



MiCloud Connect Contact Center Agent Interaction Center

The new MiCloud Connect Contact Center agent interface delivers a cohesive, intuitive and seamless experience

MiCloud Connect Contact Center's Agent Interaction Center provides agents with an easy-to-use interface is more intuitive than ever, allowing agents to seamlessly connect with customers. Agent chat is fully integrated, multiple interactions are handled gracefully, call profile information is clear and actionable and performance statistics are delivered into a single pane of glass.

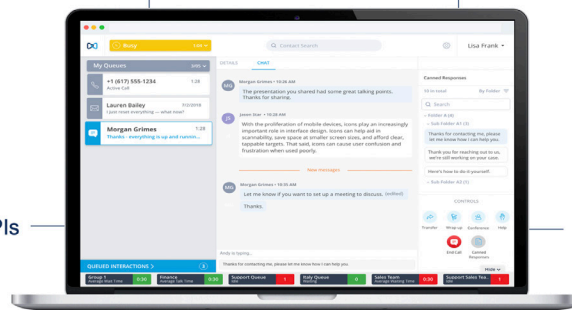
Good for the agent.
Good for the customer.
Good for the business.

Single Pane of Glass

Seamless Workflows

Real-time KPIs

Intuitive Call Controls



**INCREASE
EFFICIENCY**

Increase agent efficiency with an intuitive UI, modern multi-channel capabilities and integrated UC features.



**SEAMLESS AGENT
EXPERIENCE**

A single hub for all agent activity and enables CSRs to easily manage multiple interactions simultaneously.



**REAL-TIME
REPORTING**

Monitor KPIs in real-time and get a wealth of data to fine-tune processes and align with your business goals.

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Mitel
Powering connections

