

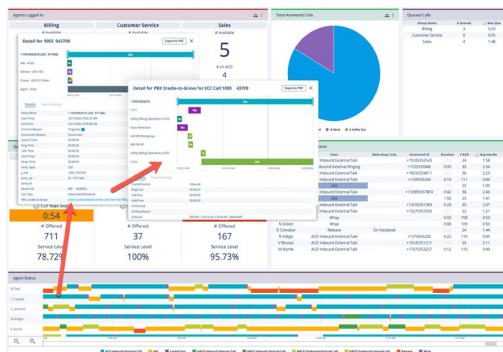
# Brightmetrics ECC & Real Time Analytics VS MiVoice Connect Contact Center Reports



Contact center managers with Mitel (formerly known as ShoreTel) phone systems and MiVoice Connect Contact Center know they need to make data-driven decisions, but have found that getting to the data to discover insights can be incredibly difficult. For that reason, Brightmetrics developed the Enterprise Contact Center (ECC) Analytics add-on service. We wanted to develop a service that democratized access to the most important metrics for delivery of this business intelligence to the fingertips of every key stakeholder involved.

Let's see how Mitel's native MiVoice Connect Contact Center reports stack up against the quantity and quality of data available through Brightmetrics services:

## BRIGHTMETRICS AFFORDS A SINGLE PANE OF GLASS: STRATEGIC ANALYSIS AND TIMELY TACTICAL PERSPECTIVES



### BRIGHTMETRICS

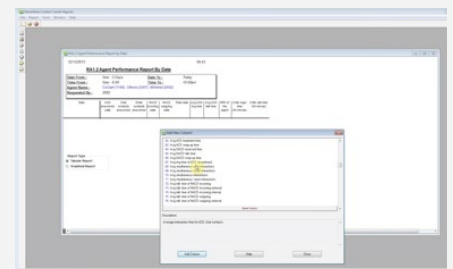
- ✓ The only reporting solution to give you all your Mitel perspectives in one place:
  - Easily configure dashboards with all the perspectives you need
  - Drill right through your historical charts to detailed reporting beneath, all the way into a Cradle to Grave visualization of ECC calls



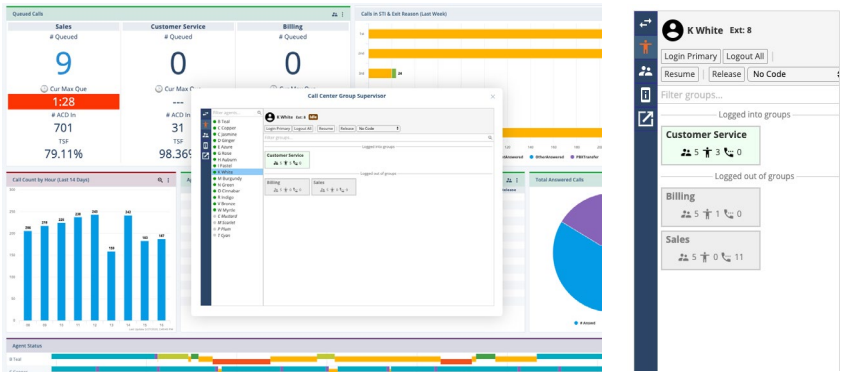
### MIVOICE CONNECT CONTACT CENTER

- ✗ You would need these applications and offerings to afford similar perspectives
  - Mitel MiVoice Connect (formerly known as Connect ONSITE) Contact Center Historical Reports.
  - Mitel Contact Center Interaction Viewer
  - Mitel Connect Agent Manager
  - Mitel Contact Center Agent Dashboard

| My Brief Group Report (1) |     | My Brief Group Report (2) |          |
|---------------------------|-----|---------------------------|----------|
| Calls Answered            | 7   | Agents Active             | 0 / 2    |
| Calls in Queue            | 0   | Answer Rate               | 80%      |
| TSF                       | 71% | Avg Talk                  | 00:01:38 |
|                           |     | Calls Abandon             | 2        |
|                           |     | Avg Wait                  | 00:01:49 |
|                           |     | Max                       | 00:00:00 |
|                           |     | Max Talk                  | 00:04:56 |



# CONTROL THE CUSTOMER EXPERIENCE FROM BRIGHTMETRICS



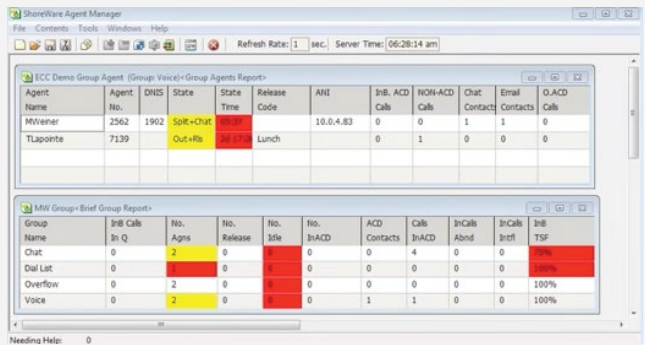
## BRIGHTMETRICS

- ✓ Easily Manage Agents & Groups Login / Logout / Release / Resume
  - From within the Dashboard in Brightmetrics
  - On your Mobile Device, on the go
  - With perspectives of what's happening right now in your contact center

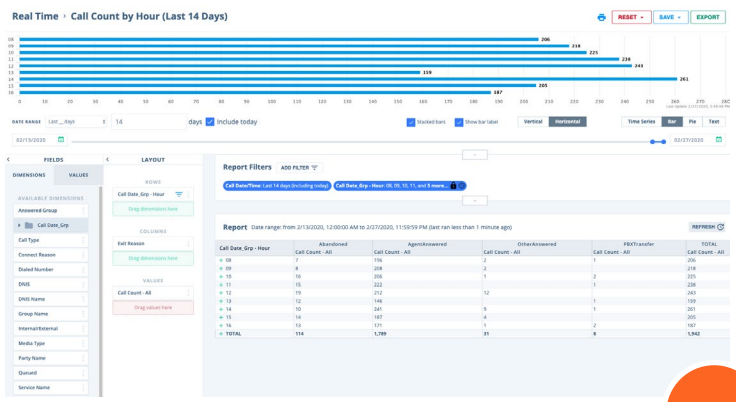


## MIVoice Connect Contact Center

- ✗ Cumbersome, Restricted Management of Agents & Groups Login / Logout / Release / Resume
  - Requires Additional Supervisor User(s) to run Contact Center Mitel Connect Agent Manager
  - Only available in another window open on your desktop



# CUSTOMIZING DATA PERSPECTIVES



## BRIGHTMETRICS

- ✓ Web based, easy user creation and management
- ✓ Intuitive Drag and Drop, easy configuration
- ✓ Easily automate share/distribution of insightful | reports and dashboards
- ✓ Any organizational stakeholder



## MIVoice Connect Contact Center

- ✗ Limited Server-side Admin Access
- ✗ Technical Skills
- ✗ Typically IT or Analyst

