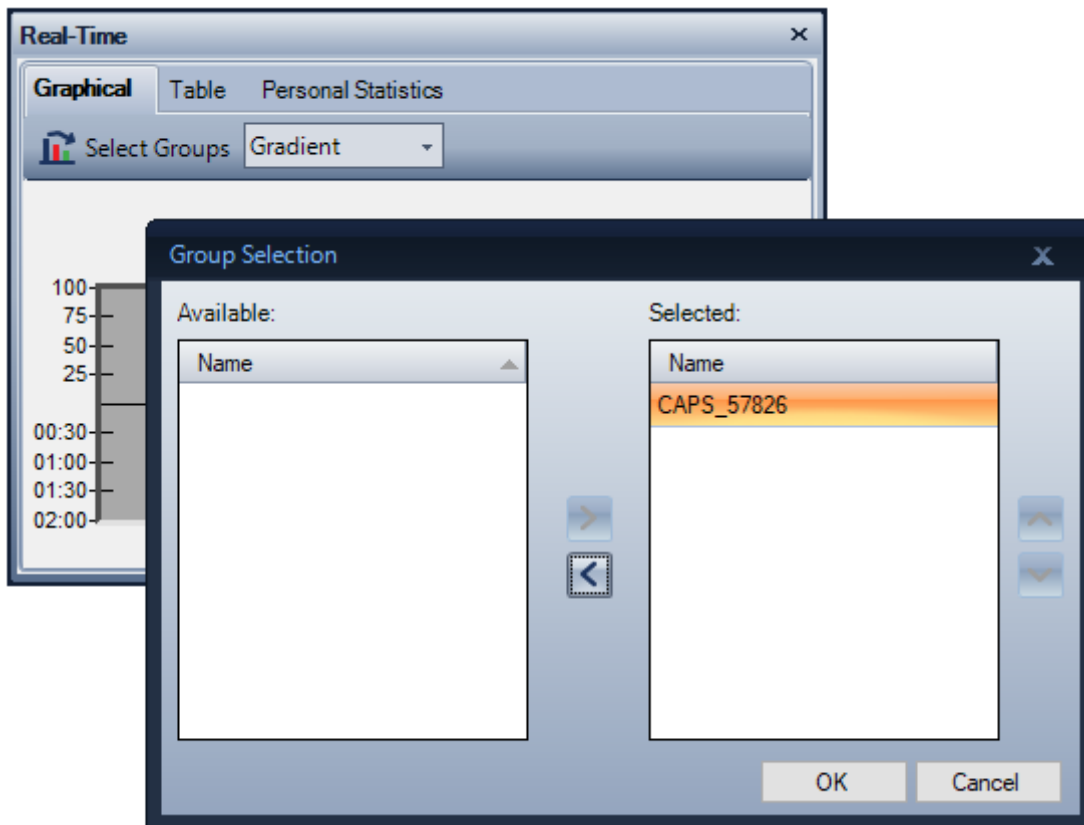


REAL-TIME CALL WINDOW

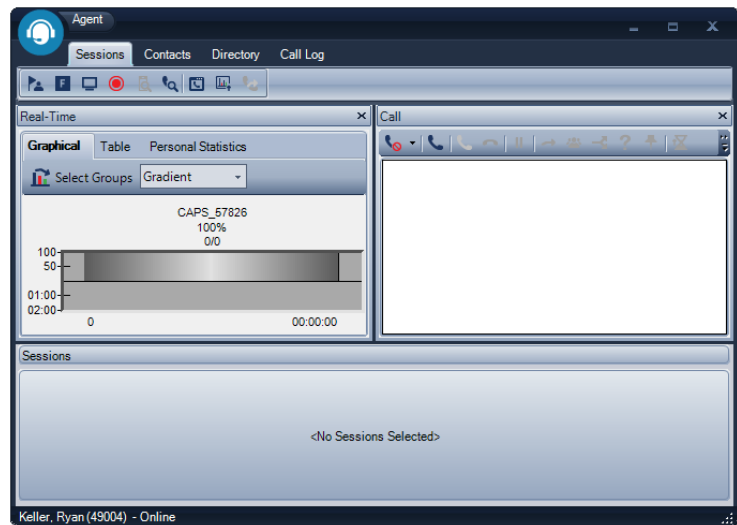
To monitor all calls both in progress and in the queue in real time, click the “Display Real-Time” icon.



In the Real-Time window, click the “Select Groups” button to choose a group to monitor. In the Group Selection window, highlight the group in the Available field and then click the arrow to move it to the Selected field, then click “OK.”

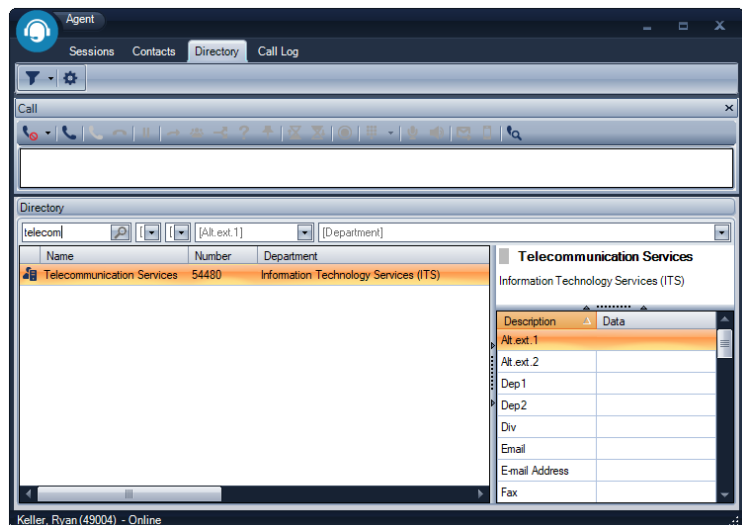


Double click the header of the Real-Time window to snap into client (optional).

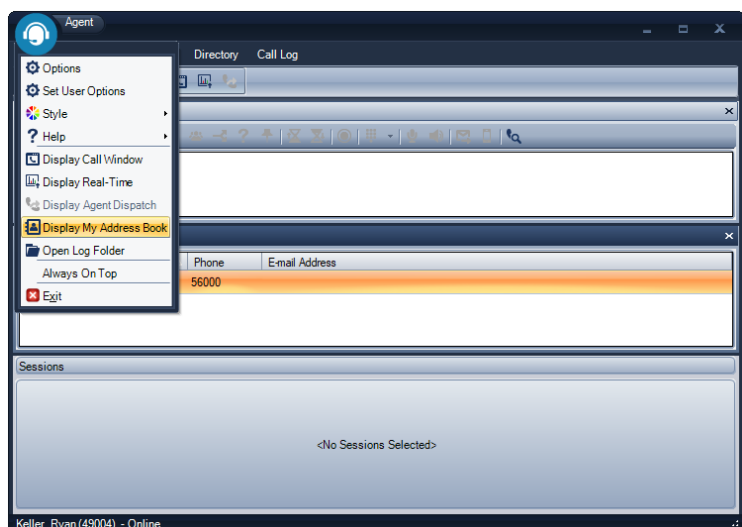


USING THE DIRECTORY AND ADDRESS BOOKS

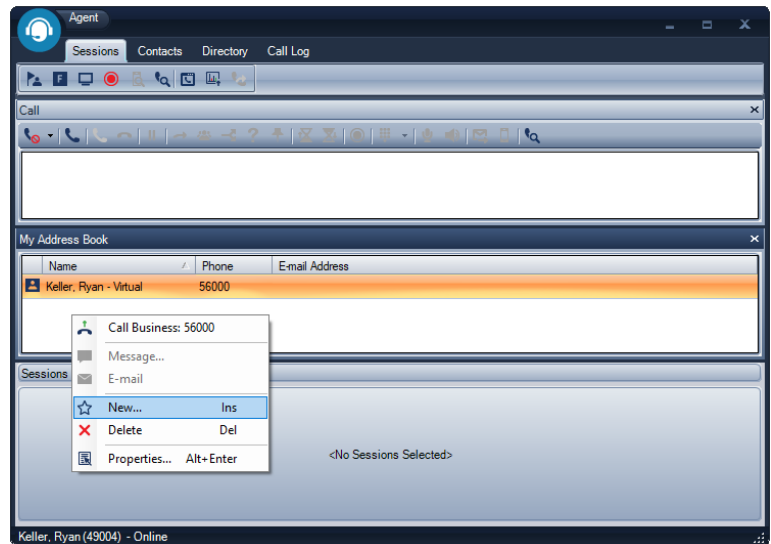
To access a list of all published extensions on campus, click the "Directory" tab. Use the search fields to search for listings and double click to call the extension.



To add/edit contacts in the address book, click the "options" menu and click "Display my Address Book." Double click the header of the Address Book window to snap into client (optional).



To add contacts, right click in the address book and click “New.” Enter the name and number and click “OK.”
To remove contacts, right click the listing and click “Delete.”



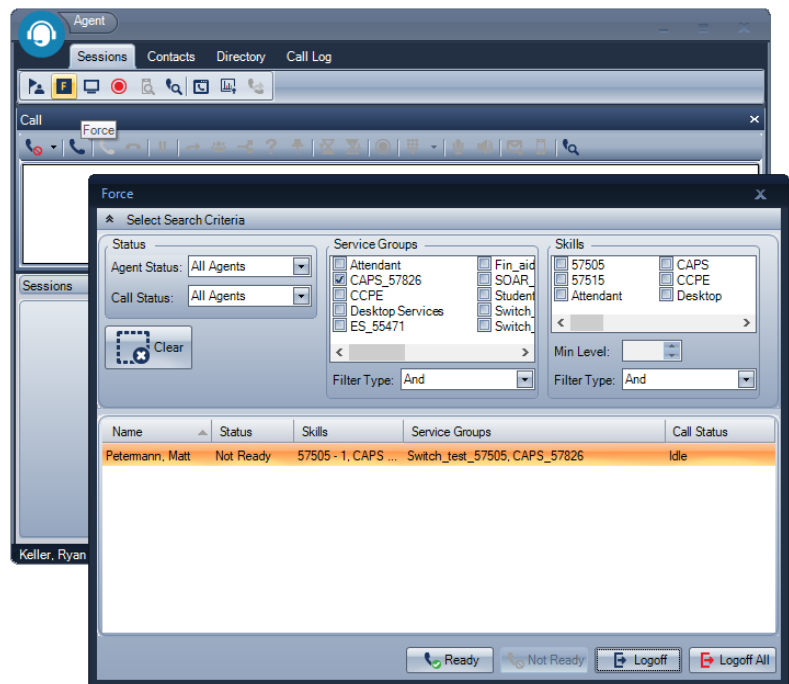
LOGGING OUT

To log out, close the application. When the confirmation pop-up appears, click “yes.”

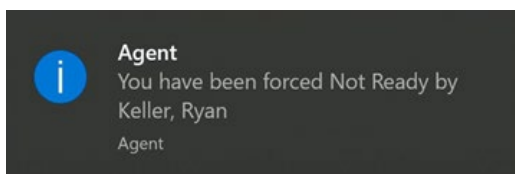
Supervisor Features

FORCE AGENTS READY

To change the status of agents in their group, supervisors can click the “Force” icon in the toolbar. When the force window appears, click the agent account you want to force on/off and click the appropriate action button at the bottom of the window.

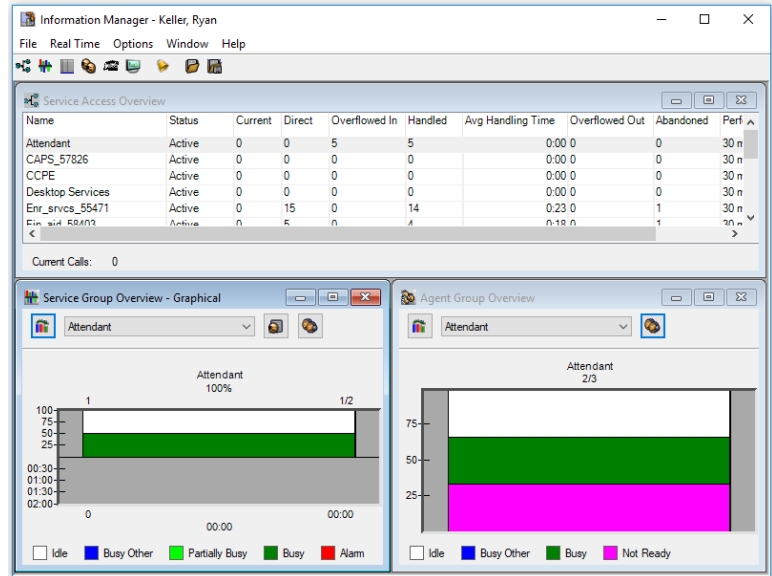


Agents will receive a notification when they have been logged on/off or made ready/not ready.



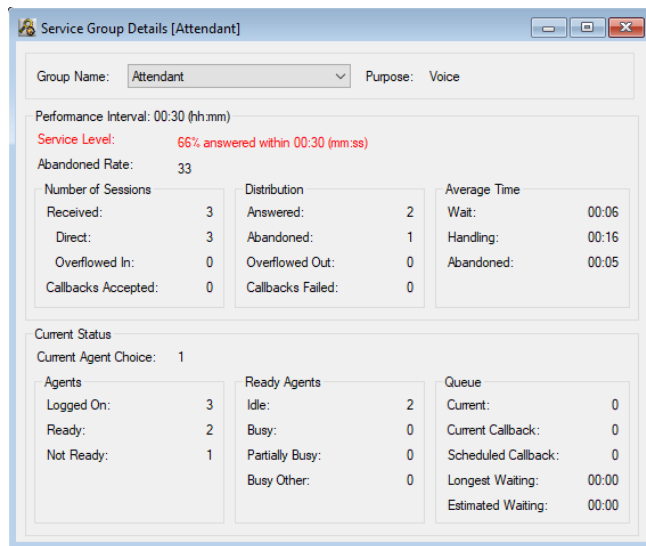
Information Manager

Supervisors can view real-time group and agent activity with Information Manager. Open Information Manager under Mitel suite and log in with username and 4-digit password.



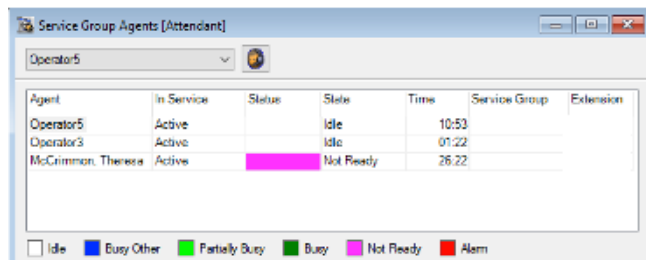
VIEWING SERVICE GROUP INFORMATION

To view service group details, go to the Service Group Overview Window and click the group icon.



VIEWING SERVICE GROUP AGENT INFORMATION

To view service group agent status, go to the Service Group Overview window and click the agent icon.



VIEWING AGENT GROUP AGENT INFORMATION

To view agent group agent status, go to the Agent Group Overview window and click the agent icon.



Agent	Status	State	Time	Service...	Extension
Roseli, Christina	Logged Off	Logge...			
Perez, Lisbeth	Logged Off	Logge...			
Operator7	Logged Off	Logge...			
Operator6	Logged Off	Logge...			
Operator5	Idle	Idle	18:12		
Operator4	Logged Off	Logge...			
Operator3	Idle	Idle	08:41		
Operator2	Logged Off	Logge...			
Operator1	Logged Off	Logge...			
McCrimmon, Theresa	Not Re...	Not Re...	33:41		
Adams, Auralynn	Logged Off	Logge...			

Legend: Idle Busy Other Partially Busy Busy Logged Off Not Re

Report manager

Supervisors can view group and agent stats with Report Manager. Open Report Manager under Mitel suite and log in with your username and 4-digit password.

RUNNING REPORTS

To run reports manually, double click a report template from the list. Some reports will have 2 versions of templates, one with data only and one that includes a graph (see icon to left of report name).

To view a sample output with field headers, click the "Report Outline" button. To run a report, click the "Generate" button.

Report Manager - Ryan - [Report Explorer]

File Display Action Options View Windows Help

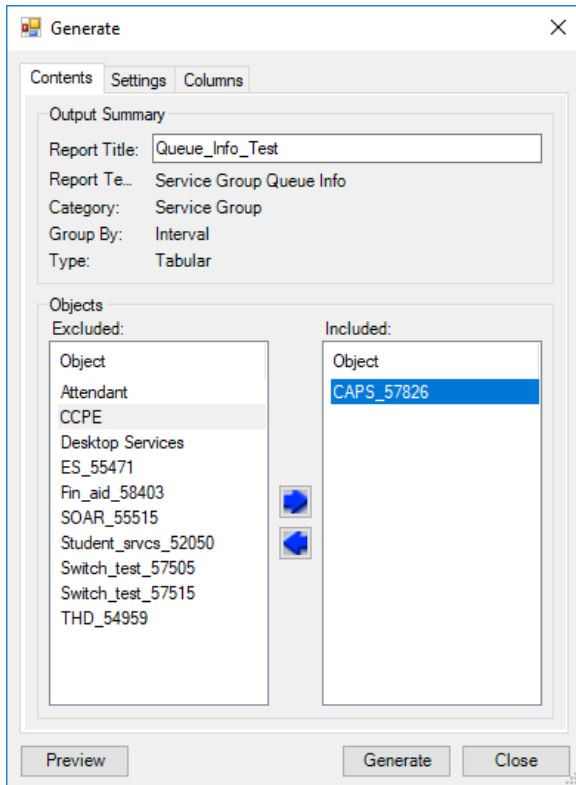
Templates - System

Name	Modified	Category	Group By
Service Access Summary	1/1/2016 12:00:00 AM	Service Access	Interval
Service Access to SG	1/1/2016 12:00:00 AM	Service Access Call	Day
Service Access to SG	1/1/2016 12:00:00 AM	Service Access Call	Day
Service Group Abandone	1/1/2016 12:00:00 AM	Service Group	Day
Service Group Abandone	1/1/2016 12:00:00 AM	Service Group	Day
Service Group Abandone	1/1/2016 12:00:00 AM	Service Group	Service Group
Service Group Call Flow	1/1/2016 12:00:00 AM		
Service Group Call Flow	1/1/2016 12:00:00 AM		
Service Group Handling T	1/1/2016 12:00:00 AM		
Service Group Handling T	1/1/2016 12:00:00 AM		
Service Group Overflow	1/1/2016 12:00:00 AM		
Service Group Overflow	1/1/2016 12:00:00 AM		
Service Group Queue Info	1/1/2016 12:00:00 AM		
Service Group Queue Info	1/1/2016 12:00:00 AM		
Service Group Resource	1/1/2016 12:00:00 AM		
Service Group Resource	1/1/2016 12:00:00 AM		
Service Group Resources	1/1/2016 12:00:00 AM		
Service Group Resources	1/1/2016 12:00:00 AM		
Service Group Response	1/1/2016 12:00:00 AM		
Supervisor Activity	1/1/2016 12:00:00 AM		
Supervisor Activity	1/1/2016 12:00:00 AM		

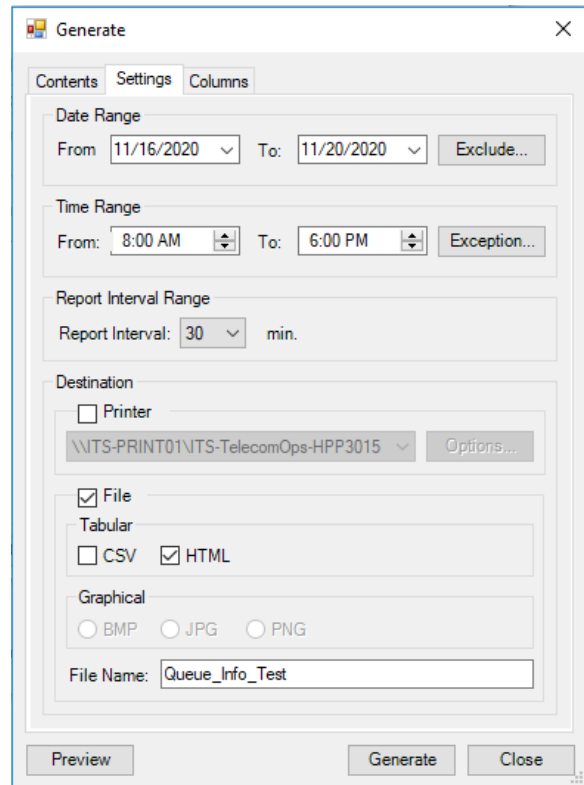
Report Template (Read-Only)

Report Outline | Generate | OK | Cancel

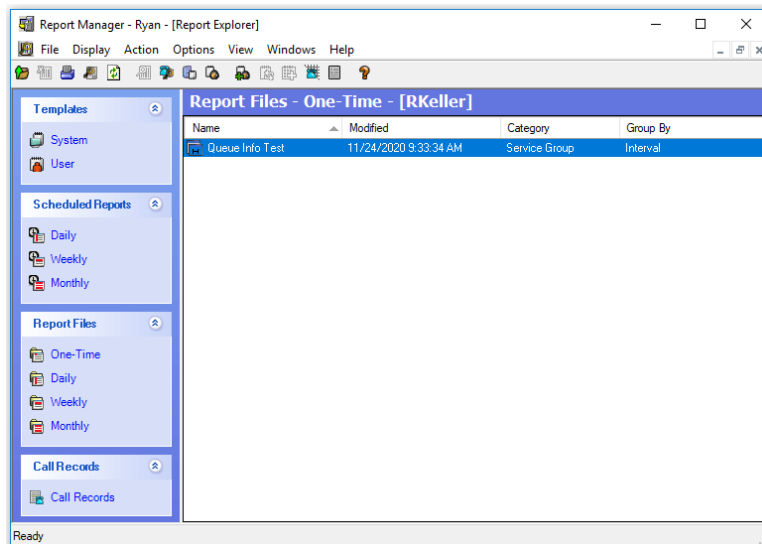
In the Contents tab, enter report title and select the service group.



In the Settings tab, enter your parameters and file name, then click Generate.



To view report output, look under Report Files and click One-Time. Double click your user name, then double click report names to view.

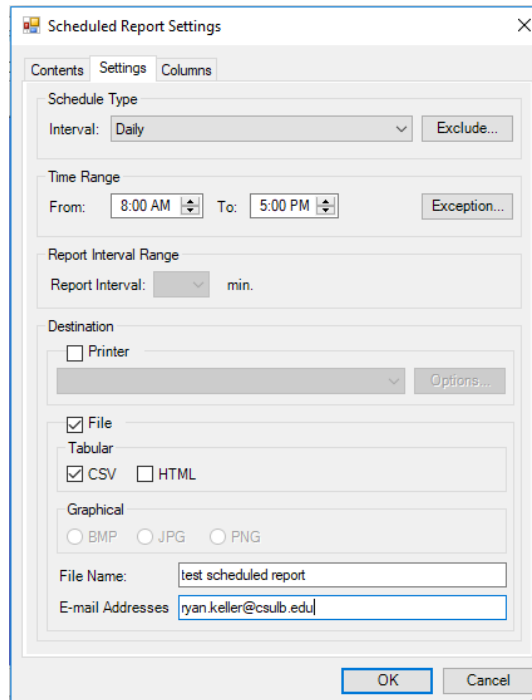


CREATING A NEW REPORT TEMPLATE

Under Templates, click User and double click your user account. Right click in the right hand pane and click New User Template. Enter template name and parameters and click OK to save.

SCHEDULING REPORTS

To schedule a report, right click a report template and click New Schedule. In the Contents tab, enter report name and parameters. In the settings tab, be sure to enter schedule type, time range, file type, and file name/email address for output. Click OK when finished.



Scheduled Report Settings

Contents Settings Columns

Schedule Type
Interval: Daily Exclude...

Time Range
From: 8:00 AM To: 5:00 PM Exception...

Report Interval Range
Report Interval: min.

Destination
 Printer
 File

Tabular
 CSV HTML

Graphical
 BMP JPG PNG

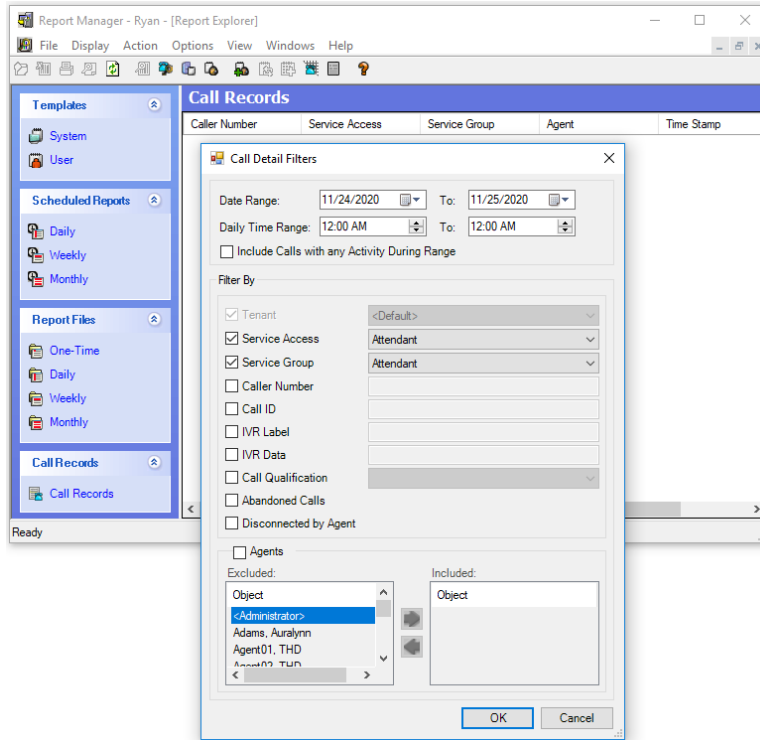
File Name: test scheduled report

E-mail Addresses: ryan.keller@csulb.edu

OK Cancel

Viewing call records

To view call records for a service group, click Call Records. Enter search parameters and click OK to view records.



Support

For technical support, please contact your local technical support team.