Mitel Phone Manager – Team Leader
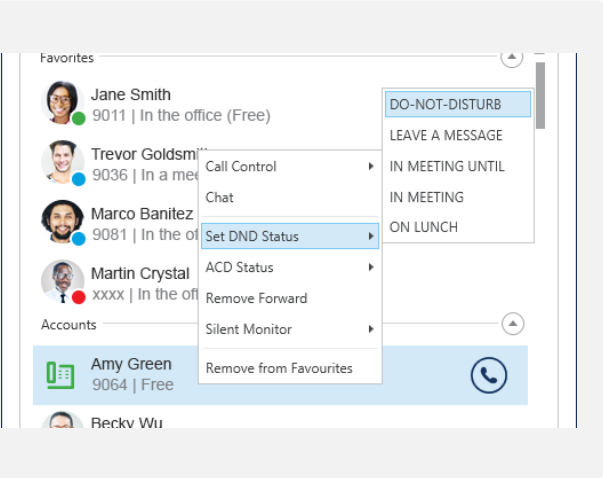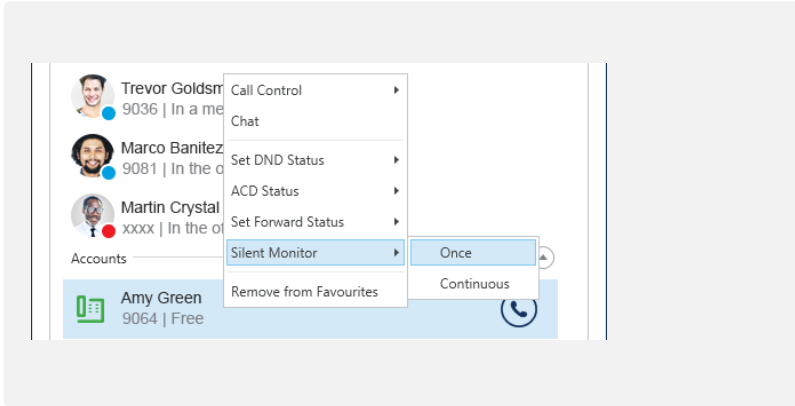
User control, alarm notification & hunt group visibility for MiVoice Office 250

Overview

With the Mitel Phone Manager Team Leader license you can build on the features of the Professional license to view, manage and interact with your team more efficiently.

User control

If your staff belong to more than one MiVoice Office 250 ACD Agent hunt group, you can use your Mitel Phone Manager Team Leader license to log your team into the groups, straight from your desktop. If they forget to set Do Not Disturb (DND) when they leave for lunch, you can manage their DND state remotely. If necessary you can remotely change their call forwarding for non ACD Agent calls.

Silent monitoring

If quality monitoring is a regular part of your role, take advantage of the silent monitor feature to listen to calls in progress. The silent monitor function can be set for a one time or continuous silent monitor. If you need to send your team member a message, use Mitel Phone Manager's Instant Message feature to start a chat session.
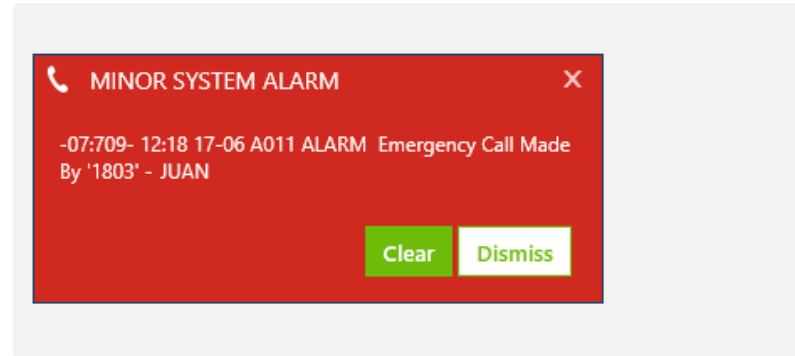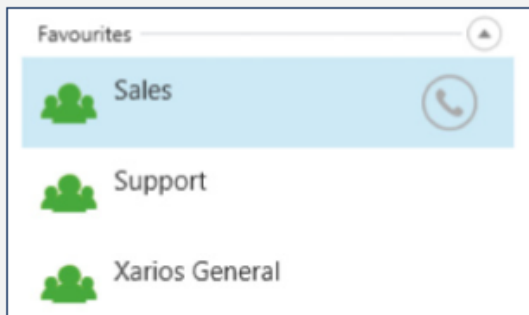

Alarm notification

As a Team Leader you may be responsible for support and safety and the Alarm Notification feature will provide you will a pop up alert should staff dial an emergency number or if your MiVoice Office 250 system reports alarms. If configured you can clear the alarms and take the appropriate action.

Staff, hunt group and message Visibility

In addition to the ability to see the status of your staff in icon or detail views, Team Leader allows you to display the status of all the ACD Agent hunt groups you manage, so that you can see when all staff logged in to a group are busy on calls. If your MiVoice Office 250 ACD Agent group has an outstanding voicemail message, your Mitel Phone Manager software will alert you in addition to your personal voicemail notification.

Key features

- MiVoice Office 250 alarm notification, real-time popup alerts of phone system and ct gateway alarms
- Hunt group status icons, view quantity of calls waiting
- 3rd party acd agent status, dnd & fwd control
- Silent monitoring, one off or continuous mode

Key benefits

- Gives your team leaders the tools they need to be more effective
- Improve customer service
- Streamline staff training
- Improve reaction time to call service levels
- Maximize system uptime with alerts about potential issues

HOST SYSTEM REQUIREMENTS

- OS: Windows 7, 8.1, 10 (Professional / Enterprise / Ultimate) 32/64-bit
- OS: Windows Server 2008 SP2, 2008 R2, 2012, 2012 R2, 2016 (Standard / Enterprise / Datacenter) 32/64-bit
- CPU: Intel Core Duo 1.8GHz or faster (or equivalent)
- RAM: Minimum: 1GB, Recommended: 2GB
- Network: IPv4, 100Mb/1Gb
- Graphics: Minimum: DirectX v9 compatibly graphics cards with 120MB RAM. Recommended DirectX v9 compatibly graphics cards with 1024MB RAM
- .NET Framework: 4.5.2
- Supports Terminal service environments (except TAPI & softphone features, RAM, CPU & Graphics requirements need assessment)
- Active Directory Integration by Organisational Unit (OU) for user configuration

UPGRADE OPTIONS

- Add a Mitel Phone Manager Softphone (requires a CAT F device license on MiVoice Office 250)
- Playback calls directly from the Mitel Phone Manager call history using the MiVoice Office Call Recorder