

PLANTRONICS SDK PROVIDES THE MISSING LINK FOR SEAMLESS UNIFIED COMMUNICATIONS WORKFLOWS

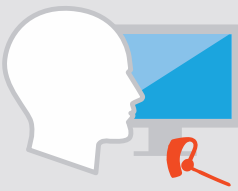


# Smarter Customer Interactions: from Mitel and Plantronics


Embedding Plantronics smart audio devices into Mitel MiContact Center for Lync increases the effectiveness and productivity of audio intensive knowledge workers.

**Situation Examples**

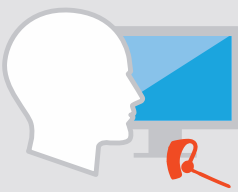
Agent has logged in with headset off and is not present to ACD Queues




Agent puts on headset and is automatically logged into ACD Queues



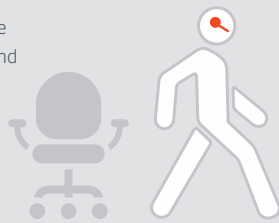
Agent takes headset off and is automatically put into ACD Make Busy with reason code



Agent answers call on cell phone and is automatically put into Do Not Disturb—Conference Call



Walk out of range or power down and Agent is logged off ACD



**BUSINESS SITUATION**

The traditional call center—with a pool of agents that answers phones—has evolved to a multimedia contact center. Today’s customers want to communicate by phone, email, IM, or text, and want agents to provide immediate answers—regardless of whether they work from the office, home, or a remote location. In order to optimize service levels and manage costs, you need to improve service at every point of contact and leverage reporting tools that enable you to understand and ultimately predict call patterns and staffing requirements.

**TECHNICAL SITUATION**

MiContact Center for Microsoft Lync solution offers web-based modules that deliver rich functionality to support the diverse needs of agents and supervisors—whether they are on-site or remote.

IGNITE—a customized version of the Lync client, is the core interface to log in, view real-time statistics, and manage customer interactions. Ignite’s deep integration extends Lync presence states to make them specific to contact center needs. Make Busy and Do Not Disturb Codes are user-defined and reportable.

**SOLUTION**

Call center employees utilize hands free audio devices to increase productivity and improve comfort when on the phones all day. Using Plantronics audio devices Mitel unlocked the potential to do much more.

Utilizing the Plantronics SDK Mitel developers enabled new use cases to optimize agent availability based on their presence and activity when using Plantronics audio devices. Headset wearing state, headset proximity and on mobile call events were exposed by the intelligent headset to the application, providing automated more granular agents presence states into the ACD queues.

**BENEFITS**

Plantronics SDK integrated into Mitel MiContact Center for Lync provides greater visibility into the use of contextual data as enabled by wearable audio devices. It improves agents presence states automation and delivers increased organizational efficiency to customers.