Mitel IVR Solution

Leveraging the power of Microsoft Enterprise Voice

In today's world, IVR is used by almost all enterprises, large and small.

As Contact Centers usually serve as a customer's first point of introduction to a company, it is critical to have the proper technology in place to handle high call volumes.

Integrated Voice Response (IVR) technology can be used to take the customer's information, help navigate to the proper department and provide self-service for clients not looking to speak with an agent. Doing so can produce higher customer satisfaction by eliminating wait times, curtailing operational costs and freeing up customer service representatives for more critical customer engagements.

The benefits delivered by an IVR solution have established value to both customers and organizations:

- *Among companies who measure support center success across email, chat, web and voice, 62% use IVR[1].*
- *79% of customers that had a negative experience with a company told others about it[2].*
- *86% of customers quit doing business with a company because of a bad customer service experience, which is up from 59% just 4 years ago[3].*
- *89% of consumers began doing business with a competitor following a poor customer experience[4].*
- *By 2020, the customer will manage 85% of the relationship with an enterprise without interacting with a human[5].*

Mitel's IVR and advanced routing is available as part of the MiContact Center solution and as a standalone offering. It is designed to help companies intelligently manage callers, provide self-service options, guide callers to the correct destination and deliver announcements to callers in queue such as expected wait time and position in queue. The technology provides flexible workflows for voice routing including the ability to route callers based on the number that they are calling or the number that they are calling from. Alternatively, it supports database lookup where the IVR system routes to the most appropriate person or department based on what is held in the database. To enhance customer retention, callers may dial out of queue to a voicemail, request a higher priority queue or request a scheduled call-back.

The Mitel IVR system provides interactive menus to guide customers to the service they seek. Graphical workflows are used to configure the IVR and allow caller data and/or user input to be analyzed to decide where to route the call. This improves the efficiency of the Enterprise Voice based system by providing self-service options to customers, while efficiently routing those who need direct interaction with an agent.

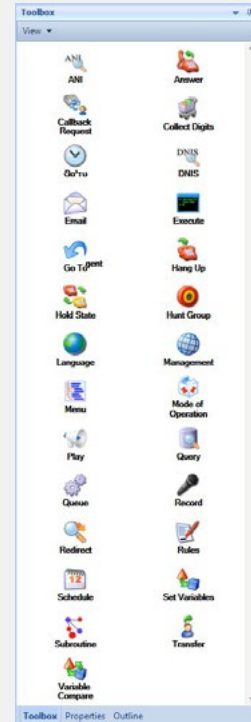*Sources: [1] Aberdeen Group. [2,3,4] Harris Interactive. [5] Gartner.*

A single graphical workflow designer is used for all media handling, including IVR, e-mail, chat, voice & web callback:
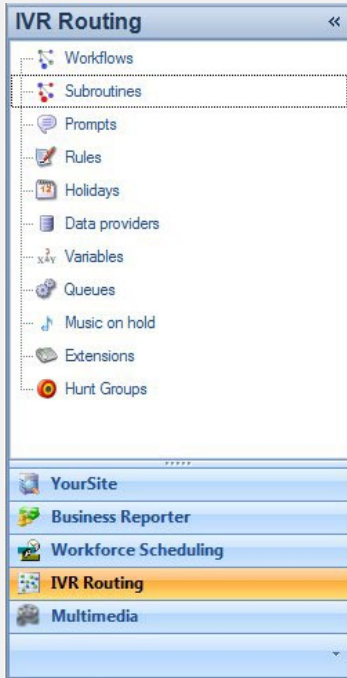

Sidebar of the IVR designer

Toolbox for chat

Toolbox for voice

Mitel's IVR features include:

- *Routing based on the number being called from, the number called or the status of the queue (therefore how busy it is)*
- *Integration based on Excel, ODBC and Web services*
- *Dial out of queue and request call-back capability*
- *GUI is based on Microsoft Workflow*
- *IVR Solution can be used either standalone in a traditional telephony environment, with Lync Enterprise Voice or in conjunction with any MiContact Center solutions*
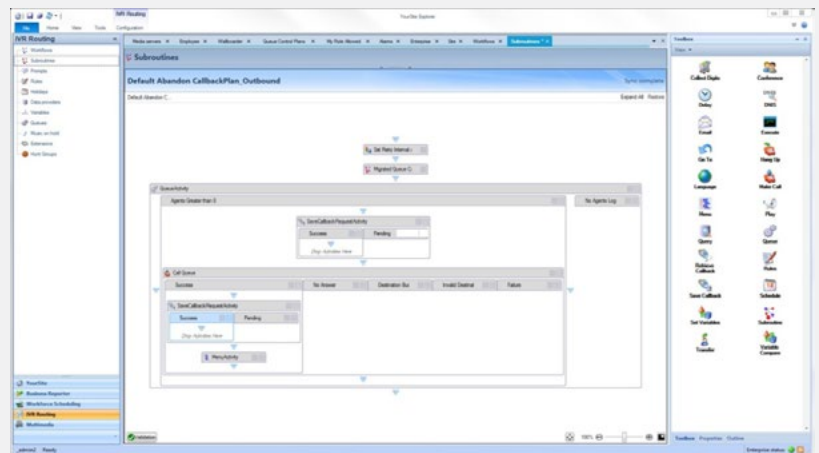
Mitel IVR designer, call-flow and toolbox

Comparison of Mitel's IVR solution to Lync Response Group IVR and Exchange UM Auto Attendant:

Features	Lync Response Group IVR	Exchange UM Auto Attendant	MiContact Center IVR 7.1
Play .wav	•	•	•
Play TTS	•	•	Q4 2015
Input using DTMF	•	•	•
Input using ASR	•	•	Q4 2015
IVR supports 2 levels of questions, each supporting 4 possible answers	•	•	•
Multi-level custom menu		•	•
Multi-Language support	•	•	•
Support for multiple auto attendants		•	•
AD Lookup names or extensions		•	•
Business/non business hours routing		•	•
Holiday prompts		•	•
SBA/SBC support		•	•
Informational announcement (played after business/non business greeting)		•	•
Voice Prompt distribution (HA)/redundant IVR server		• (voice prompt dist)	• (redundant IVR)
Auto attendant dial extension ("#")		•	•
Connect to extension or voice mail		•	•
Lync Multi-pool support		•	•
Additional Capabilities with Mitel's IVR			
Available as standalone deployment or integrated with MiContact Center solution			•
DB Query look up			•
Execute - .Exe, . Bat, powershell, CRM, Web Services			•
Dynamic RAD allows a single RAD to play different messages to specific queues reducing endpoint usage			•
Play updated position in queue (UPIQ)			Q4 2015
Dial out of queue			•
Request callback with option to record message			•
Web page callback monitor			•
Queue callbacks to agents			Q4 2015
Request callback through customer's website			•
Retrieve queue stats for conditional branching or playback			•
Default workflow variables which are assigned IVR collected data, ANI and DNIS			•
Custom workflow variables used to assign data retrieved from DB dips, CRM data, queue stats			•
Route calls using branch conditions based on workflow variables			•
Screen pop workflow variables			•
Emergency IVR mode to route calls to emergency destination (can be enabled remotely)			•
Emergency device mode for hunt groups and extensions experiencing technical issues			•
Play dates, numbers, currency for self serve workflows			•
Record wave file used for recording custom prompts and/or customer message			•
IVR concurrent connections and workflow branch condition reports			•
IVR callback, DNIS and agent reports			Q4 2015
Optional Redundant IVR server can be deployed to backup the primary IVR server			•
Payment Card Industry support to assist in achieving compliance			•
Graphical IVR workflow editor based on the Microsoft Windows Workflow Foundation			•
Workflow Subroutines to allow for reuse of common workflows			•
RSSBus support : Web API CRM connectors to simplify integration with 3rd party applications			Q4 2015
Outbound workflows			•
Remote Install			•

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