

# 6140 | Agent Portal



Efficient call handling is a primary objective of any contact center operation. But if your agents have to take time to search for and retrieve information required to handle the call, efficiency is impaired. For maximum call handling performance, your agents need to have information about the caller or the caller's need, the moment they answer the call.

### Mitel Networks' Response

Mitel Networks™ 6140 Agent Portal is a screen pop application that coordinates the delivery of the voice call and data screen to the agent's desktop. The 6140 Agent Portal delivers capabilities for:

- Integration to standard customer databases via customer defined applications
- Agent login or out of their ACD queues from their PC
- Dialing from contacts lists
- An agent to display a list of all received calls as well as to return any received calls

### Mitel Networks' Benefits

Mitel Networks 6140 Agent Portal provides contact center agents who need to identify the callers need prior to taking the call with the appropriate information or application on their desktop as they answer.

- Saving seconds of network time and people time on every call
- Allowing the agent to start servicing the caller immediately upon call arrival
- Immediately equipping the agent with the information they need – customer records, product information, troubleshooting scripts and more – to handle the call efficiently



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### Application Integration Options

The 6140 Agent Portal client integrates and exchanges data with a range of applications.

- Call Pad - Text editor enables agents to make and save notes on any call
- Microsoft® Outlook - Use caller data to automatically perform a contact lookup and screen pop in Microsoft Outlook based on phone numbers or names. Agents can create a journal entry in Microsoft Outlook for every call they receive
- Dynamic Data Exchange (DDE) - Automatically launch and send data to any third party application that supports DDE, such as Microsoft Excel
- Active Server Pages (ASP) Scripts - Automatically launch and send data to any third party application that supports ASP scripts, such as a web page
- Command Line Arguments - Automatically launch and send data to any third party application that supports command line arguments, such as Remedy
- Stand Alone OLE/COM/OCX - Automatically incorporate any application that supports OLE/COM, such as Visual Basic applications or Microsoft Office Suite

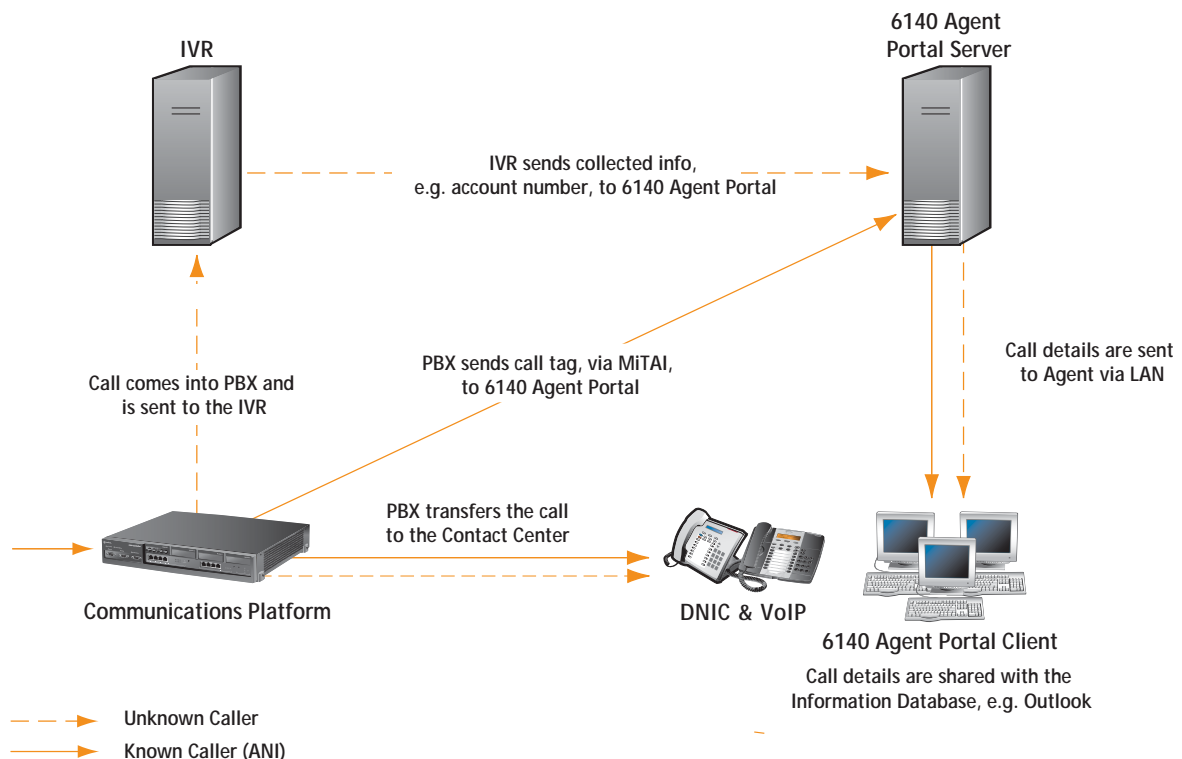
### Intuitive Interface, Flexible Operation

6140 Agent Portal client features a highly intuitive interface that makes agent log-in and set up fast and easy. Agents can select from a simple menu to make calls, review a log of received calls, and select the application they want to appear on screen along with the values and parameters for each. In addition, contact centers can develop their own customized agent application/interface using the solutions 6140 Agent Portal Control.

### IVR Integration

6140 Agent Portal can be integrated with a customized interactive voice response (IVR) system to allow data to be transmitted from the IVR to the 6140 Agent Portal server and on to the agent. This is an especially useful feature where IVRs are utilized to pre-qualify callers based on caller entered digits.

## How 6140 Agent Portal Works



Feature	Description	Benefit
Agent Login/out	Enables an agent to login or out of an ACD queue from their PC.	Eliminates the need to login/out from multiple sources.
Making a Call	Enables an agent to dial from their contacts list.	Saves agent time and reduces dialing error.
Displaying and Returning Received Calls	The received calls option allows an agent to display a list of all received calls as well as to return any received calls.	Saves agent time and reduces dialing error.

### 6140 Agent Portal System Requirements

Communication Platforms	Servers	Workstations (Optional)
Mitel Networks SX-200® Lightware™ 17, Release 4 or higher Mitel Networks SX-2000® Lightware 2 or higher Mitel Networks 3300 Integrated Communications Platform (ICP), all versions	Microsoft® Windows® 2000 Professional or Windows 2000 Server Microsoft Internet Explorer 5.5 Pentium® III – 550 MHz 256 MB RAM 1 GB HDD Network card	Microsoft Windows 98, 2000, XP Microsoft Internet Explorer 5.5 Pentium III – 200 MHz 64 MB RAM 150 MB HDD Network card

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