

MITEL NETWORKST

6150 Multimedia Contact Center (MCC)

User Guide

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Track and distribute e-mail requests.

Mitel Networks 6150 MCC

Configuring 6150 MCC

To configure all components of Mitel Networks[™] 6150 MCC (Mulitmedia Contact Center) you must configure 6150 MCC and some of Mitel Networks 6110 CCM (Contact Center Management).

You can configure employees, agents, agent groups, queues, and responses with 6150 MCC Configuration.

You can configure Account Codes and Make Busy Reason Codes with 6110 CCM Configuration.

- 1. Using Internet Explorer 5.5, type in your 6110 CCM Enterprise Server IP address http:// [your 6110 CCM Enterprise Server address]/6110 CCM/
- 2. Under **Username**, type the user name.
- 3. Under **Password**, type the password.
- 4. Click YourSite=>6150 MCC Configuration.

To configure employees

The Configuration window, Employees tab appears. (See Figure 1.)

Adding Employees

- 1. On the **Configuration** window, click the **Employees** tab.
- 2. Click Add.

Figure 1 Configuration window: Employees tab



The Employee Properties window appears. (See Figure 2.)

3. Under **Name**, type the employee's first name, space, and last name.

The name is two words separated by a space, and can be up to 50 characters.

NOTE: The name the employee currently uses as the window user name must be entered in the Public Folder/Windows User Name box.

4. Under **Public Folder/Windows User Name**, type the employee's Windows user name.

NOTE: The reporting number is used as identification. A reporting number for an employee can be up to 20 characters or digits. For example, the agent Jane Smith might be reporting number JS1. This report number would be referenced when a report is created from Jane Smith's e-mail data.

- 5. Under **Reporting**, type the reporting number.
- 6. Click OK.

Figure 2 Employee Properties window

Employee Properties: ——	
Name:	
Public Folder/Windows User:	
Reporting:	
	OK Cancel

Editing Employees

NOTE: You cannot edit the Public Folder/Windows User Name box therefore it does not appear on the Employee Properties window when editing.

- 1. On the **Configuration** window, click the **Employees** tab.
- 2. Select the employee whose information you want to edit.

The Employee Properties box appears. (See Figure 3.)

- 3. Select the name or the reporting number you want to edit.
- 4. Type the new name or the new reporting number.
- 5. Click **OK**.

Figure 3 Employee Properties window

Employee Properties:				
Name:	þimmy Lau			
Reporting:	11			
	ОК С	ancel		

Deleting Employees

You must delete all agents linked to the employee before the employee can be deleted. You will not be permitted to delete an employee without first deleting the linked agents. A single employee can use several agent names. Employees are linked to agent names to indicate that they refer to the same person.

- 1. Click the **Agents** tab.
- 2. Select an agent linked to the employee you want to delete.
- 3. Click **Delete**.
- 4. Repeat until all agents linked to the employee are deleted.
- 5. Click the **Employees** tab.
- 6. Select the employee you want to edit.
- 7. Click **Delete**.

To configure agents

1. On the **Configuration** window, click the **Agents** tab.

The Agents window appears. (See Figure 4.)

Adding Agents

1. Click Add.

Figure 4 Configuration window: Agents tab

Employees	Agents Agent Groups Queue	s Responses		
ID	Name	Nick name	Linked to Employee	Node Name
6501	Chris Courneya (AED)	Chris	Chris Courneya	Exchange
6502	Habib (AED)	Habib	Habib Mankal	Exchange
6503	Kevin (AED)	kevin	Kevin Ferris	Exchange
6504	Rob (AED)	rob	Rob Chapman	Exchange
6505	Clarke (AED)	clarke	Clarke LaPrairie	Exchange
6506	Erika (AED)	erika	Erika Schom	Exchange
6507	Kelley (AED)	kelley	Kelley Shrubsole	Exchange
6508	Jimmy (AED)	jimmy	Jimmy Lau	Exchange
6509	Lana (AED)	lana	Lana Todd	Exchange
9999	aed tester	aed tester	aed tester	Exchange
		Add	Edit De	elete
Status of you	ır last operation:			

The Agent Properties window appears. (See Figure 5.)

- 2. Under **Name**, type the name.
- 3. Under **Nick name**, type the nick name.
- 4. Under **ID**, type the employee identification number.
- 5. Under **Node**, select the node from which the agent will receive calls.
- 6. Under **Linked to Employee**, select the name of the employee who is this agent.

Figure 5 Agent Properties window

Agent Properties:	I ————————————————————————————————————
Name:	
Nick name:	
ID:	
Node:	5 - Exchange 🔻
Linked to Employee:	aed tester
	OK Cancel

Editing Agents

- 1. On the **Configuration** window, click the **Agents** tab.
- 1. Select the agent you want to edit.
- 2. Click Edit.

The Agent Properties window appear. (See Figure 6.)

3. Under **Name**, type the agent name.

The name can be up to 50 characters.

4. Under **Nick name**, type the nick name.

This nick name will help you to keep track of which queue you are working on, if you have several queues. The nick name can be up to 50 characters.

5. Under **ID**, type the agent identification number.

The agent identification number can be from 1 to 7 digits.

6. Under Node, select the node from which the agent will receive e-mails.

A single employee can use several agent names. You must link the agent names to the employee to indicate that they refer to the same person.

- 7. Under **Linked to Employee**, select the name of the employee who is this agent.
- 8. Click OK.

Figure 6 Agent Properties window

-Agent Properties:	
Name:	
Nick name:	
ID:	
Node:	5 - Exchange 🔻
Linked to Employee:	aed tester
	OK Cancel

Deleting Agents

- 1. On the **Configuration** window, click the **Agents** tab.
- 2. Select the agent you want to delete.
- 3. Click Delete.

To configure agent groups

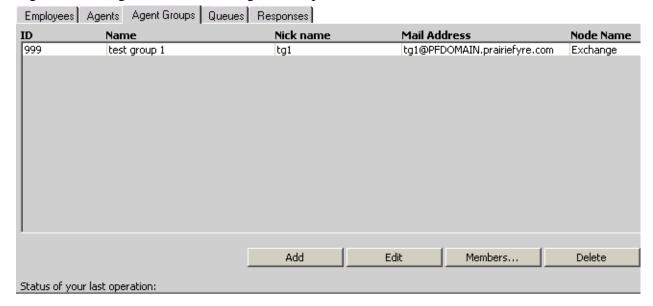
1. On the **Configuration** window, click the **Agent Groups** tab.

The **Agent Groups** window appears. (See Figure 7.)

Adding Agent Groups

1. Click Add.

Figure 7 Configuration window: Agent Groups tab



The Agent Group Properties window appears. (See Figure 8.)

- 2. Under **Name**, type the agent group name.
- 3. Under **Public Folder Name**, type the agent group's Windows user name.
- 4. Under **ID**, type the agent group identification number.

The agent group identification number must be 3 digits.

- 5. Under **Node**, select the node from which the agent group will receive calls.
- 6. Click OK.

Figure 8 Agent Group Properties window

-Agent Group Prop	erties: ———	
Name:		
Public Folder Name:		
ID:		
Node:	5 - Exchange 🔻	
	OK	Cancel
ID:	5 - Exchange	Cancel

Editing Agent Groups

- 1. Click the **Agent Groups** tab.
- 2. Select an agent group.
- 3. Click Edit.

The Agent Group Properties window appears. (See Figure 9.)

4. Select the name, or identification you want to edit.

The agent group identification number must be 3 digits.

- 5. Type the new item.
- 6. Alternatively, select the new node.
- 7. Click OK.

Figure 9 Agent Group Properties window

Agent Group Properties:				
Name:	test group 1			
ID:	999			
Node:	5 - Exchange 🔻			
	OK Can	cel		

Deleting Agent Groups

You must delete all queues links to the agent group before the agent group can be deleted. You will not be permitted to delete an agent group without first deleting the linked queues.

- 1. Click the **Queues** tab.
- 2. Select a queue linked to the agent group you want to delete.
- 3. Click **Delete**.
- 4. Repeat until all queues linked to the agent group are deleted.
- 5. Click the **Agent Groups** tab.
- 6. Select the agent group you want to edit.
- 7. Click **Delete**.

To configure members of an agent group

You can add or remove the agents that compose the agent group with the Members button.

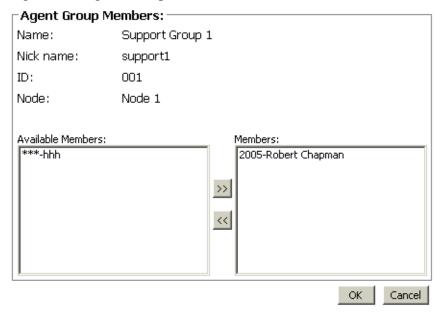
Adding an agent to an agent group

- 1. Click the Agent Groups tab.
- 2. Select the agent group to which you want to add the agent.
- 3. Click Members.

The Agent Group Members window appears. (See Figure 10.)

- 4. Select an agent from the Available Members list.
- 5. Click the arrows pointing towards the **Member** list.
- 6. Click OK.

Figure 10 Agent Group Members window



Removing an agent from an agent group

- 1. Click the **Agent Groups** tab.
- 2. Select the agent group to which you want to remove the agent.
- 3. Click Members.
- 4. Select an agent from the **Members** list.
- 5. Click the arrows pointing toward the **Available Members** list.
- 6. Click OK.

To configure queues

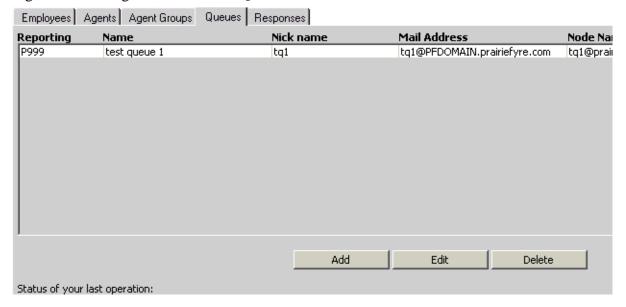
1. Click the **Queues** tab.

The Queues window appears. (See Figure 11.)

Adding Queues

2. Click Add.

Figure 11 Configuration window: Queues tab



The Queue Properties window appears. (See Figure 12.)

- 3. Under **Name**, type the queue name (up to 50 characters).
- 4. Under **Public Mail Address**, type the address.
- 5. Under **Reporting**, type the queue reporting number (Pxxx).
- 6. Select the **Node** you want.
- 7. Select the queue to the **Primary Agent Group** number (ranging from 0-999).
- 8. Type the **Interflow Time** (in minutes).
- 9. Select the **Interflow Queue**.
- 10. If you want to direct incoming e-mail to an e-mail address, click the **Enable External Inflow** check box.
- 11. Type the **Requeue Time** (in minutes).
- 12. Type the **Service Level** (in minutes).
- 13. Select a Response Message.
- 14. Type the **Overflow Time 1,2**, and **3** (in minutes).
- 15. Select the queue of the agent group for **Overflow Agent Group 1**,**2**, and **3** (ranging from 0-999).
- 16. Type the **Priority** value of the queue (1-10).
- 17. If you have enabled the External Inflow check box, type the **External Interflow Address** (e-mail address) you want the incoming e-mail to be directed to.
- 18. Type the **Hold Requeue Timeout** (in minutes).
- 19. Type the **Non Available Requeue Timeout** (in minutes).
- 20. Type the Public Folder Name.
- 21. Click **OK**.

Figure 12 Queue Properties window

_Queue Properties: -			
Name:		Overflow Time 1:	0
Public Mail Address:		Overflow Agent Group 1:	0 - (not specified)
Reporting:		Overflow Time 2:	0
Node:	2 - Exchange 💌	Overflow Agent Group 2:	0 - (not specified)
Primary Agent Group:	0 - (not specified)	Overflow Time 3:	0
Interflow Time:	0	Overflow Agent Group 3:	0 - (not specified)
Interflow Queue:	0 - (not specified)	Priority	1
Enable External Inflow	:: □	External Interflow Address:	
Requeue Time:	0	Hold Requeue Timeout:	0
Service Level:	0	Non Available Requeue Timeout:	0
Response Message:	(not specified)	Public Folder Name:	
			OK Cancel

Editing Queues

- 1. Click the **Queues** tab.
- 2. Click Edit.

The Queue Properties window appears. (See Figure 13.)

- 3. Type or select the information to be edited.
- 4. Type or select the correct information.
- 5. Click OK.

Figure 13 Queue Properties window

$_{ extsf{ iny Queue}}$ Properties:			
Name:	nfo@prairiefyre.com	Overflow Time 1:	0
Public Mail Address:	info@prairiefyre.com	Overflow Agent Group 1:	0 - (not specified)
Reporting:	P001	Overflow Time 2:	0
Node:	2 - Exchange 🔻	Overflow Agent Group 2:	0 - (not specified)
Primary Agent Group:	105 - AG All	Overflow Time 3:	0
Interflow Time:	0	Overflow Agent Group 3:	0 - (not specified)
Interflow Queue:	0 - (not specified)	Priority	3
Enable External Inflow	c: 🗆	External Interflow Address:	
Requeue Time:	60	Hold Requeue Timeout:	360
Service Level:	15	Non Available Requeue Timeout:	120
Response Message:	Standard Response		
			OK Cancel

Deleting Queues

Queues are linked to agent groups. Agent groups are linked to agents. You must first find the agent group(s) linked to the queue you want to delete. Then you must find the agents that are linked with that agent group.

You must delete all agents linked with the agent group before the agent group can be deleted. You will not be permitted to delete an agent group without first deleting the linked agents. Then you must delete the agent group, and only then can you delete the queue.

- 1. Click the **Agents** tab.
- 2. Select each agent you want to delete.
- 3. Click **Delete**.
- 4. Click the **Agent Groups** tab.
- 5. Select each agent group you want to delete.
- 6. Click **Delete**.
- 7. Click the **Queues** tab.

- 8. Select the queue you want to delete.
- 9. Click **Delete**.

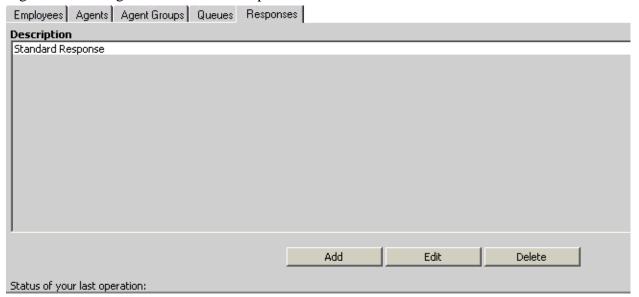
To configure responses

1. Click the **Responses** tab.

The **Responses** window appears. (See Figure 14.)

2. Click Add.

Figure 14 Configuration window: Responses tab



The Response Message Properties window appears. (See Figure 15.)

Adding Responses

3. Under **Description**, type the response description.

For example, type "out of office" if you will use this response when you are out of the office.

4. Select the **The body of this message should be sent as HTML** check box.

You must have Internet Explorer 5.5 to support the HTML features.

- 5. Under **Message Body**, type the message.
- 6. Click OK.

Figure 15 Response Message Properties window

-Response Message	Properties:	
Description:		
☐ The body of this n Message Body:	nessage should be sent as HTML	
message body.		
		OK Cancel

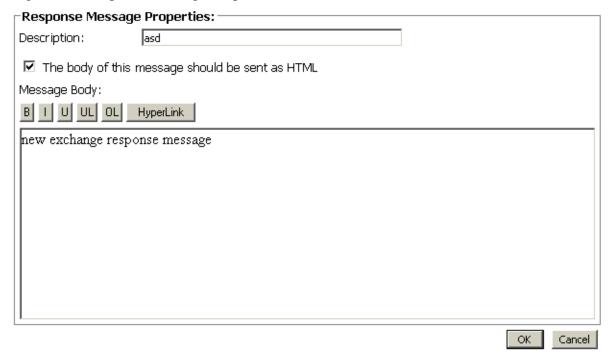
Editing Responses

- 1. Click the **Responses** tab.
- 2. Select the response you want to edit.
- 3. Click **Edit**.

The Response Message Properties window appears. (See Figure 16.)

- 4. Under **Description**, type the new description.
- 5. Under **Message Body**, type the new message.
- 6. Click OK.

Figure 16 Response Message Properties window



Deleting Responses

- 1. Click the **Responses** tab.
- 2. Select the response you want to delete.
- 3. Click Delete.

Configuring 6110 CCM

- Using Internet Explorer, type the URL http://(IP address)/6110 CCM/ start_en.asp.
- 2. Under **Username**, type the user name.
- 3. Under **Password**, type the password.
- 4. Click YourSite=>Configuration.

To configure Account Codes

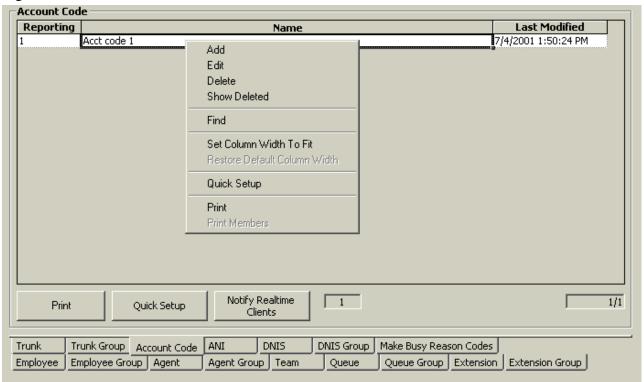
Adding an Account Code

1. Click the Account Code tab.

The Account Code window appears. (See Figure 17.)

2. Right-click the first Account Code, and select Add.

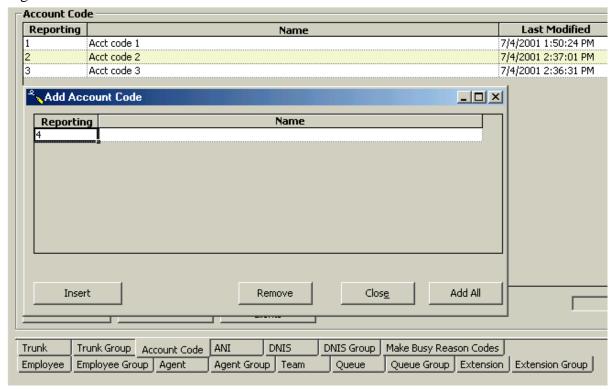
Figure 17 Account Code window



The Add Account Code window appears. (See Figure 18.)

- 3. Under **Reporting**, type the Account Code.
- 4. Under **Name**, type the name of the Account Code.
- 5. Click Add All.

Figure 18 Add Account Code window



The Your Site Configuration window appears indicating the success or failure of the addition. (See Figure 19.)

6. Click OK.

Figure 19 Your Site Configuration window



Editing an Account Code

- 1. Click the **Account Code** tab.
- 2. Right-click the Account Codes, and select **Edit**.
- 3. Select the Account Code you want to edit.
- 4. Under **Reporting**, type the correct Account Code.
- 5. Under **Name**, type the correct name.
- 6. Press **Enter**.
- 7. Click **Update**.

The Your Site Configuration window appears indicating the success or failure of the edition.

8. Click **OK**.

Deleting an Account Code

- 1. Click the Account Code tab.
- 2. Right-click the Account Codes, and select **Delete**.

The Delete Account Code window appears. (See Figure 20.)

- 3. Select the Account Code you want to delete.
- 4. Click Remove.

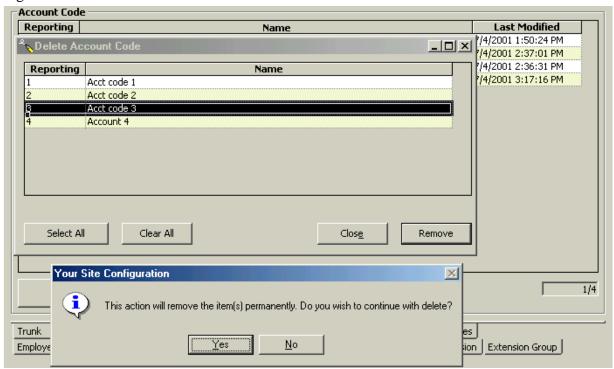
The Delete Account Code window appears. (See Figure 20.)

5. Click Yes.

The Your Site Configuration window appears indicating the success or failure of the deletion.

- 6. Click OK.
- 7. Click Close.

Figure 20 Delete Account Code window



To configure Make Busy Reason Codes

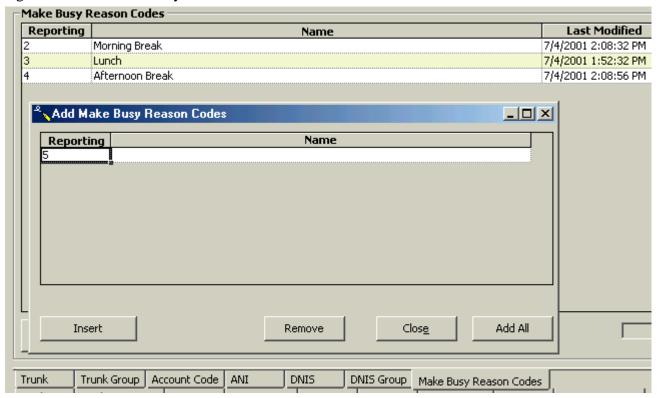
Adding a Make Busy Reason Code

- 1. Click the Make Busy Reason Codes tab.
- 2. Right-click the first Make Busy Code, and select Add.

The Make Busy Reason Codes window appears. (See Figure 21.)

- 3. Under **Reporting**, type the Make Busy Code.
- 4. Under **Name**, type the name of the Make Busy Code.
- 5. Click Add All.

Figure 21 Add Make Busy Reason Codes window



The Your Site Configuration window appears indicating the success or failure of the addition. (See Figure 22.)

6. Click OK.

Figure 22 Your Site Configuration window



Editing a Make Busy Reason Code

- 1. Click the Make Busy Reason Code tab.
- 2. Right-click the Make Busy Reason Codes, and select Edit.
- 3. Select the Make Busy Reason Code you want to edit.
- 4. Under **Reporting**, type the correct Make Busy Reason Code.
- 5. Under **Name**, type the correct name.
- 6. Press **Enter**.
- 7. Click **Update**.

The Your Site Configuration window appears indicating the success or failure of the edition.

8. Click OK.

Deleting a Make Busy Reason Code

- 1. Click the **Make Busy Reason Code** tab.
- 2. Right-click the Make Busy Reason Codes, and select **Delete**.
- 3. Select the Make Busy Reason Code you want to delete.
- 4. Click Remove.

The Your Site Configuration window appears.

5. Click Yes.

The Your Site Configuration window appears indicating the success or failure of the deletion.

- 6. Click OK.
- 7. Click Close.

Changing 6150 MCC options

There are three types of 6150 MCC options that can be changed:

- RealTime Server Connection Parameters
- 6150 MCC Startup Options
- 6150 MCC Mail Arrival Options

RealTime Server Connection Parameters options allow you to change the IP address and port number.

The 6150 MCC Startup options allow you to change which inbox appears when Outlook 2000 is opened, make the log on window appear when Outlook is opened, and view the 6150 MCC shortcuts.

6150 MCC Mail Arrival Options allow you to change the way the 6150 MCC mail arrives. For example, Outlook can be set to appear as the top window when e-mail arrives. You can also change the sound file used to indicate an e-mail has arrived.

To change the IP address and port number

1. Double-click on the Outlook 2000 desktop icon.

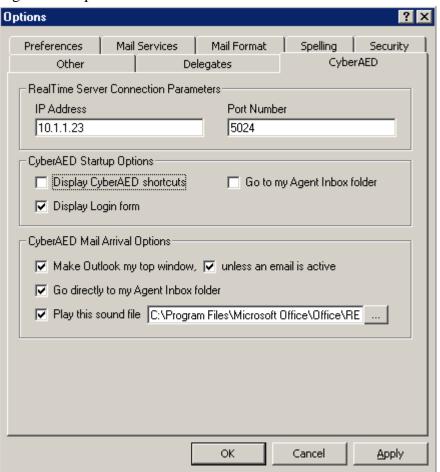
Outlook 2000 opens.

2. Click **Tools=>Options**.

The Options window appears. (See Figure 23.)

- 3. Click the **6150 MCC** tab.
- 4. Under **IP Address**, type the correct IP Address.
- 5. Under **Port Number**, type the correct Port Number.
- 6. Click OK.

Figure 23 Options window: IP Address and Port Number



To open Outlook 2000

If you have not yet installed Microsoft Outlook 2000 on the client computer, do so now.

NOTE: The user name for the client computer installation is the user's name not *prairieFyre*.

See *Mitel Networks 6150 Mulitmedia Contact Center Installation Guide:* Installing Outlook 2000 and Starting Outlook.

The first time you start Outlook 2000 after you have installed 6150 MCC, you will be asked if the 6150 MCC plug-in should be loaded each time Outlook 2000 is started.

NOTE:

- Do not load the 6150 MCC plug-in if you are opening Outlook 2000 on a computer that acts as both server and client computer. A server will start Outlook for reasons additional to e-mail retrieval.
- If you do not load the plug-in, you will need to load it manually when you want to access your 6150 MCC e-mail.

Opening Outlook 2000

1. Double-click the Outlook 2000 desktop icon.

The Inbox Microsoft Outlook window appears.

Manually loading the 6150 MCC plug-in

2. Click Tools=>Options.

The Options window appears.

- 3. Click the **Other** tab.
- 4. Under General, click Advanced Options.

The Advanced Options window appears.

- 5. Click COM Add-Ins.
- 6. Select the 6150 MCC Outlook Plugin check box.
- 7. Click **OK**.
- 8. Close the **Options** window.

To view the 6150 MCC inbox when Outlook starts up

If the 6150 MCC plug-in is loaded, then when you open Outlook 2000, by default, you will be directed to your 6150 MCC inbox, located in the Public Folders. That means that you already will view the 6150 MCC inbox when Outlook starts up. (See Figure 24.)

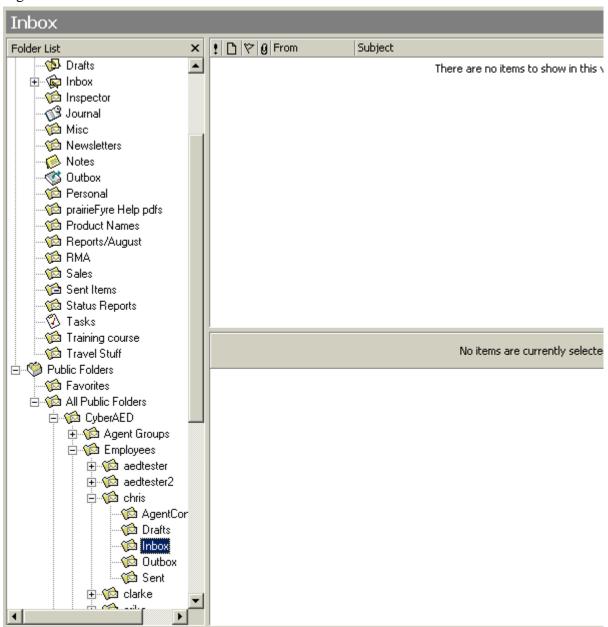
However, if the 6150 MCC plug-in is not loaded, then when you open Outlook 2000, you will be directed to your personal inbox. You will have to go to your options window and load 6150 MCC manually, and then change the Go to my Agent Inbox folder 6150 MCC Startup Option.

See "Manually loading the 6150 MCC plug-in" on page 28.

Go to my Agent Inbox folder 6150 MCC Startup Option

- 1. On the explorer bar, under 6150 MCC, click Agent Inbox.
- 2. Click **Tools=>Options**.

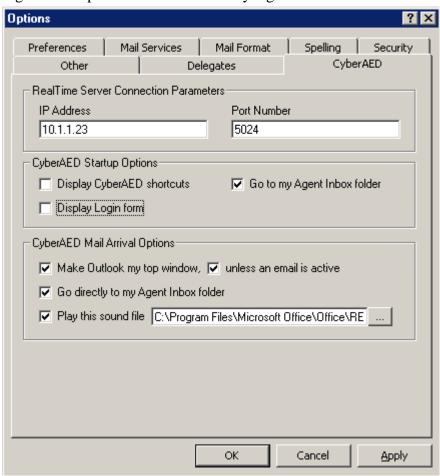
Figure 24 Microsoft Outlook: 6150 MCC Inbox



The Options window appears. (See Figure 25.)

- 3. Click the **6150 MCC** tab.
- 4. Under **6150 MCC Startup Options**, select the **Go to my Agent Inbox folder** check box.
- 5. Click OK.

Figure 25 Options window: Go to my Agent Inbox folder



To display 6150 MCC shortcuts

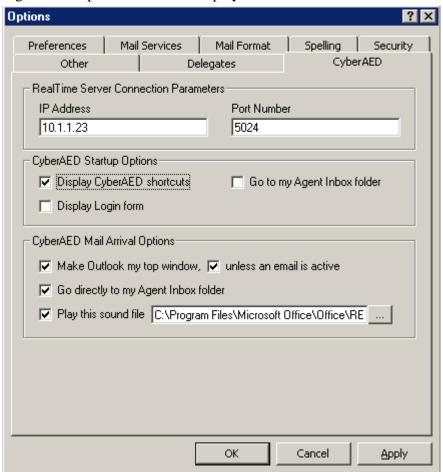
You can display 6150 MCC shortcuts with the 6150 MCC Startup Options.

- 1. Select your 6150 MCC inbox.
- 2. Click Tools=>Options.

The Options window appears. (See Figure 26.)

- 3. Click the 6150 MCC tab.
- 4. Under **6150 MCC Startup Options**, select the **Display 6150 MCC shortcuts** check box.
- 5. Click OK.

Figure 26 Options window: Display 6150 MCC shortcuts



To display the log on window when Outlook 2000 opens

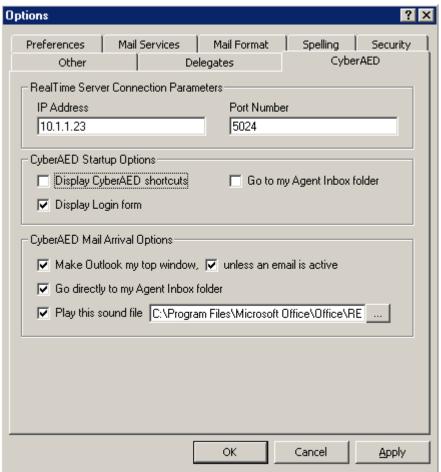
You can display the log on window when Outlook 2000 opens.

- 1. Select your 6150 MCC inbox.
- 2. Click Tools=>Options.

The Options window appears. (See Figure 27.)

- 3. Click the 6150 MCC tab.
- 4. Under 6150 MCC Startup Options, select the Display Login form check box.
- 5. Click OK.

Figure 27 Options window: Display 6150 MCC shortcuts



To make Outlook your top window when an e-mail arrives

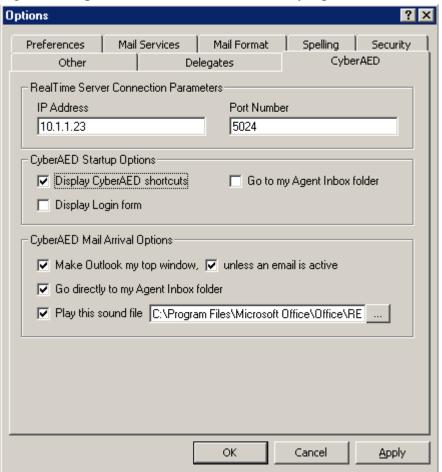
You can make an incoming e-mail appear as your top window with the 6150 MCC Mail Arrival Options.

- 1. Select your 6150 MCC inbox.
- 2. Click **Tools=>Options**.

The Options window appears. (See Figure 28.)

- 3. Click the **6150 MCC** tab.
- 4. Under **6150 MCC Mail Arrival Options**, select the **Make Outlook my top window** check box.
- 5. Select the **unless an email is active** check box.
- 6. Click OK.

Figure 28 Options window: Make Outlook my top window



To direct e-mail to the 6150 MCC inbox

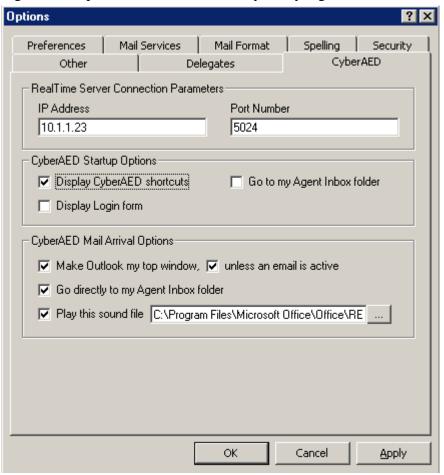
All e-mail, by default, is sent to your personal inbox. You can send 6150 MCC e-mail to your Agent Inbox public folder with the 6150 MCC Mail Arrival Options.

- 1. Select your 6150 MCC inbox.
- 2. Click **Tools=>Options**.

The Options window appears. (See Figure 29.)

- 3. Click the **6150 MCC** tab.
- 4. Under 6150 MCC Mail Arrival Options, select Go directly to my Agent Inbox folder check box.
- 5. Click OK.

Figure 29 Options window: Go directly to my Agent Inbox folder



To change the 6150 MCC e-mail arrival sound file

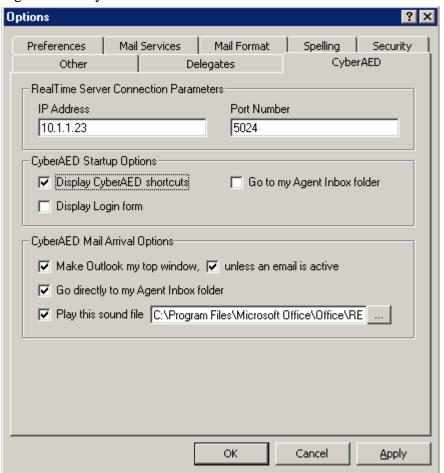
You can change the 6150 MCC e-mail arrival sound file with the 6150 MCC Mail Arrival Options.

- 1. Select your 6150 MCC inbox.
- click Tools=>Options.

The Options window appears. (See Figure 30.)

- Click the 6150 MCC tab.
- 4. Click the ellipses button.
- 5. Select the sound file (.WAV) that you want.
- 6. Click Open.
- nder 6150 MCC Mail Arrival Options, select Play this sound file check box.
- 8. Click OK.

Figure 30 Play this sound file



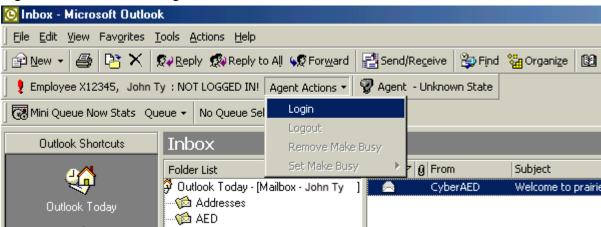
Setting agent actions

Agent actions are logging on, logging off, setting Make busy Reason Codes, and removing Make Busy codes.

To log on to 6150 MCC

- 1. Open Outlook 2000.
- 2. Click **Agent Actions=>Login**. (See Figure 31.)

Figure 31 6150 MCC: Login



The 6150 MCC Login window appears. (See Figure 32.)

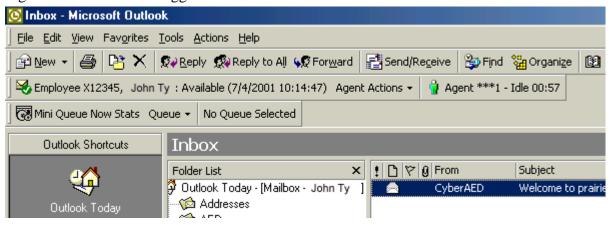
- 3. Click the Agent ID check box that you will use to log on.
- 4. Click Login.

Figure 32 6150 MCC Login window



You are now logged on and available to answer incoming e-mails. (See Figure 33.)

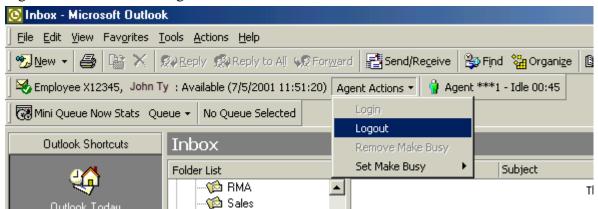
Figure 33 6150 MCC: logged on and available



To log off from 6150 MCC

 On the Inbox-Microsoft Outlook window click Agent Actions=>Logout. (See Figure 34.)

Figure 34 6150 MCC: Logout



To set a Make Busy Reason Code

- 1. Open **Outlook 2000**.
- 2. Click Agent Actions=>Set Make Busy.
- 3. Select the Make Busy Reason code you want to apply. (See Figure 35.)

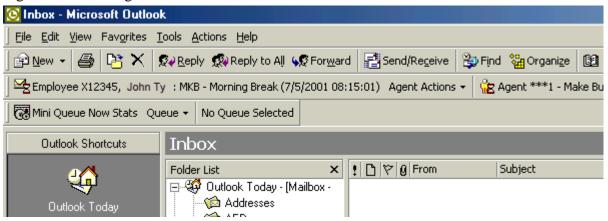
Figure 35 Set Make Busy



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The Make Busy Reason (MKB) code now appears as Morning Break. (See Figure 36.)

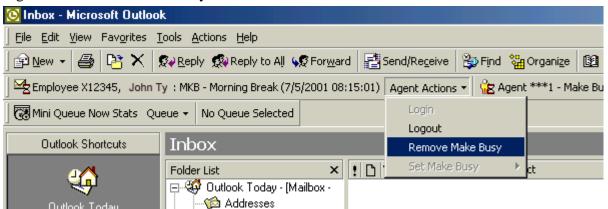
Figure 36 Morning Break



To remove Make Busy

 On the Inbox - Microsoft Outlook window, click Agent Actions=>Remove Make Busy. (See Figure 37.)

Figure 37 Remove Make Busy



Responding to an e-mail

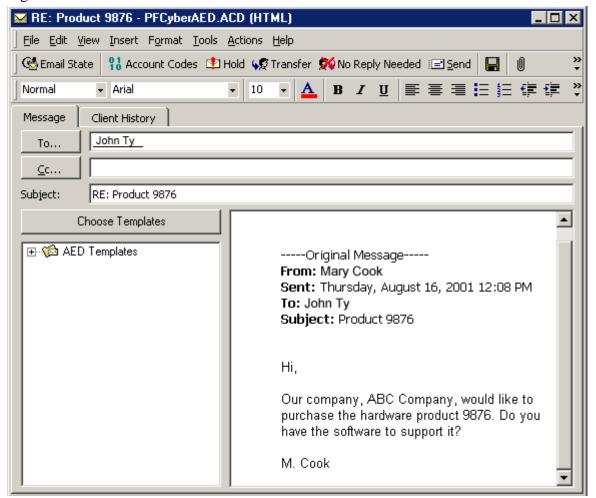
When you select a 6150 MCC e-mail, the e-mail window appears. (See Figure 38.)

You have five options when responding to the e-mail:

- Set Account Codes
- **Hold** the e-mail
- Transfer the e-mail
- No Reply Needed
- Send the e-mail

You can add an account code to indicate if the customer was happy with the service. You can hold the e-mail while waiting for further information before you respond to the customer's request, or you can transfer the e-mail to another agent or queue who has the required information. You can reply to the e-mail and send it, or you can tag it with No Reply Needed.

Figure 38 E-mail window



To set an Account Code

1. On the 6150 MCC e-mail window, click **Account Codes**.

The 6150 MCC Account Codes window appears. (See Figure 39.)

- 2. Select the check box of the Account Code you want to apply.
- 3. Click **Submit**.

Figure 39 6150 MCC Account Codes window



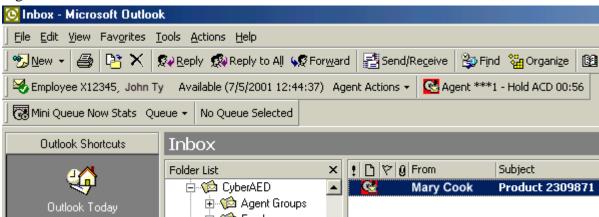
To hold an e-mail

If you cannot answer an e-mail immediately, you can hold it until you have the information required to answer it. You will still receive other e-mails while you are on hold. When you are ready to answer the e-mail, you select it, respond to it, and send it as you would a new e-mail.

On the 6150 MCC e-mail window, click Hold.

The agent state will indicate that the agent is holding an e-mail. (See Figure 40.)

Figure 40 Hold



To transfer an e-mail

You can transfer an e-mail to an agent or to a queue.

1. On the 6150 MCC e-mail window, click **Transfer**.

The 6150 MCC Transfer window appears. (See Figure 41).

- 2. Under **Transfer To**, select agent or queue.
- 3. Select the check box of the agent or queue to whom you are sending the e-mail.
- 4. Click Transfer.

Figure 41 6150 MCC Transfer window



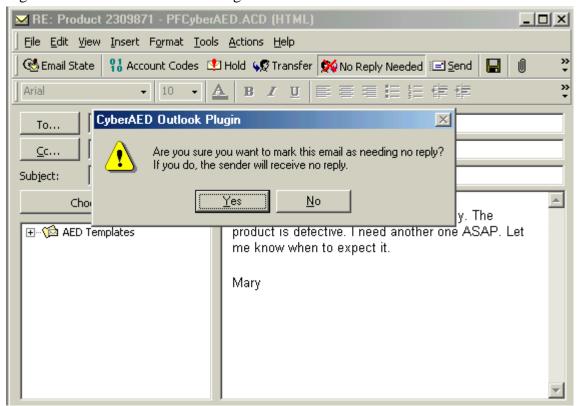
To set No Reply Needed

1. On the 6150 MCC e-mail window, click **No Reply Needed**.

The 6150 MCC Outlook Plugin window appears. (See Figure 42.)

2. Click Yes.

Figure 42 6150 MCC Outlook Plugin



To send a reply

There is no reply button, you click send to reply to the customer.

• On the 6150 MCC e-mail window, click **Send**.

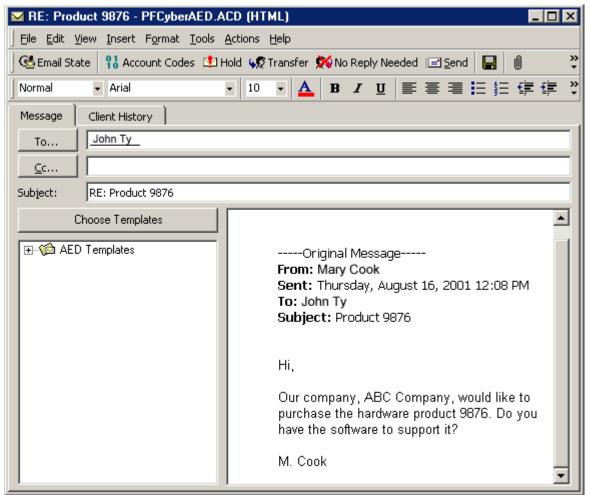
Viewing e-mail history

You can view e-mail history with the 6150 MCC e-mail response window. (See Figure 43.)

To view e-mail history

1. Click the Client History tab.

Figure 43 6150 MCC e-mail response window

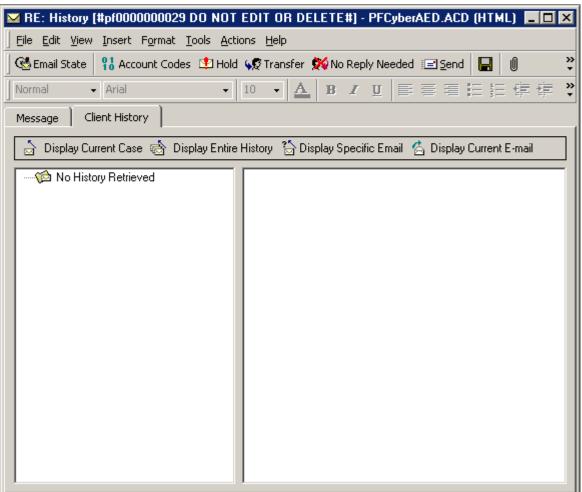


No history is currently displayed. (See Figure 44.)

You must choose from four types of client history:

- Current case
 - The current case consists of the e-mail currently in the Message window and all associated correspondence spawning from that particular e-mail.
- Entire history
 - The entire history consists of all e-mails from that particular client and all the responses.
- Specific e-mail
 - A specific e-mail that you request by inputing the message ID of that e-mail.
- Current e-mail
 - The current e-mail is the e-mail currently in the Message window.

Figure 44 Client History tab

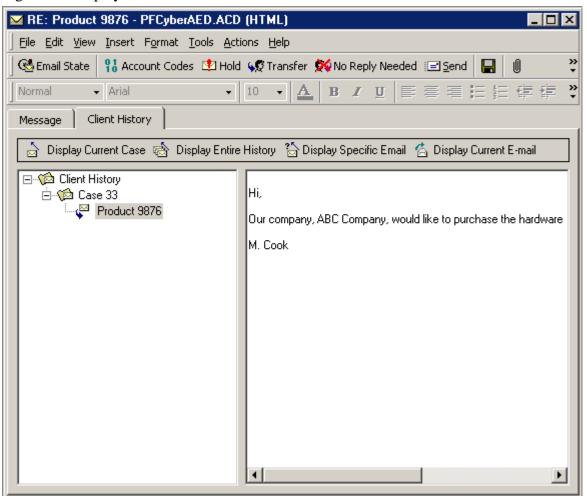


To view Current Case

1. Click **Display Current Case**.

The e-mail currently in the Message window, and all associated correspondence spawning from that e-mail, appears in the Client History window. (See Figure 45.)

Figure 45 Display Current Case

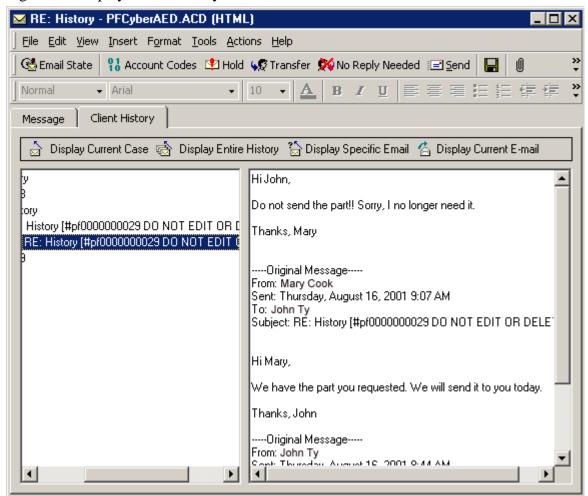


To view Entire History

1. Click Display Entire History.

All e-mails from that particular client and the responses appear in the Client History window. (See Figure 46.)

Figure 46 Display Entire History



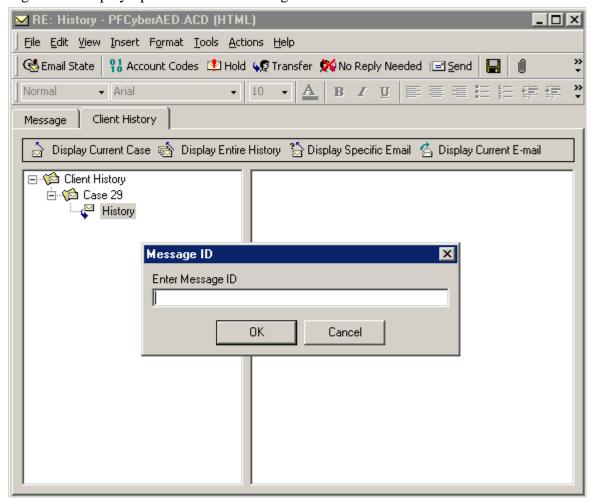
To view a Specific E-mail

1. Click Display Specific E-mail.

The Message ID box appears. (See Figure 47.)

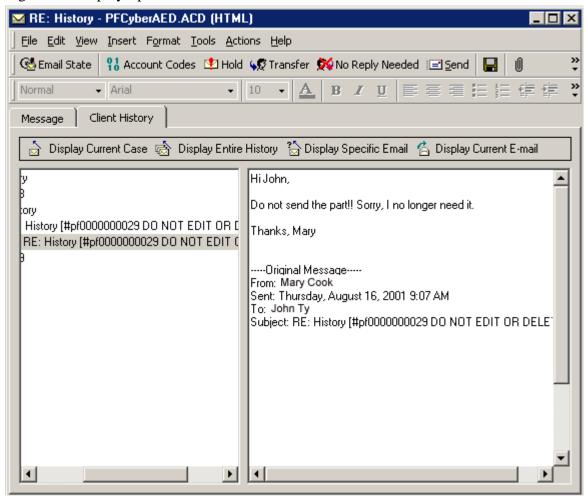
- 2. Type the 10 digit Message ID number of the message you want to view, preceded by pf. For example, type pf0000000029.
- 3. Click OK.

Figure 47 Display Specific E-mail: Message ID



The specific e-mail that you requested appears in the Client History window. (See Figure 49.)

Figure 49 Display Specific E-mail

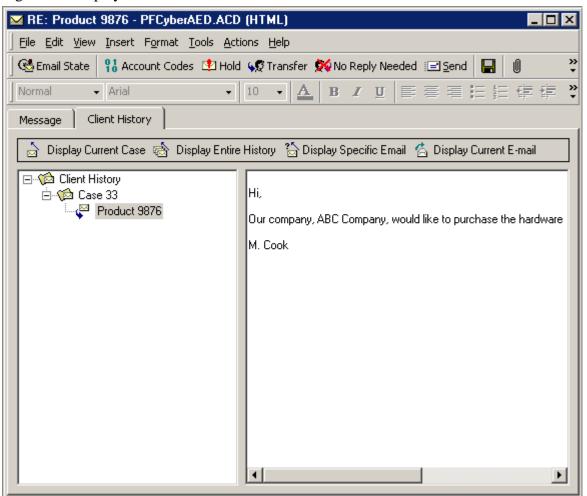


To view the Current E-mail

1. Click Display Current E-mail.

The e-mail currently in the Message window appears in the Client History window. (See Figure 50.)

Figure 50 Display Current E-mail



Creating and using a 6150 MCC template

You can create a template from a post in your personal inbox for use with each 6150 MCC queue you are assigned. This template is then used to frame your responses and should contain standard information. For example, the template should contain your name and your company's e-mail address.

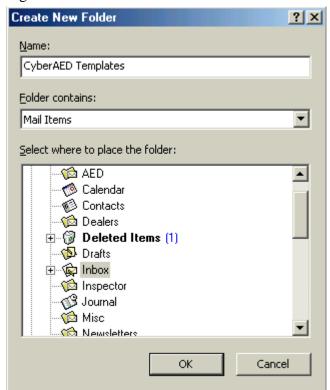
To create a template

- 1. Open your personal inbox.
- 2. Right click your personal inbox and select **New Folder**.

The Create New Folder window appears. (See Figure 51.)

- 3. Under Name, type 6150 MCC Templates.
- 4. Click OK.

Figure 51 Create New Folder



The 6150 MCC Templates folder appears under your personal inbox.

- 5. On the tool bar next to New, click the down arrow.
- 6. Select Post in This Folder.

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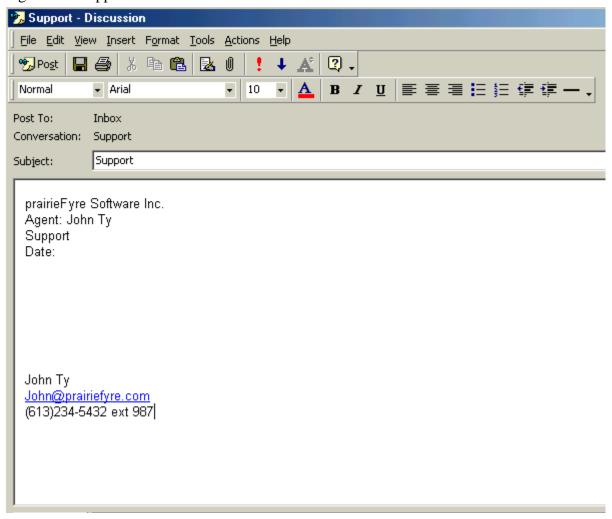
The Untitled - Discussion window appears.

7. Under **Subject**, type the name of the queue for which you are creating the template. For example, type Support.

The name of the window changes to Support - Discussion. (See Figure 52.)

- 8. Type standard information for this template. For example, label the template as a support response, then type your name, the company's name, and a greeting.
- 9. Click **Post**.

Figure 52 Support - Discussion window



To use a 6150 MCC template

- 1. Open your 6150 MCC inbox.
- 2. Select an unanswered e-mail.

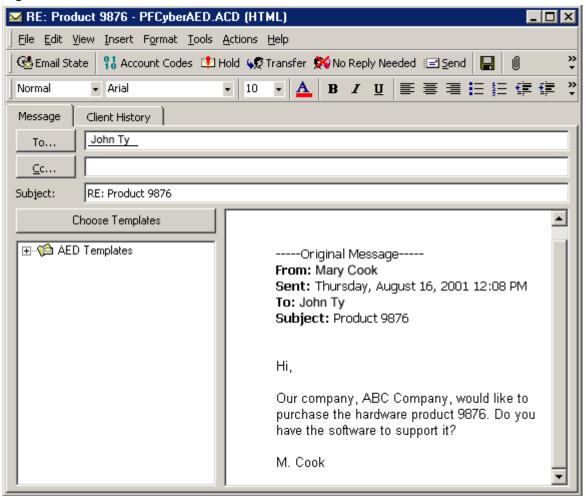
The 6150 MCC e-mail window appears. (See Figure 53.)

- 3. Open **AED Templates**.
- 4. Open the template for the queue you are currently working in. For example, select the template labelled Support.

The 6150 MCC Support Templates information will be added above the e-mail request information.

- 5. Type your response to the e-mail in the support template.
- 6. Click Send.

Figure 53 6150 MCC e-mail window



Viewing Mini Queue Now Stats

Mini Queue Now Stats provides information on the number of available agents, the number of emails waiting, and the length of time the oldest e-mail has been waiting. However, if you have AgentAdvisor (a component of 6110 CCM) you have access to much more detailed queue information.

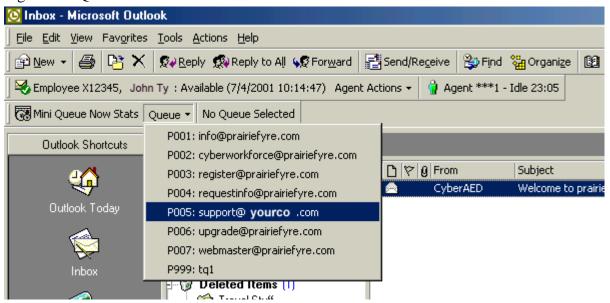
To view Mini Queue Now Stats

1. On the Inbox - Microsoft Outlook window, click Queue.

The list of queues available appears. (See Figure 54.)

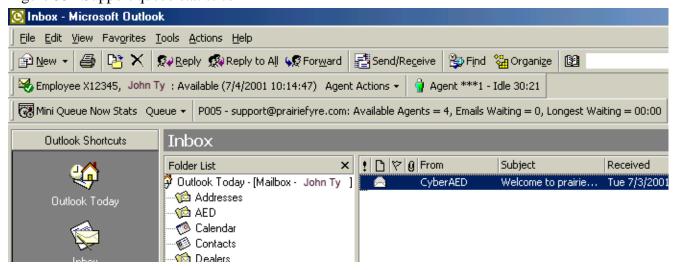
2. Select the queue that you want to view.

Figure 54 Queues available



The statistics for support@prairiefyre.com can now be viewed. There are four agents available, there are no e-mails waiting, and the length of time the oldest e-mail has waited is zero seconds. (See Figure 55.)

Figure 55 Support queue statistics



To view the repository

You can view each and every e-mail sent and the corresponding reply in the repository.

To view the original e-mails

- 1. In the **Folder List** of Outlook 2000, open **Repository**.
- 2. Click **Originals**.

The Originals window appears with the e-mails listed.

To view the e-mail replies

- 1. In the **Folder List** of Outlook 2000, open **Repository**.
- 2. Click Replies.

The Replies window appears with the e-mail replies listed.

Appendix A

6150 MCC Terminology

Enable External Interflow

The *enable external interflow* check box allows you to direct incoming e-mail to an e-mail address.

External Interflow Address

The external interflow address is the e-mail address the incoming e-mail is directed to.

Hold Requeue Timeout

The *hold requeue time* is the length of time the e-mail message will sit in the assigned agent's queue before a warning is flashed to indicate that the e-mail message will soon be reassigned to another agent's queue if not answered.

Interflow Queue

The *interflow queue* is the queue the e-mail message is directed to when it first arrives at a company's e-mail address.

Interflow Time

The *interflow* is the path along which the e-mail message is directed. The *interflow time* is the length of time the e-mail message will wait in the queue that the interflow directed it to. If the interflow timer expires, the call is removed from the original queue and re-directed to another answering point, such as a trunk. This ensures the e-mail message does not go unanswered for long.

Name

The *name* is the queue name. For example, the name might be Q1.

Node

The *node* is where 6150 MCC and 6110 CCM organizes and distributes e-mail and phone calls throughout your company. If your company is large, you might have several nodes.

Non Available Request Timeout

6150 MCC knows which agent answered which e-mail. If a customer has already received a response from an agent but has further questions, the customer's next e-mail is directed back to the original agent. However, that agent might not be available. The *non available request timeout* time is the length of time the e-mail will sit in the original agent's queue before being forwarded to another agent. If the non available request timeout is 60 minutes, and an e-mail is sent after office hours, then the e-mail would, of course, be forwarded to another agent.

Overflow Agent Group

The *overflow agent group* is the agent group that an e-mail message is forwarded to because the e-mail message was not answered by the primary agent group within a set period of time (the overflow time). The e-mail message is placed in the queue of the overflow agent group in addition to keeping its place in the first queue. The first available agent in either group answers the call.

If the e-mail message is not answered by overflow agent group1 within the overflow time, it is placed in the queue of overflow agent group 2 in addition to keeping its place in the first queue (primary agent group) and second queue (overflow agent group 1). There are three possible overflow agent groups: overflow agent group 2, and overflow agent group 3.

Overflow Time

The *overflow time* is the length of time an e-mail will sit in the primary agent group queue before also being forwarded to a overflow agent group.

Primary Agent Group

The *primary agent group* is the group assigned to answer a particular e-mail message first.

Priority

Priority assigns priority to queues. The highest priority is 1, and the lowest priority is 10. This allows you to answer queues of higher priority first.

Public Folder Name

The *public folder name* is the windows user name.

Public Mail Address

The *public mail address* is the company e-mail address. This is the address the customers will use to e-mail you.

Reporting Number (for a queue)

The *reporting number* is assigned for reporting purposes. This report number is referenced when creating a report about e-mail data from a particular queue. A queue reporting number must start with P and have three digits following. For example, the reporting number for a queue might be P123.

Requeued Time

The *requeue time* is the length of time the e-mail will sit in the assigned agent's queue before it is assigned to another agent's queue.

When an agent receives an e-mail message and fails to respond to the e-mail after X seconds, 6150 MCC places the agent in Make Busy and the e-mail message is *requeued* (placed back in queue). This requeued e-mail message has priority over the others and will be the next e-mail message answered.

Response Message

The *response message* is a message that is automatically sent to the client upon receipt of the clients e-mail. For example, "Thank you for your interest in prairieFyre Software. We have received your e-mail, and it is being handled by one of our agents. Please expect a reply shortly." The response message is created with the Responses tab.

Service Level

The term *service level* is the turn-around-time goal. For example, if the service level is 20 minutes, the agents provided excellent service if they can respond to all e-mails within 20 minutes of receiving them.