Professional Services Catalog

MiContact Center Solidus

Contents

OVERVIEW

This document overviews Mitel Professional Services for the MiContact Center Solidus solution in the Russia and CIS countries. These services are generally available for Mitel partners and direct sale to position and sell along with Contact Center products, training and support services.

Services are offered to help partners fill gaps in their own professional services offers. The Service team of Mitel RUS   provides the Contact Center Professional Services and helps customers and partners to translate customer needs and technology capabilities into successful and ready solutions.

The purpose of this document is to permit partner and sales teams to efficiently and accurately respond to each customer opportunity in a way that will satisfy customer needs and fit their budget. Responses can be composed of these service options using a co-delivery model (for a Mitel-certified partner) or a Turnkey Delivery model from Mitel.

Table 1 illustrates the way Mitel Professional Services has packaged our contact center professional services. It shows two main project stages that align with Mitel's delivery methodology: Discover, Design, Develop and Deploy. The five service areas are shaped by project needs and are for the most part consistent with UCC professional services for ease of building projects with both contact center and UCC requirements. You can choose from a large number of service options to tailor each project/opportunity for the customer's specific requirements.

Phase of Project	Service	Service Options
Discover & Design	1. Business Consulting	Strategic Development Plan
		Workforce Optimization
	2. Technical Consulting and Design	Healthcheck
		Core Contact Center Discovery and Design
		Workflow Discovery & Design
	3. Migration	Core Contact Center Upgrade / Migration
		Scripts Migration
Develop & Deploy	4. Advanced Integrations and Workflow Consulting	CRM Integration
		Workflow Consulting
	5. Implementation	Advanced Configuration
		Scripts Implementation

Table 1: Mitel Professional Services for Contact Center Solutions

MITEL PROFESSIONAL SERVICES

There are three project levels that cover a wide range of solution needs, specifically the scale, complexity and degree of certainty of customer requirements, and apply to new projects as well as additions, upgrades, migrations, etc:

1. Most basic contact center projects with simple requirements need only simple discovery and design work for things such as basic agent interfaces and IP addressing. This work is done during implementation.

2. As a second project level, when indicated by opportunity scale or complexity in the pre-sales stage, the partner/sales team and Mitel Professional Services team will interview the customer and fill out a special document called a "Questionnaire". What this really means is that extra care will be taken to ensure that the customer project requirements are well understood during the sales process and that any additional services required for project success would be included with the Mitel.

3. In the situation where a customer still has unknown / poorly defined solution needs even after discovery with the Advanced Services requirements meeting, Mitel may recommend that a consulting service be sold ahead of positioning the full solution and services. This consulting service will define and document the solution business and technical requirements, leading to more satisfied customers and cleaner project execution.

Customer Story: Tuning Up System Configuration with Healthcheck Services

Rolf, a pioneer in the Russian car market and one of the largest automobile dealers in Russia, decided to modernize its offices in Moscow and Saint-Petersburg and to integrate its contact center with CRM systems, a workforce management system and a specialized system for car dealers. With the help of the Mitel Russia team, Rolf got personally tailored solutions to meet their business needs, based on MiContact Center Solidus, for more than 450 contact center agents.

1. BUSINESS CONSULTING

Business Consulting is offered to help align customer stakeholders on their contact center business requirements and to evolve or transform how they run their contact center and differentiate their customer experience. These services are used ahead of specifying a Mitel solution or used to optimize how customers use/evolve their existing Mitel solution.

Business Consulting for contact centers is different to most other professional services that Mitel offers because business strategy, people/organization and processes are considered first, and only then consider the technology at a high level and how it can help.

Service Option	Description
Strategic Development Plan	Mitel discovers the current state strategy by interviewing key stakeholders in business and operational management and gathering and reviewing current contact center objectives, business performance, and strategic plans. Mitel consultants apply deep industry knowledge to develop customer-specific opportunities to enhance or transform the strategy, then recommend and align stakeholders on the target strategy and investment priorities. Applicable to all customers who plan to deploy a contact center solution for the first time, or who are adding major new capabilities or who have a need for business transformation in their existing contact center but need to align on strategic priorities.
Workforce Optimization	Mitel helps contact center managers to build and optimize operational processes around agent staffing, scheduling, and forecasting with focus on understanding the current management objectives and practices, identifying operational gaps and opportunities, setting priorities, and providing help with using the technology to achieve objectives maximum quality of service.

Mitel

2. TECHNICAL CONSULTING & DESIGN

These services are particularly valuable to partners who need to leverage Mitel's technical skills when customers have more advanced needs for scale, advanced features, and integrations, and where the customer understands their business requirements but lacks agreement on their target technical solution and/or business process design.

Service Option	Description
Healthcheck	For customers who need to understand their current contact center solution, Mitel discover solution technical requirements, document system topology, configurations, software releases and patch levels, review system logs, highlight system deficiencies, and summarize recommended actions. Mitel tests the architecture, some elements of the solution or the complete solution under customer requirements in the Mitel Service facility.
Core Contact Center Discovery and Design	When customers are ready to define the Core contact center solution, whether it is new or the evolution of an existing solution, Mitel discovers customer technical and phasing requirements, limitations of key architectural choices, frames out key configuration parameters, dimensions systems to meet performance, assesses feasibility of third-party integration and interoperability, and defines design best practices. Along with the architecture, Mitel assesses areas of risk and builds in mitigation strategies. The design will be ready to implement by Mitel's and/or partner's delivery team.
Workflow Discovery & Design	For customers who need to create the new IVR workflows, Multimedia workflows and/or Outbound campaigns, Mitel discover business process requirements, design and document workflows, and build workflow configurations for the MiContact Center Solidus platform(s). Workflows include all the relevant design best practices and build in ways to avoid poor customer experience. The workflow design will be ready to configure by Mitel's and/or partner's delivery team. **IVR Routing Workflows:** Can include: announcements, menus, schedules, database integration, and many others. **Outbound Workflows:** Choose from preview, power/progressive, predictive dialing technologies. Help your agents asking the right questions or providing relevant information when they handle a customer interaction.

3. MIGRATION

Services for migrating customer MiContact Center Solidus systems on the latest Mitel technology with options to centralize, change the redundancy, and virtualize the solution. Services are also applicable to migrating from a Mitel premise solution to a Mitel Cloud solution whether it is public, private or hybrid.

These services are particularly valuable to partners who need to leverage Mitel's technical skills on legacy platforms or who must migrate a higher than usual volume of customers. Migration services are applicable to partner co-delivery as well as turnkey implementation projects from Mitel.

Service Option	Description
Core Contact Center Upgrade / Migration	Mitel downloads the configuration of older existing contact center Core system and upgrades the database to current release. If necessary, Mitel validates the configuration in its laboratory, cleaning up any errors, uploads the new configurations, and offers support to the implementation team. Add on options for upgrading or migrating an existing installation to a new physical or virtual server
Scripts Migration	Customer scripts migration on the latest MiContact Center Solidus release. Mitel extracts the scripts from the legacy system, translates, cleans up and reprograms them in the up to date system, validates the configuration, and provides customer / partner the new scripts.

4. ADVANCED INTEGRATIONS AND WORKFLOW CONSULTING

These services are for integrating with third-party applications like CRM systems and for helping Mitel partners and customers develop complex custom workflows.

Service Option	Description
CRM Integration	Mitel has developed interfaces that integrate MiContact Center Solidus with third-party CRM systems. These interfaces are delivered as a professional service to provide screen pop to agent desktop from the CRM to present information like caller name, ID and account information to the agent. These custom interfaces are delivered in addition to the standard.
Workflow Consulting	Professional Services can be provided as consulting blocks of time when Mitel Service team has no formal deliverables and the service is considered complete once the time is used up. Workflow consulting is applicable to contact center solutions with complex workflow applications where a third-party development team need consulting support on use of the Mitel features. Assumes that the development work is performed by the customer.

5. IMPLEMENTATION

Mitel Implementation Services are used for configuring features of Mitel platforms and workflows once the discovery, design and development work is complete.

In the scenario where the partner is providing implementation services and Mitel is performing the discovery and design work, Mitel can augment the partner's team with technical leadership and/or configuration of advanced product features during more complex implementation projects.

Service Option	Description
Advanced Configuration	During implementation projects where advanced features of Mitel solution are needed, the services covering any needs such as: clustering, redundancy, complex scripts programming, workforce scheduling, and integration with UCC capabilities.
Scripts Implementation	Use these services to implement any type of script in the contact center. Either Mitel have already discovered and designed the workflows as a pre-requisite to this service, or the customer has provided an existing design that they want configured.

APPENDIX 1: HOW TO REQUEST PROFESSIONAL SERVICES FROM MITEL RUS

To get started Professional Services from Mitel RUS, please contact your sales representative or Mitel Service Solutions at: Ru_service@mitel.com.

Service fees are charged based on estimated duration and a daily rate for the service delivery resources according to Price List. The project duration time is estimated based on the requested services and Mitel's experience at delivering similar projects. Travel and Living Expenses will be estimated based on the duration and location of any onsite work.