



Mitel Customer Experience Solutions

Everything you need to deliver exceptional customer experiences at a fraction of the cost of other providers.

Unleash Your Sales, Service & Support Teams

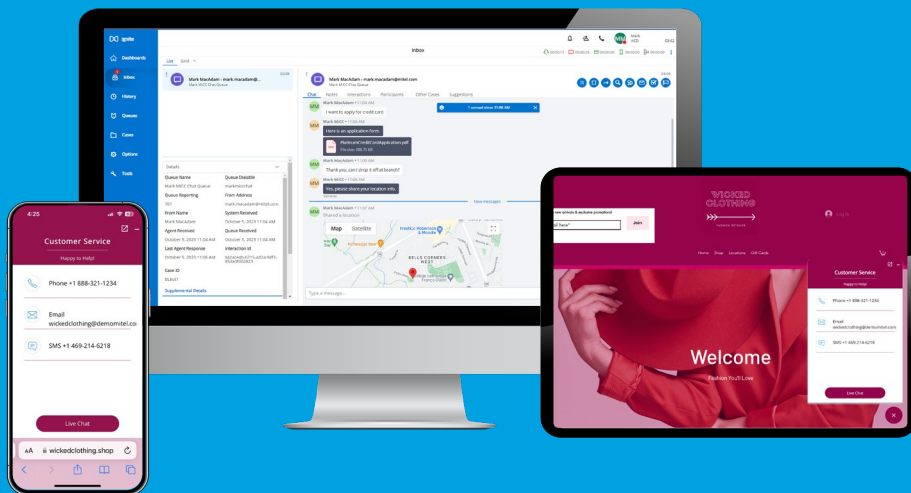
Major shifts in customer expectations have brought new challenges to the way your business delivers customer experience. 90% of consumers check your website before interacting with your company, and most customers would rather interact through digital channels like email, chat, and social media.

Mitel's Customer Experience solutions are designed to give your customers the freedom to interact with you on their preferred device, using the media that works best for them while giving agents and supervisors the tools to manage today's omnichannel customer journeys.

Over 25,000 companies trust Mitel to increase their customer satisfaction (CSAT) scores, improve first contact resolution (FCR) rates and lower customer effort scores (CES).

Evolve Your Customer Engagement

From small, simple call centers to the largest, most sophisticated contact centers, Mitel has a suite of Customer Experience Management solutions that are flexible enough to tackle any customer engagement challenge and grow with you as your customer sales, service and support needs evolve.



All-in-One Simplicity

Mitel offers everything you need to operate a world class customer experience center including omnichannel interaction management with built-in Workflow Designer, Speech-enabled IVR, Interaction Recording, Speech Analytics, Quality Management, Workforce Management, Historical Reporting, Real-Time Dashboards and more.



The Most Powerful Capabilities in the Business

Mitel Customer Experience Management Suite



OMNICHANNEL

Give customers the freedom to engage with you via phone, email, chat, social media and more.



PERFORMANCE MANAGEMENT

Gain actionable insights into team performance from real-time and historical analytics.



WORKFORCE MANAGEMENT

Optimize your operations with workforce forecasting and scheduling, quality management, coaching and learning.



ARTIFICIAL INTELLIGENCE

AI-powered Virtual Agents and Agent Assist technologies that reduce customer effort and agent friction.



INTERACTION RECORDING

Record calls and agent screens to enable coaching that ensures call quality, consistency and compliance.



SPEECH ANALYTICS

Identify successful calls that demonstrate best practices across the team and locate areas for improvement.



OUTBOUND

Choose between Preview, Progressive, Power and Predictive dialing modes for maximum efficiency.



CRM INTEGRATION

Provision in minutes with integrated softphone, call logging, native reporting, and automations.



FLEXIBLE DEPLOYMENT

Deploy on your site, in your private cloud or in the public cloud for a secure, reliable and worry-free solution.

