



**MITEL NETWORKS™**

# 6100

*Contact Center  
Solutions  
(CCS)*

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## Sales Reference Guide

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## prairieFyre Software Inc.

### Who are we?

prairieFyre Software Inc. is focused on creating software applications for the Call Center marketplace. Our expertise and core competency is in creating and deploying management software systems for call centers, whether using phone or e-mail or both. Our Contact Center Solutions software suite covers all Internet-age call center requirements.

The world headquarters of prairieFyre Software Inc. is located in the heart of Silicon Valley North. This office holds the software development team, testing labs, technical support group, and finance department.

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## About the 6100 Contact Center Solution suite

For the call center manager who requires a full-featured, scalable, ACD management information system, prairieFyre is proud to offer the Mitel Networks™ 6100 CCS (Contact Center Solutions) suite. Simple to install, learn, and use, the 6100 CCS suite incorporates industry-standard tools and houses all applications in a familiar, Web-based interface.

Packed with time-saving features, the 6100 CCS suite optimizes call center operations allowing customers to focus on refining their management strategy and corporate objectives. The 6100 CCS suite provides all of the tools required for effective call center management. It is a comprehensive and affordable management solution.

### What is the 6100 Contact Center Solutions suite?

The 6100 CCS suite consists of several software applications that offer solutions to meet every business need in today’s and tomorrow’s contact centers.

**Table 1: The 6100 Contact Center Solutions suite**

<p><b>6110 Contact Center Management (CCM)</b></p> <ul style="list-style-type: none"> <li>• Historical reporting and real-time monitoring</li> </ul>	<p><b>6160 Intelligent Queue</b></p> <ul style="list-style-type: none"> <li>• Intelligent Recorded Announcement Device (iRAD)</li> <li>• IVR (Integrated Voice Response)</li> </ul>
<p><b>6115 Interactive Contact Center</b></p> <ul style="list-style-type: none"> <li>• Dynamically changing the states of Agents and Queues</li> </ul>	<p><b>6110 CCM Enhancement</b></p> <ul style="list-style-type: none"> <li>• Multi-site historical reporting and real-time monitoring</li> </ul>
<p><b>6120 Contact Center Scheduling</b></p> <ul style="list-style-type: none"> <li>• Agent forecasting and scheduling</li> </ul>	<p><b>6100 Enhancements</b></p> <ul style="list-style-type: none"> <li>• Complete call costing solution</li> </ul>
<p><b>6150 Multimedia Contact Center</b></p> <ul style="list-style-type: none"> <li>• E-mail tracking and routing</li> </ul>	

### Why choose the 6100 Contact Center Solutions suite?

Once you review the comprehensive offerings of the 6100 Contact Center Solutions suite - we think you'll agree: It's the logical choice.

- **Initial 18-month free warranty:** Enjoy free technical support and upgrades.
- **Complete Migration Path:** Port your existing database and historical PBX data in minutes.
- **Unlimited Desktop Monitors:** Monitor activity from as many desktops as required with unlimited supervisor and agent monitors.
- **Familiar software:** Be comfortable in the familiar Microsoft® environment: Windows® OS, Excel,® Internet Explorer,® and Outlook.®
- **Purely Web-based:** Manage your contact center from anywhere you have access to the Internet, using Microsoft Internet Explorer 6.0.
- **Reporting:** Customize reports on the fly with Excel.
- **Open database:** Access any data from any application with the SQL 2000 database.
- **Warranty extension:** Extend your warranty and receive the latest software version - released quarterly.
- **Software Architecture:** prairieFyre uses Distributed interNet applications Architecture (DNA) to ensure that the Windows platform and the Internet work together seamlessly.

### What is our software architecture?

Microsoft.NET is the next evolution for Business Centered Web Applications that use the computing model of Windows DNA. The 6110 Contact Center Management application is one of the first to use this revolutionary design.

Microsoft.NET allows seamless integration of business logic and application development over any standard HTTP-streaming interface. Users are able to control how, when, and what information is delivered to them.

In the future, computers, devices, and services will be able to collaborate directly with each other, and businesses will be able to offer their products and services in ways that allow customers to embed them in their own electronic fabric. The 6100 CCS suite will continue to evolve along with the core technologies that shape our future.

## Why are we considered a *pure Web* solution?

Based on the Windows DNA architecture, the 6100 CCS suite is a pure Web-based solution that is suited to traditional LAN / WAN environments, and provides the same functionality over the Web. The 6100 Contact Center Solutions suite is one of the few “pure Web” solutions that fully embrace today’s Internet World.

The 6100 CCS suite is classified as a Web-based solution due to the following reasons:

- A supervisor can log on to the 6110 CCM Enterprise server from any location in the world and configure 6110 CCM as if they were on site.
- The 6110 CCM Enterprise server automatically deploys all files and updates to all client PCs. You require only Internet Explorer (IE) 6.0 and Microsoft Excel on client PCs.
- A supervisor can log on to any PC with a user name and password and generate and view reports. The 6110 CCM security authenticates user access to the 6100 applications.
- Connecting to 6110 CCM in the Web browser is just like browsing to any other Website.
- There is no “setup” program to run on the desktop. The setup is downloaded from the website with the Internet browser.
- You have unlimited supervisor clients with 6110 CCM.

## prairieFyre product numbers

### 6110 CCM, 6120 CCS, and 6150 MCC product numbers

When ordering our product from Mitel Networks, you will need these product numbers.

<b>Part Number</b>	<b>Description</b>
51003274	6110 CCM for 1-5 agents
9146-600-401	6110 CCM for up to 10 agents
9146-600-402	6110 CCM for up to 25 agents
9146-600-403	6110 CCM for up to 100 agents
9146-600-404	6110 CCM for unlimited agents
51003275	6110 CCM 10 agent upgrade
9146-600-405	6110 CCM 25 agent upgrade
9146-600-406	6110 CCM 100 agent upgrade
9146-600-407	6110 CCM unlimited agent upgrade
50000898	6115 Interactive Contact Center
52000390 3300 ICP	6115 Interactive Contact Center
51000575	6110 CCM Enhancement Enterprise Node
51000574	6120 Contact Center Scheduling
51003276	6120 Contact Center Scheduling 5 CALs (Client Access Licenses)
51002443	6150 MCC Routing Engine
51002444	6150 MCC Agent 5 CAL Pack
51002445	6150 MCC E-mail Routing Option 5 CALs
9146-600-411	SQL Client Access License
9146-600-412	SQL Advanced Server 5 Client Access Licenses
9145-500-351	Spectrum 4" Master Tri-Color Wall Sign
9145-500-352	Spectrum 4" Slave Tri-Color Wall Sign
9145-500-353	Spectrum 3" Master Tri-Color Wall Sign
9145-500-354	Spectrum 3" Master Tri-Color Wall Sign
9146-600-223	ISA 2 Port Digicard
9146-600-224	ISA 4 Port Digicard
51002112	PCI 2 Port Digicard
51002113	PCI 4 Port Digicard
51002520	USB 2 Port Digicard
51002522	USB 4 Port Digicard
9146-951-030-NA	The 6100 Contact Center Solutions brochure
9146-951-025-NA	The 6100 Contact Center Solutions Demo CD

**Note 1:** The agent quantity represents the total number of employees that log on and work in the call center. With a 10-agent license, you are not restricted to 10 agent IDs, you are restricted to 10 employees. In some cases employees have more than one agent ID. For example, suppose you have 10 employees who have three agent IDs each. You would need only 10 licenses for the 30 agents because you have only 10 employees.

**Note 2:** The 6110 Contact Center Management uses the Microsoft SQL database to store agent, queue, trunk, extension information, and PBX data. A basic version (MSDE) is included with 6110 Contact Center Management free of charge.

Customers with geographically dispersed call centers and enterprise-wide reporting require SQL Advanced Server and SQL Client Access Licenses (CALs). The number of CALs required equals the number of managers and supervisors (users) who need to access 6110, plus two. In other words, to enable three users you need five CALs. To enable 5 users you need 7 CALs, and so on.

**Note 3:** The 6110 CCM Enterprise Server collects ACD and SMDR data through its two communication ports. To add a reader board you require a third serial port and a 2-port Digiboard. If 6110 CCM collects from two PBX systems simultaneously (i.e. four ports: two x SMDR, two x ACD) you require a four-port Digiboard.

## Competitive upgrade part numbers

prairieFyre provides a seamless migration path from competitive products to the 6110 Contact Center Management.

Part Number	Description
51001695 TASKE	CCM Upgrade 1-10 Agents
51001696 TASKE	CCM Upgrade 1-25 Agents
51001697 TASKE	CCM Upgrade 1-100 Agents
51001698 TASKE	CCM Upgrade 101+ Agents

## 6110 CCM extended warranty part number

You can purchase one-year extended warranties for 6110 Contact Center Management using the following part number.

Part Number	Description
53000270	6110 CCM Extended 1 Year Warranty
51002500	6110 CCM Enterprise Node Extended 1 Year Warranty
51002501	6115 CCM Interactive Extended 1 Year Warranty
51002502	6120 CCS Extended 1 Year Warranty
51002503	6150 MCC 1 Year Warranty

## Mitel-related product part numbers

6160 Intelligent Queue works in conjunction with 6110.

Part Number	Description
50000738	6160 Intelligent Queue
54000140	6160 TIQ Talk Option
54000141	6160 Smart Messaging Option
54000142	6160 Smart Choice Option
54000143	6160 4 Port Upgrade Option
54000420	6160 Smart Routing Option
54000421	6160 Voice Callback Option
54000422	6160 Web Callback Option
54000423	6160 Call Detail Reporting Option

# Configuring 6110 Contact Center Management

## Configuration examples

**Example 1:** You have an SX-2000 single site with 50 agents and 2 supervisors.

**Configuration:** You need

- 9146-600-403, 6110 Contact Center Management for 100 agents.

**Example 2:** You have two SX-2000s connected via MSDN totaling 60 agents, 3 supervisors, a 6110 CCM at each location, and no data network between locations.

**Configuration:** You need

- 9146-600-403, 6110 Contact Center Management for 100 agents
- 9146-600-224, 4 Port Digi Board
- 51000575 Enterprise

**Example 3:** You have two SX-2000s totaling 23 agents, 1 supervisor, no MSDN, and a data network between locations.

**Configuration:** You need

- 9146-600-402, 6110 Contact Center Management for 25 agents
- 51000575 Enterprise Node

**Example 4:** You have two SX-2000s, one SX-200, totaling 120 agents, 3 supervisors, MSDN between SX-2000s, and a data network between locations.

**Configuration:** You need

- 9146-600-404, 6110 Contact Center Management for unlimited agents
- 51000575 Enterprise Node x 2
- 9146-600-412, SQL Advanced Server
- 9146-600-411, SQL Client Access License x 5

**Example 5:** You have 1 SX-2000 with 30 agents, 2 supervisors, agent and queue control, and intelligent messaging.

**Configuration:** You need

- 9146-600-403, 6110 Contact Center Management for 100 agents
- 50000898, 6115 Interactive Contact Center
- 50000737, 6160 Intelligent Queue
- 54000140, 6160 TIQ Talk Option
- 54000141, 6160 Smart Messaging Option
- 54000142, 6160 Smart Choice Option

**Example 6:** You have 3 SX-2000s, all with agent and queue control, totaling 130 agents, 8 supervisors, a WAN in place, enterprise-wide reporting, and 6120.

**Configuration:** You need

- 9146-600-404, 6110 Contact Center Management for unlimited agents
- 51000575, Enterprise Node x 2
- 9146-600-412, SQL Advanced Server
- 9146-600-411, SQL Client Access License x 10
- 51000574, 6120 Contact Center Scheduling
- 50000898, 6115 Interactive Contact Center x 3

**Example 7:** You have 15 SX-2000s, 10 with agent and queue control, totaling 750 agents, 20 supervisors, a WAN in place, and enterprise-wide reporting.

**Configuration:** You need

- 9146-600-404, 6110 Contact Center Management for unlimited agents
- 51000575 Enterprise Node x 14
- 9146-600-412, SQL Advanced Server
- 9146-600-412, SQL Client Access License x 22
- 50000898, 6115 Interactive Contact Center Management x 10

### **Geographically dispersed PBXs?**

If you have two or more geographically dispersed PBXs, then for each remote PBX, you require

- a single 6110 CCM Enterprise server
- an Enterprise Node

You can connect reader boards to the 6110 CCM Enterprise server or to a Enterprise Node computer, but not to a supervisor's desktop.

You require 6115 ICC software at each PBX that needs agent and queue control. A single 6110 CCM server can support either a single PBX, or two co-located PBXs.

## **Server hardware and software requirements for 6110 CCM**

### **Server requirements**

Pentium II-350 MHz  
SVGA monitor or better, 800 x 600 resolution  
Video card with 65,000 colors or greater  
CD-ROM drive - x 4 or greater  
8-GB free hard disk drive (10-GB hard disk drive recommended)  
2 dedicated comports (3 if you have a Reader Board),  
2 or 4-port PCI Digi card (or 2 or 4 port USB card)  
128 MB RAM  
Network card

Windows NT Server 4.0, with Service Pack 5 or greater,  
or Windows 2000 Server with Service Pack 2,

Microsoft Excel 97 or 2000

Windows 2000 Professional (MSDE support only),  
with Service Pack 2,  
or Windows XP (MSDE support only)  
Internet Explorer 6.0

### **Workstation requirements**

Pentium II-350 MHz  
64 MB RAM  
Network card

Windows98,  
or Windows NT workstation 4.0 with  
Service Pack 5 or greater  
or Windows 2000 Professional with  
Service Pack 2  
or Windows XP  
Excel 97 or 2000  
Internet Explorer 6.0

## **Server hardware and software requirements for add-on applications**

### **6115 Interactive Contact Center**

Pentium II-350 MHz  
SVGA monitor or better, 800 x 600 resolution  
Video card with 65,000 colors or greater  
CD-ROM drive - x 4 or greater  
8-GB hard disk drive (10-GB hard disk drive recommended)  
1 available ISA slot on the motherboard (if you have an SX-2000 system)  
2 dedicated comports (3 if you have a readerboard) 2 or 4-port PCI Digi card (or 2 or 4 port USB card)  
128 MB RAM  
Network card  
Windows NT Server 4.0 with Service Pack 5 or greater  
or Windows 2000 Server with Service Pack 2  
or Windows 2000 Professional (MSDE support only) with Service Pack 2  
or Windows XP (MSDE support only)  
Internet Explorer 6.0

## **6120 Contact Center Scheduling**

SVGA monitor or better, 800 x 600 resolution  
20-MG free hard disk drive or greater  
16 MG RAM (Windows 98)  
32 MG RAM (Windows NT)  
Windows 98  
or Windows NT 4.0 server with Service Pack 5 or greater  
or Windows 2000 Server with Service Pack 2  
or Windows Professional with Service Pack 2  
or Windows XP

## **Enterprise Node**

Pentium II-350 MHz  
2 GB free hard disk drive space or greater  
2 dedicated comports  
64 MB RAM (Windows NT 4.0)  
128 MB RAM (Windows 2000 Professional, Windows XP)  
Network card  
Windows NT 4.0 server with Service Pack 5 or greater  
or Windows 2000 Server with Service Pack 2  
or Windows Professional with Service Pack 2  
or Windows XP

## **Server hardware and software requirements for concurrent applications**

### **6110 CCM, Enterprise Node, and 6115 ICC for SX-2000**

If you installed an AFC card for 6115 ICC on the 6110 CCM Enterprise Server, and you intend to collect SMDR and ACD real-time data over RS-232 ports (as is the case for 1103 and 2103 datasets), prairieFyre recommends you install a PCI based Digiboard serial port co-processor.

### **6110 CCM and 6115 ICC on a 3300 Integrated Communications Platform (ICP)**

If 6110 CCM and 6115 ICC are working in conjunction with a 3300 ICP, then the MiTAI link and SMDR and ACD data collection are provided over a network connection. prairieFyre recommends you use the NIC interface between the 3300 ICP and 6110 CCM over a private network connection. This guarantees network delivery of SMDR, ACD real-time, and MiTAI data without having to traverse the customer's corporate network.

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### **6110 CCM, Enterprise Node, 6115 ICC, and 6160 Intelligent Queue**

If you are running 6110 CCM, the Enterprise Node, 6115 ICC, and 6160 Intelligent Queue concurrently on the same server, prairieFyre recommends you have the following hardware:

Pentium III-800 MHz

SVGA or better, 800 x 600 resolution

video card with 65,000 colors or greater

CD-ROM drive - x 4 or greater

20-GB hard disk drive or greater

1 available ISA slot on the motherboard (if you have an SX-2000 system)

2 dedicated comports (3 if you have a Reader Board) 2 or 4-port PCI Digi card (or 2 or 4 port USB card)

4 or 12-port PCI Dialogic cards

5 volt PCI slots on the motherboard for each PCI Dialogic card

256 MB RAM

Network card

Windows NT 4.0 Server with Service Pack 5 or greater

or Window 2000 Server with Service Pack 2

or windows 2000 Professional (MSDE support only) with Service Pack 2

or Windows XP (MSDE support only)

With this configuration, prairieFyre recommends you install PCI Digi cards for ACD and SMDR data collection and a PCI-based Dialogic card for 6160.

## **Security and access permissions**

With the 6100 Contact Center Solutions suite, supervisors and managers can operate call centers over the Internet. The 6110 CCM (Contact Center Management) security prevents unauthorized users from gaining access to it. In addition, 6110 CCM security dictates which 6100 CCS applications authorized users can use.

### **6110 Contact Center Management permissions**

Using an SQL-based security model, 6110 CCM grants individual users access to the 6110 CCM Website and to particular programs, such as the reporting and real-time programs. The 6110 CCM application grants access to individuals based on their log on user name and password.

You now have complete control of which application each employee has access to on the 6110 CCM Website. New for version 2.8, you can add a user and customize the Security Role of that user on the Website under YourSite=>Security. The Security Role determines which applications the user can access on the Website.

You can create a Basic Security Role, an Advanced Security Role, or a combination of both, for each employee. With a Basic Security Role you can restrict employees from broad categories, for example, you can restrict an employee from accessing all reports. With an Advanced Security role you can restrict employees from a particular report. An Advanced Security Role requires you to

create a User List, a Report List, or a Device List. It is with these lists that you can restrict access. For example, you can create a Report List that contains one report: Queue Group by Queue with Agent Information Report. When you define the Security Role, you then select the Report List. The reports listed are those reports the employee *does not have access to* (Queue Group by Queue with Agent Information Report).

Security, customized by you, can restrict the user from viewing particular database groups and teams when generating reports and monitoring real-time activities. For example, suppose you define permissions that prevent a user from viewing Agent Groups 4 and 5, and Queue Groups 3 and 4. When the user starts the SuperAdvisor application, the user must provide a password. SuperAdvisor provides the user a list of only the agent groups and queue groups he is permitted to view. Agent Groups 4 and 5, and Queue Groups 3 and 4 do not appear on the list. This prevents the user from viewing the performance of agent groups and queue groups the user does not manage.

## User access to 6110

A user logs on to a company's network with a personal user name and password. When the user browses to the 6110 CCM Enterprise Server to start the application, security requires the user to enter a user name and password also.

6110 CCM challenges the user a second time if the user attempts to run a 6100 application to which they are not permitted access. For example, suppose you grant the user permission to only view real-time data and run reports. If the user attempts to start the YourSite Database, ACD Inspector, or another application to which they have not been granted access, 6110 CCM security prevents them from gaining access.

The flexibility of controlling access makes the 6100 Contact Center Solutions suite suitable not only for basic call centers, but for complex departmental and tenanting situations.

Companies that provide access to 6110 CCM over the Internet typically install the 6110 CCM Enterprise Server somewhere in their Server Farm behind a protective Firewall. See Accessing 6110 CCM over the Internet on the Dealer Support page at [www.prairiefyre.com](http://www.prairiefyre.com) for more information on network security.

## Documentation

### Hard copy

When you purchase an application from the Mitel Networks 6100 Contact Center Solution suite, the package will include the installation guide. Depending on the application, you will be sent a 6110 CCM Installation Guide, a 6150 MCC Installation Guide, and/or a 6120 CCS Installation Guide.

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### **Electronic documentation**

#### **Installation guides**

All installation guides are available in .pdf on the website. They are located at [www.prairiefyre.com](http://www.prairiefyre.com)=>Customer Support.

#### **User guides**

The 6110 CCM User Guide, the 6150 MCC User Guide, and the 6120 CCS User Guide are also available in .pdf format at [www.prairiefyre.com](http://www.prairiefyre.com)=>Customer Support.

#### **Tutorial**

The 6110 CCM Tutorial provides step-by-step procedures for using 6110 Contact Center Management application, and questions and answers designed to test your knowledge of 6110 CCM. It is also located at [www.prairiefyre.com](http://www.prairiefyre.com)=>Customer Support.

### **English and French documents and UI**

The 6110 CCM User Guide is available in English and French.

The UI is also available in English and French. This includes the menu options, report, and display content. You can toggle between English and French on the fly. You can view and configure the user interface (UI) in one language, and generate reports in another language.

We look forward to providing a Spanish variant in the near future.

### **Help files**

The 6110 CCM Help files provides detailed information on program functionality and use. All functions and menu items are indexed, and hypertext links provide quick access to definitions and related information. The “Show Me” buttons link to video clips that demonstrate how to configure the applications.

On the 6110 CCM UI, Help=>About provides site license information and contact information for prairieFyre Software.

# Supervisor features

## Reporting

Reporting is the key element to managing any call center. Reports are natively written to Excel in Internet Explorer 6.0.

The Reporter and Scheduled Reports applications provide the following features:

- Choose from 147 report types across all call center elements, over any date and time horizon.
- Schedule reports on a tremendously flexible timetable that is tailored to the needs of individual supervisors.
- Generate reports and view the results in your personal report inbox from anywhere, at any time.
- Generate presentation-quality charts along with each report.
- Use the Excel chart wizard to customize your report tables and charts on the fly.
- Automatically print reports to your network printer and e-mail them to anyone.
- View only those reports associated with the agents you manage. 6110 Contact Center Management security dictates which agent groups and queue groups individual users view when running reports.

## Real-time monitoring

Monitoring activities in real time is another important aspect of managing call center activities.

The SuperAdvisor and AgentAdvisor applications provide the following information and features:

- Real-time agent state displays (icons for log in; log out; DND; make busy; ACD call; ACD call on hold; non-ACD call; non-ACD call on hold; outgoing call; outgoing call on hold; work timer) showing length of time in state, extension used, type of ACD call
- Real-time statistics on agent shift activity (shift time; time of login; time of log out; talk time on ACD calls, non-ACD calls, outgoing calls; peg counts for all call types)
- Up-to-date queue statistics by 15-minute interval, over-the business-day detailed answered, abandoned call, interflowed call, overflowed call, and service level
- Customizable threshold settings for agents based on time spent in any state
- User-defined alarm thresholds for queue statistics
- Notification of unacceptable performance - SuperAdvisor appears on top of all open desktop applications and “beeps”
- Online chat with agents and other supervisors
- User-defined profiles to save threshold settings and devices displayed on open monitors
- Supervisor mobility so you can log on to any PC and monitor call center conditions from anywhere in the world

## Sales Reference Guide

### Database

The 6110 Contact Center Management database is where you enter the relevant information used for viewing real-time data and running reports.

The YourSite Database tables are as follows:

- Agent: Agent ID as programmed in PBX
- Agent Group: Agent Group reporting number as programmed in PBX containing Agent IDs
- Team: A group of Agent Groups
- Queue: The Path reporting number and Path access code as programmed in PBX
- Queue Group: A group of Paths, maybe for company-wide reporting
- Extension: An extension user, typically not associated with ACD, as programmed in PBX
- Extension Group: A group of extension users - for example, a non-ACD Human Resources department within a company
- Trunk: The trunk number as programmed in PBX
- Trunk Group: Trunks re-arranged into groups to reflect their purpose (800, outbound, etc.)
- Account Code: Codes entered by an agent to identify a call type - independent of PBX
- ANI: A list of area codes and locations
- DNIS: DNIS codes that represent an incoming call type
- DNIS Group: A group of DNIS numbers
- Employee: Suitable for employees that have more than one agent ID
- Employee Group: A group of employees

The database application includes a permissions component that prevents supervisors from viewing real-time statistics on certain agent and queue groups.

### Forecasting

4Sight forecasting is a reporting feature. You can generate run-on-demand or scheduled forecasts. Using the industry-standard Erlang C formula, 4Sight uses historical PBX data and calculates the number agents required to achieve a customer-defined service level.

For example, a supervisor may want to calculate the number of agents required to answer 80% of calls in 30 seconds based on last month's call volume. The resulting forecast is formatted and displayed like a standard report.

### Search utilities

SuperAuditor provides you with historical real-time events, and the SMDR and ACD Inspector search utilities provide specific details on call records and real-time events. The search results contain detailed information that complements report data.

## SuperAuditor

View any historical real-time event at your own pace. You can jump or step-forward through the event, or rewind to the beginning of the event. Discover the reasons for the drop in the level of service, whether it be too many agents on break at the same time, inadequate agents scheduled, or a sudden surge in telephone calls.

## SMDR Inspector

Search through thousands of records over a single or multiple days' worth of SMDR records for a specific event.

Using the SMDR Inspector search application, you can perform varied searches. You can

- Find all outgoing calls made by an extension or agent.
- Find unsupervised or supervised calls transferred from an agent.
- Identify calls transferred back into queue.
- Find all incoming calls answered by an agent or extension.
- Find the calls answered by an agent from a particular outside number searching on ANI digits.
- Identify the exact time a particular inbound or outbound call was made.
- Identify the extension or agent that dialed a particular telephone number.
- Trace an incoming call from the time it was presented, to hang-up.
- Use "wild cards" to search on any part of an SMDR record.

## ACD Inspector

Search through thousands of records over single or multiple days' worth of ACD real-time records for a specific event.

Using the ACD Inspector search application, you can perform varied searches. You can

- Find the first person to log in or last person to log out for the day.
- Find the exact time of the day when the greatest number of calls was waiting in queue.
- Identify every single event that an agent performed in a day.
- Identify how many calls were abandoned when put on hold by an agent.
- Obtain details of unavailable time initiated by an agent.

## Reader Boards

The 6110 Contact Center Management application is compatible with Spectrum reader boards: there are various reader board models, including multi-line and multi-color displays.

The WallBoarder application provides the following features:

- With threshold-based messaging, you can define threshold characteristics for performance variables across ACD queue groups and specify the conditions and priority in which WallBoarder displays real-time statistics.
- With priority messaging you can provide immediate and essential call center information to all agents and supervisors.
- You can build messages using a simple point-and-click operation.
- You can define jazzy display features and customize the size and color of the displayed statistics and the way they move across wall signs.
- Enjoy supervisor mobility. You can control which messages are displayed on your wall signs from anywhere in the world over the Web.

## **Sales Reference Guide**

You connect the master reader board to the 6110 CCM Enterprise Server. To do so, you require an additional communication port. Check out the parts list for 2- and 4-port Digiboards.

### **6115 Interactive Contact Center**

6115 Interactive Contact Center MiTAI enables the 6110 CCM application to command and control agents and queues while still retrieving statistical information over the ACD real-time and SMDR data feeds.

From the Web browser, supervisors can perform the following functions:

- Move queues in and out of Do Not Disturb
- Schedule queues to open or close based on the business day
- Move agents in and out of Do Not Disturb
- Move agents in and out of Make Busy
- Log in and log out agents

The following rules apply to 6115 Contact Center Management:

- 6115 is an add-on product to 6110 CCM.
- Enterprise Node is a pre-requisite to 6115 ICC in multi-site scenarios.
- You do not require agent licensing for 6115 ICC: licensing applies to 6110 CCM.
- MiTAI governs 6115 ICC: You required one product for each PBX.

### **6120 Contact Center Scheduling**

Effective call center management involves having the right resources in place at the right times to handle an accurately forecasted workload at the desired level of service. Forecasting predicts the number of agents you require to achieve your service level target.

6120 uses forecasted data to schedule agents based on criteria such as

- Availability
- Skill set
- Labor rate

6120 Scheduling provides comprehensive agent scheduling. It is a cost effective solution that provides about 90% of the functionality of high-priced work force management solutions.

prairieFyre looks forward to migrating to a Web-based work force management solution in the near future.

## Agent features

### AgentAdvisor

With the AgentAdvisor desktop display, agents are kept up-to-date on the activities of other call center agents and queues.

Some call centers prefer AgentAdvisor to reader boards for the following reasons:

- Reader boards are expensive.
- Reader boards are labor-intensive to install.
- Depending upon where agents are seated, they may not be able to view the reader board.
- Individual agents can customize AgentAdvisor or you can create a profile and copy it to all agents.
- AgentAdvisor is free for unlimited agents.
- AgentAdvisor displays the statistics in a single, sizeable window.
- AgentAdvisor provides customizable alarm thresholds.
- With AgentAdvisor, agents can view other agents in real time.
- With AgentAdvisor, agents can view multiple queues simultaneously.
- With AgentAdvisor, agents can chat online with other agents and supervisors.

### ChatLine

ChatLine provides real-time communication between supervisors and agents. Supervisors can manage call center operations from any location and communicate directly with agents and other supervisors. Agents can log on at the call center or tele-commute. ChatLine is ideal for instant communication.

ChatLine provides the following features:

- Send messages from any computer
- Broadcast messages to multiple recipients
- Secure transmissions - communications are tied to the agent's or supervisor's login
- Supervisor mobility - supervisors can chat online at the call center or from a remote location

### Enterprise Node enables Enterprise-Wide Management

Enterprise Node is designed specifically for multi-site call centers using two or more SX-200, SX-2000, and 3300 Integrated Communications Platforms.

Enterprise Node provides multi-site call center capabilities for geographically dispersed call centers using a single NT Server configuration. Enterprise Node provides consolidated enterprise-wide management reporting and real-time capabilities. Using Enterprise Node, the customer saves on hardware and software costs, on-going data circuit costs, and maintenance costs.

The Enterprise Node has the following requirements and features:

- Requires Windows NT 4.0 (Server or Workstation), or Windows 2000 (Professional or Server) be installed on the 6110 CCM Enterprise Server
- Requires only workstation hardware requirements at local and remote data collection sites
- Does not require SQL or the 6100 Contact Center Solutions suite
- Can be installed remotely from the 6110 CCM Enterprise Server
- Converts serial ACD real-time and SMDR data streams into TCP-IP
- Communicates with the 6110 CCM Enterprise Server over a company's LAN / WAN using TCP-IP
- Supports networks using combinations of SX-2000, SX-200, and 3300 Integrated Communications Platform.

Supervisors at remote Enterprise Node locations browse to the 6110 CCM Enterprise Server at the main site in Internet Explorer 6.0

- Dynamically move agents to different answering points

### Configuration example

You have a 5-node network (with a total of 150 agents) that has enterprise-wide reporting and agent and queue control, you require the following configuration:

- 6110 Contact Center Management Unlimited at the main site
- Enterprise Node at the four remote sites/collector nodes
- 6115 at the four remote collector nodes
- 6115 at the main site

6115 (Part # 51001851) includes:

- 9147-400-105-NA Server Connectivity Kit - 100 Sessions (Qty1)
- 9147-402-007-NA MiTAI Runtime 7.5.3 (Qty 1)

## 6150 Multimedia Contact Center

### Automatic e-mail distribution

E-mail traffic is on the increase, and companies need an efficient tool to manage and report on incoming e-mails. 6150 is the e-mail equivalent of the PBX, with ACD enabled. 6150 Multimedia Contact Center tracks e-mail routing in the same way that the SX-2000, SX-200, and 3300 Integrated Communications Platform track ACD calls.

Based on industry standard ACD routing algorithms, 6150 MCC manages the distribution of incoming e-mails to call center agents. It uses Microsoft Exchange 2000 Server and SQL 2000 as a foundation, and Microsoft Outlook 2000 at the agent desktop. Management reporting functions rely on the 6110 CCM reports engine. Although 6150 MCC functions as a stand-alone application, you can integrate it with 6110 CCM to provide consolidated e-mail and ACD call-management information.

6150 MCC manages e-mail reporting in a similar way to voice calls. It routes e-mails to agents. If no agents are available, then e-mails are queued. Agents indicate they are available to receive e-mails by logging on using their Microsoft Outlook accounts. 6110 CCM provides management reports for e-mail queues and agent e-mail activities, as well as real-time displays indicating e-mails in queue, longest waiting e-mail, agents reading e-mail, etc.

### Advanced e-mail queue routing algorithms

With 6150 MCC, you can

- Create auto-response messages, assigning unique ticket numbers to incoming e-mails
- Create several queue mailboxes and dynamically allocate e-mails to overflow, interflow, and re-queue e-mails between agent groups

### Contact reporting

- Supervisors can generate contact management reports on e-mail and voice activity.

### Familiar desktop delivery

From Outlook 2000, 6150 MCC allows agents to perform the following functions:

- Change their availability to receive e-mails: Login/Logout; On-AED; Make Busy; Do Not Disturb
- Assign e-mails hold status and transfer e-mails to other agents
- View the real-time queue and agent status on voice and e-mail contacts
- View customer history on previous e-mails
- Create and manage FAQ response templates used to increase productivity and reduce response times

# Information for sales presentations

You might be asked to present the 6100 Contact Center Solutions suite to a customer as part of a larger presentation, which may include a system proposal and other third-party products such as voice mail or speech recognition. You might be asked to present only the 6100 Contact Center Solutions suite. Either way, it is advantageous to know the approximate time allocated for the presentation, as this allows for better planning.

More than likely, one or more of attendees will be familiar with how call centers operate. Before presenting the 6100 Contact Center Solution suite, you should ask about each customer's call center setup and operations. This will help focus your presentation on specific aspects of the 6100 suite that pertain to their needs. For example, if they are concerned about losing calls, which in turn means lost sales; you should focus your attention on queue reports, real-time displays, service levels, and forecasting. Remember, the Call Center Solutions suite is being proposed to address customer needs, enhance business goals, and fix problems.

Before you give your presentation:

- Ask about the customer's business and call center needs: supervisors and agents, Internet access, remote locations, agent and queue control, etc.
- Find out what is important to the customer: achieving service levels, agent productivity, abandoned calls, forecasting and scheduling, reducing answer time, management over the Internet, etc.
- Explain the 6110 Contact Center Management architecture: unlimited supervisors, management over the LAN/WAN, and Internet, 6110 CCM security, open SQL database, UI is Internet Explorer 6.0, supervisor mobility, etc.
- Explore the 6100 Call Center Solutions online demo.
- Select the product demo from the demo CD or from [www.prairiefyre.com](http://www.prairiefyre.com).
- Show the customer feature highlights and give search examples.

## Feature highlights

### Reporter

1. On the 6110 Contact Center Management UI, click Reporter.
2. Demonstrate how to generate run-on-demand agent and queue reports.
3. Select a performance by period or event by period report for an agent, agent group, or queue.

Notice the options to specify any start and end date, start and end time, and interval (by 15-minute, 30-minute, and hourly increments). You can automatically e-mail reports and print them to the network printer. Each supervisor can schedule their own reports at any time and have them automatically e-mailed to anyone.

## Report Inbox

Each supervisor has a personal in-box that houses the reports they generate.

1. On the 6110 Contact Center Management UI, click Report Inbox.
2. Click All of Your Reports and select one of the sample reports to view.

As all reports are written directly into Excel inside Internet Explorer 6.0, you can customize the reports on the fly in your browser. Every report includes a graph displaying pertinent data. You can optionally graph other results by highlighting one or more columns of data in the spreadsheet and using the Excel Chart Wizard.

## Real-time

1. On the 6110 Contact Center Management UI, click RealTime=>SuperAdvisor.
2. Click on each icon in turn (Position, Time, Shift, Period, Now, Call Count, Service%, Status) and view all agent and queue real-time displays.
3. Under Tell me more, click Icon Legend to display a legend of agent state icons and their meanings.
4. Right-click the grid, click Properties, and click the Alarm tab.
5. Click Alarm Properties to display the screen where you program visual alarms so grid cells and statistics change color when performance changes to keep supervisors informed of the service provided to callers.
6. Click Grid Styles and Graph Styles to display the screens where you program grid and graph styles.
7. Click Online Chat to display the online chat module.

## Tools

1. On the 6110 Contact Center Management UI, click Tools=>ACD Inspector to display ACD Inspector Criteria and ACD Inspector Results screens.
2. On the 6110 Contact Center Management UI, click Tools=>SMDR Inspector to display SMDR Inspector Criteria and SMDR Inspector Results screens.

## Search examples

### ACD Inspector

- Calls abandoned by an agent while on hold
- First agent to log in, last agent to log out for the day
- Exact time of day when most calls were in queue, and the longest any caller waited
- Exact time and number of times an agent went into make busy and do not disturb

### SMDR Inspector

- All outbound calls made by agent or extension, including digits dialed
- Calls answered by an extension or agent
- ANI information on abandoned calls
- Exact time of re-queued calls, and the IDs of logged-out agents
- Unsupervised transfers of ACD calls

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### YourSite

If you have the SX-200 or the SX-200 with real-time, you can program the YourSite Database to mirror the trunks, lines, routing and timing options, and agent positions in use on the PBX. If you have the SX-2000, you can use the Quick Configuration Tool on the Management Console. (See *Management Console* below).

1. On the Contact Center Management UI, click YourSite=>Configuration.

The Queue tab displays agent groups that belong to the queue currently selected. This is where you define the answered by priority, queue numbers, dialable numbers, queue names, short abandon time values, and service level time values for queues.

After you enter information in the database on call center devices, you program and enforce device level security in the Report Permissions module. You implement report/real-time permissions to restrict certain supervisors from viewing particular database groups and teams when generating reports and monitoring real-time activities in SuperAdvisor.

### Management Console

If you have the SX-2000, you can use the Quick Configuration Tool on the Management Console. For more information, see the Quick Configuration Tool Guide included in the box.

1. Click Start=>Programs=>prairieFyre software Inc.=>prairieFyre Management Console.
2. Click Database=>Import Configuration from Mitel Assignment Forms.
3. After Select a File, click Browse.
4. Select the data file created by the SX-2000 telephone switch.
5. Click OK.
6. Click Read File.
7. Select Agents, Agent Groups, and/or Queues.
8. Click Commit to Database.

A legend appears that indicates if the data has been successfully added, if it already exists, or if it was not selected.

9. Click Close.

### Help

1. On the Contact Center Management UI, click Help.

The Help menu provides the following links:

- Client Download page: Mandatory and optional software components that deploy from the server to the desktop
- An HTML Help file complete with concise training videos
- The 6110 CCM Tutorial with questions and answers to test your knowledge

The 6110 CCM User Manual is under Docs on root directory of the 6100 Contact Center Solutions CD.

## **Competitor upgrades**

We provide a substantial discount to customers who want to upgrade to 6100 Contact Center Management from their existing solution. Please e-mail [sales@prairiefyre.com](mailto:sales@prairiefyre.com) with details on your existing configuration (i.e. agent quantity). We will in turn respond by providing you with a price to upgrade.

## **Support and warranty information**

Customers receive an initial 18-month warranty, which includes free technical support and free upgrades. Subsequent 12-month warranties are available.

prairieFyre provides technical support from 8:00 a.m. to 6:00 p.m., Monday to Friday. Customers who purchase, and register 6110 Contact Center Management are eligible to receive free technical support and free upgrades downloadable from a secure location on the prairieFyre Website. Customers register at [www.prairiefyre.com](http://www.prairiefyre.com)

On-site support is available from prairieFyre. Costs include a labor charge of \$750 USD per day, expenses for travel and accommodation, and \$40 a day for meals and incidentals. The first time a dealer installs 6110 Contact Center Management at a customer's site, prairieFyre provides on-site support and waives the labor charges. prairieFyre trains both the dealer and their customer.

## **Contact information**

### **Sales support**

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