

# MIRALIX Office Client

OfficeClient is the Miralix contact center client, in which the agents handle calls. The client support Skype for Business, mobile solutions and PBX/IP solutions.

## Contact Center Client

The purpose of Miralix Office Client is to provide employees who answer calls in the contact center, the best conditions possible. OfficeClient provide each agent with an queue-overview, contact list, call-log, voicemail and much more.

The screenshot displays the Miralix Office Client interface. At the top, a notification bar indicates 'You have 1 new voicemail.' Below this, the user's profile for Simon Husballe is shown, including icons for contacts, calendar, and voicemail, and status indicators for 'Agent ready', 'PAUSE', 'LOG OUT', and 'ROLE'. A navigation bar at the bottom allows switching between 'Contacts', 'OfficeTeam', 'Dialing', and 'Voicemail'. The main area shows a search bar and two queue cards: 'Sales - Distribution (A:3/5 - C:0)' and 'Helpdesk - Distribution (A:4/6 - C:0)'. Each queue card displays the number of agents, calls in queue, average waiting time, and handled/lost call counts. A service bar at the bottom shows agent availability for other agents like Thomas E. Christiansen and Preben Kirkeby.

If you have new voicemails or unhandled calls the client will show

The agents name and availability including mobile status and Skype for Business

Switch between the main functions of the client. The selected function will be shown underneath.

This agent is a member of two phone queues – Helpdesk and Sales. The agent can quickly see the number of other active agents, calls in queue, the average waiting time, handled calls and lost calls.

The queues performance is displayed through the service bar.

See availability information about the other agents in your queues. From here you can transfer calls, send e-mails and much more.



## OfficeClient

- Gain control by creating an overview for agents who participates in multiple queues
- Manage your personal contact list of colleagues and contacts outside the company
- Make the most of your agents' time and maintain high service levels
- Memory function ensure returning callers automatically is directed to the agent the he/she previously spoke to
- Handle "missed calls" in the client
- Manage personal and group voicemails directly in the client

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