

# MiContact Center Health Check



## Maximize Your Investment; Achieve Higher ROI

On average, only 25% of businesses use their contact center to its fullest potential. At Mitel, our goal is to move every customer into the 25<sup>th</sup> percentile by streamlining business processes, increasing agents' productivity, and improving first-contact resolution. Our goal is to help you maximize your contact center technology investment, you'll achieve a higher return on investment (ROI) and be more satisfied with your technology choices.

## How Can Mitel Help Maximize Your Investment?

Your contact center is the hub and critical part of your business operation. It provides first impressions of your business to customers and handles the majority of your company's customer interactions.

Our Certified Systems Engineers (SE) translate your business goals into technology. Whether you just purchased MiContact Center or want to optimize an existing operation, the MiContact Center Health Check delivers key recommendations to maximize your investment, achieve high ROI, and differentiate your business from your competitors.

Working with you, we get to know your contact center environment. At the end of the process you receive concrete, actionable recommendations on how to optimize your operations based on your unique business goals. And, Mitel can help you to implement any of the recommendations.

We offer two levels of Health Checks: Advanced and Simple. Of the two, Advanced is the most comprehensive.

### Advanced Contact Center Health Check

First, there is a preliminary remote investigation of your contact center configuration and business processes. Next, we perform an in-depth, on-site consultation to understand your business requirements, customers, and current operation. The comprehensive Advanced Health Check includes interviews with all business management teams to understand the challenges and barriers that affect daily operations.

Once the interviews are complete, Mitel Systems Engineers conduct a full review of purchased products and their functionality in the form of a Call Flow Analysis, Work Flow Analysis, Training Audit, Technology Audit, and Application Discovery.

## Call Flow Analysis

The objective of the call flow analysis is to determine the types of calls and multimedia contacts your business receives and to develop call flow paths using IVR Routing and multimedia routing options that provide advanced routing functionality for your customers, enabling them to access the right information quickly and easily.

Engineers provide a report containing all recommendations for change. This report provides recommendations for telephone system, multimedia, and application configuration, as well as suggestions for additional hardware, software, and media that can help automate your business operations and enable you to optimize the level of service you provide to customers.

## Work Flow Analysis

When appropriate call flows have been determined, our SEs work with you to determine how calls should be handled after they have been processed and routed by IVR routing. During the work flow analysis, your telephone systems will be audited to see how calls are routed and to gain a complete understanding of your multimedia ACD configuration; such as, agents, agent groups, queues, timers, interflow points, and queue unavailable answering points. The SEs ask questions pertinent to your business' configuration and provided recommendations for improved work flow efficiency.

## Training Audit

SEs gauge your business' familiarity with the contact center solution, clarify business processes and operations, and assess the efficiency enhancements to be gained through training. Since each organization is unique, the training audit is designed to meet your specific learning requirements.

## Technology Audit

By taking an inventory of your organization's server specifications, client specifications, and performance, the SEs ensure that your contact center is adhering to the recommended specifications. This audit provides a benchmark of where your business is now and identifies strengths and weaknesses in your technology investment.

## Application Discovery

After working with your organization to understand your current business requirements and future plans for growth, our SEs provide recommendations that could enhance or automate parts of your business, enabling you to achieve the most from your contact center.

## Simple Contact Center Health Check

The Simple Health Check is performed remotely and includes an in-depth review of systems. Upon completion, our SEs provide a report containing recommendations for the telephone system, multimedia, application configuration, and suggestions that can help automate your business operations and enable you to optimize the level of service you provide to customers.

## Could You Benefit From A MiContact Center Health Check?

If this sounds like your contact center, your business may benefit from a MiContact Center Health Check:

- Has been up and running for a year or two; however, there have been changes to the business
- Made internal changes, but the contact center has not been modified to accommodate the new business requirements
- Released a new product/service, but the contact center has not been modified to incorporate the requirements of the product/service
- Interested in new features and how to implement them into the contact center
- Desire to make the contact center more efficient and optimize the original investment
- Realize that a subset of features are being used so interest has increased in shedding light on what is owned, how it functions, how it can better the business, and what else can be leveraged from the original investment

## Highlights

Mitel Professional Services help businesses to optimize and protect their contact center investment.

- Leverage and optimize your contact center investment
- Improve the quality of sales and customer service
- Increase the likelihood of first-contact resolution
- Increase agent productivity and efficiency
- Improve telephone, email, chat, fax, and SMS processing speeds
- Decrease the number of abandoned calls