

Connector For Workforce Management Applications

Leverage Your Workforce Management Investments

The MiContact Center integration for third-party Workforce Management (WFM) software is an optional, server side application that works in conjunction with MiContact Center Management. It provides WFM systems with the data required for forecasting, monitoring adherence and compliance to schedules, agent productivity metrics, and automated agent scheduling.

Witness Impact 360 Integration

Includes support for the three Impact 360 interfaces required for automated agent scheduling and real-time schedule adherence:

- Agent advisor statistics — historical statistics delivered daily, in a flat-file format, to the Witness Fusion Exchange integration server.
- Direct contact statistics — historical statistics are delivered daily, in a flat-file format, to the Witness Fusion Exchange integration server.
- Real-time schedule adherence — agent events are delivered as they occur, using network messages, to the Witness Fusion Exchange integration server.

IEX TotalView Integration

Includes support for the IEX TotalView Historical Multimedia interface and Real-time Adherence interface protocols for automated agent scheduling and schedule adherence:

- Historical Multimedia Interface — MiContact Center Management sends Queue, Agent-queue and Agent System Performance reports to the IEX TotalView server. They are sent in 15 or 30 minute intervals to accommodate call data processing. A fourth report containing agent sign-on/sign-off events, is generated once a day.
- Real-Time Adherence Interface — Agent events specified by the IEX real-time adherence interface protocol are delivered, as they occur, using network messages to the IEX TotalView integration server.

Q-Max Integration

Includes support for the Q-Max generic data collection and agent adherence interface protocols for automated agent scheduling and real-time schedule adherence:

- Automated Scheduling — MiContact Center Management provides historical data using stored procedures to specific files on the Q-Max server every 15 or 30 minutes. Q-Max periodically reads these files, processes them, and updates the Q-Max Work-Plan with the information.
- Schedule Adherence — MiContact Center Management communicates with the Q-Max Adherence server over TCP/IP. Contact Center Management opens a listening socket which enables Q-Max servers to receive real-time ACD data.

Key Benefits

- Supply your Workforce Management software with the information it needs to optimize efficiency
- Use historical data to improve future service level objectives and ensure you have agents ready when you need them
- Schedule the right agents at the right times
- Ensure agents are performing scheduled tasks

Who Can Benefit From Workforce Management Integration?

Contact centers that want to:

- Leverage and maximize their existing software investments
- Accurately forecast future business requirements
- Optimize agent scheduling and ensure customer satisfaction
- Readily track agent adherence in real-time
- Improve agent productivity and performance

Features

- Integration of Workforce Management applications with MiContact Center
- Enhanced scheduling
- Skill-based scheduling
- Real-time adherence

Specifications

- MiContact Center integration with third-party Workforce
- MiContact Center Management software is a Mitel Professional Services offering Management providers with the following requirements:
- Mitel Contact Center Management, Version 5.x
- Witness Impact 360 Version 7.x OR IEX TotalView Version 3.x OR Q-Max Version 6.x