

OfficeTeam is the Miralix contact center solution, which will work with a number of different solutions. We support Skype for Business, mobile solutions and PBX/IP solutions.

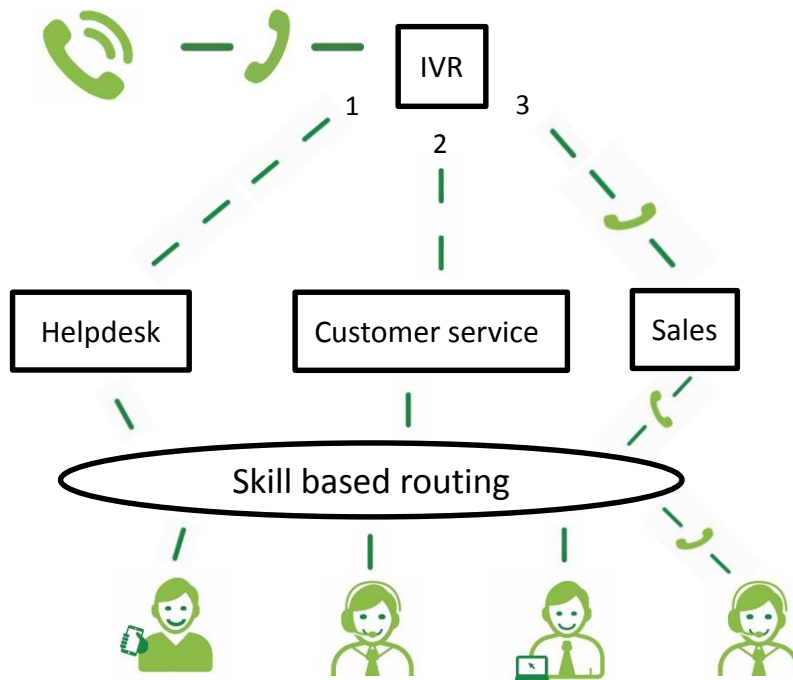
What are the benefits of Miralix OfficeTeam ?

Miralix Office Team ensures a professional service for incoming calls. Agents in the call center will have an easier workflow, while managers can control the performance and service level.

OfficeTeam has a large number of features and can be designed precisely to your needs. You also have the ability to continuously adapt the OfficeTeam setup, if your needs should change in the future.

How does OfficeTeam work?

Here is an example of how to setup OfficeTeam:



Example description:

A customer calls the main number and are now presented with three options. This customer press 3 for sales and are passed through to a free sales agent. Due to the skill based routing function the contact center always know who to pass the call to.

X Miralix OfficeTeam:

- Call flow
- Skill based routing
- Callback
- Hot item
- Unlimited queues
- Round robin
- Schedule business hours
- Individual agent setup
- CRM look up

X Miralix View:

- Business Intelligence
- Statistics
- Automatic reports
- Drill down function

X Miralix Wallboard:

- Agent overview
- Performance overview
- Always in your design

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