



MITEL

Business Dashboard

The Right Information for the Right Decisions

Mitel® Business Dashboard gives you a complete real-time and historical view of what is happening on your Mitel communications system so that you can improve business processes, performance, and identify opportunities for cost savings.

Mitel Business Dashboard consists of the following modules:

Business Dashboard Server

The Business Dashboard Server connects your computer network to the Mitel 5000 Communications Platform. It monitors all internal and external calls, 24/7, providing the data needed for the other Business Dashboard modules to report call information and display real-time statistics.

Reporter

Reporter is a powerful and comprehensive report generation tool that provides both historical and real-time reports on all incoming and outgoing calls. It produces concise and simple reports on trunk and extension related activity such as call costs, trunk usage, and traffic patterns. Reports are fully customizable and can be created at the enterprise, department, or even individual employee level.



Realviewer

Realviewer brings real-time business performance to the individual users or team leader's desktop for optimum operational efficiency. Multiple tiles can be built to display selected statistical information globally or across groups and individuals. There are over 200 different statistics to choose from, each of which can be individually filtered.

Connection Assistant Client

Connection Assistant Client is an advanced call management tool that provides telephony call control, screen popping, automated dialing, and enhanced call control for increased employee efficiency. Both inbound and outbound calls can be screen popped displaying caller details from the company's database.

Reporter Features

- Historical and real-time reporting for both internal and external call traffic
- Cradle-to-grave call reports for tracking and monitoring
- Basic call costing
- Filterable by extensions, groups, DDI, Trunk, etc.
- Customized reports
- Allows supervisory call monitoring and control with controls to answer, transfer, steal, and disconnect employee calls
- Audible and visible alarm conditions
- Traffic management reporting to see all trunk related activity such as call costs, trunk usage, and traffic patterns

Realviewer Features

- Displays real-time call and employee statistics directly on your screen
- Extensive filter options that allow for customizable statistics
- Visual and audible alarms highlight problems as they occur
- Assists with staff motivation

Connection Assistant Client Features

- Integrates your telephony and desktop systems
- Allows you to control your telephone extension from your computer as well as monitor the call status of your colleagues
- Provides screen pop database records on incoming and outgoing calls
- Integrates with Microsoft® Office Outlook, GoldMine®, Maximizer CRM™, ACT!™, and Microsoft® Office Access
- Allows you to monitor daily call activity with a personal call history log
- Manage calls at your extension using easy to configure rules and actions

Minimum Hardware Requirements

- **Processor:** Pentium® 4, 2 GHz, 1 GB RAM
- **Operating System:** Windows® XP Professional (Service Pack 2), Windows Server® 2003 SP2, or Windows Server 2003 R2 SP2

Compatibility with Mitel Platforms, Phones and Applications

- Mitel 5000 Communications Platform, Version 1.x or later

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