OPUS™
Telecoms

Mitel MiContact

Mitel Contact Centre Solutions for organisations of all sizes

MiCONTACT CENTRE SOLUTIONS

Mitel MiContact Centre is a portfolio of applications designed to maximise the efficiency of all contact centres.

Whether you have a small contact centre with a few customer service agents or a large multi-site centre in need of multimedia capabilities, our Mitel Contact Centre solutions meet the requirements of businesses of all sizes.

Strengthen customer relationships while managing costs

EMPOWER YOUR CUSTOMERS

From connecting customers to the right person, the first time, every time to managing your workforce and monitoring quality of service, the right technology can transform your customer experience from dated to digital.

We offer solutions, services, and expertise to support your customer experience strategy every step of the way.

STREAMLINE YOUR OPERATIONS

MiContact Centre applications provide agents with a unique set of tools to handle customer enquiries quickly and efficiently while at the same time empowering supervisors to improve business processes.

You can benefit from: Multimedia Integration, Chat, Presence, Call Reporting & Evaluation, Interactive Voice Response, Automated Outbound Dialling & CRM Integration.

More details overleaf...

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Mitel MiContact

Tailored to maximise your contact centre results

We offer a complete range of contact centre solutions, starting with entry level applications which enable informal call centres to efficiently monitor, manage and route calls, through to multi-agent, multi-location and multi-media, cloud based contact centre solutions with Media Distribution and Routing Applications.

MiContact Centre Office

Powerful customer experience management platform for the small to medium sized businesses with up to 100 agents.

Provides efficient monitoring, managing and routing of calls, screen pops & Personal Information Manager (PIM) integration.

MiContact Centre Business

Multichannel and cloud-ready solution designed to power customer-centric organisations with up to 1,200 agents.

Delivers business value with integrated MiCollab Unified Communications and MiVoice Call Recording capabilities. An agile solution built to be resilient and highly available.

MiContact Centre Enterprise

All-in-one contact centre with a single software stream for seamless growth, feature extension and deployment flexibility.

Supports up to 1,500 agents on a single system, scales to 15,000 concurrent agents in a network under a resilient environment.

For pricing, information or to book a demo
call 0800 316 7566
www.opus-telecoms.co.uk

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