# Mitel Companion 2024

## Unlock the Potential of Your Assets: Streamline Inventory, Dive Deep into Traffic Analysis, and Harness Insights from Comprehensive Statistics.

### *Key Features*

- Centralized directory for managing subscribers/resources, with robust case management.
- Detailed analysis/reporting of telephony call costs for budget optimization.
- Monitor/report service quality to swiftly address user experience issues.
- Generate detailed reports on telecom/IT expenses for streamlined billing.
- Instant overview of switchboard queues and attendant status for improved call management.
- Seamless MiCC Enterprise integration for comprehensive insights into customer interactions.
- Flexible reporting options tailored to specific business needs/processes, in addition to specialized analysis.

Mitel Companion is a comprehensive solution designed to streamline organizational management processes. It integrates powerful functionalities to enhance efficiency and effectiveness across various areas.

## Professional “All-in-one” tool for everyday work

Mitel Companion includes Statistics, enabling detailed data analysis to identify organizational strengths and weaknesses, facilitating informed decision-making and strategic planning. Billing features allow users to compile detailed reports on IT and telecommunications expenses, including call charges, materials, and service expenditures, aiding in cost management and budget allocation. Users can analyze response quality across extensions or groups, identifying trends such as missed calls and response times to optimize operational efficiency.

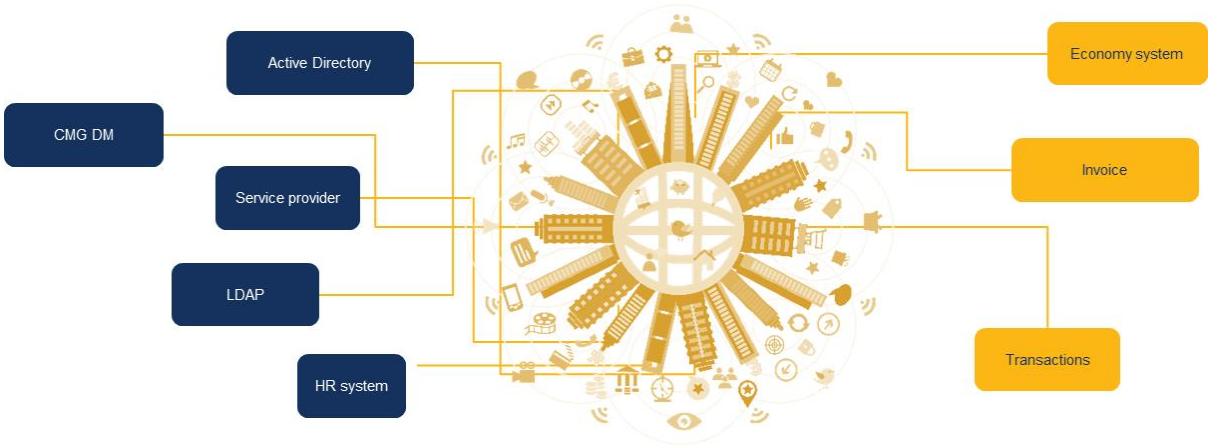


© Copyright 2023, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation.
Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.

## Features & Functionality

### Keep track of your Assets

*Our platform offers a robust centralized directory system, empowering you to efficiently manage and meticulously track all subscribers and resources within your network. With our advanced case management capabilities, you gain the agility to promptly address and adeptly resolve any emerging issues or incoming requests, ensuring seamless operations and client satisfaction.*




### Feature Keys

- *Automate processes and workflows.*
- *Create integrations between different systems.*
- *Avoid duplicating work with the same information.*
- Customizable resource types
- Controlled read/write access to features and data
- Case management
- Cube reports
- Detection of unused resources
- Lookups

### Synchronization with external systems

*Companion provides built-in features for synchronization of data with external systems such as Mitel Contact Management or Active Directory. This minimizes the need for manual administration of subscribers, resources, and organizational structure. Subscribers/resources can be added, updated, or marked as 'outdated' when removed from the external system.*



© Copyright 2023, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation.
Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.

## Call logging and analysis

*Call logging is an indispensable tool for businesses of all sizes, offering a comprehensive record of all inbound and outbound calls. By meticulously documenting every interaction, call logging provides a wealth of benefits. Firstly, it serves as a valuable resource for enhancing customer service, enabling agents to access past conversations and better understand customer needs and preferences. Moreover, it facilitates performance evaluation and training by providing managers with insights into call duration, frequency, and resolution rates. Additionally, call logging plays a crucial role in compliance adherence, ensuring that businesses adhere to regulatory requirements and maintain transparency in communication. Ultimately, by centralizing and organizing call data, call logging empowers organizations to optimize operations, foster customer relationships, and drive overall productivity.*

## Call search

*The Call Browser allows for searching of individual calls, showing detailed information about each incoming/outgoing/internal call.*

*Example of information*

- *Caller number*
- *Dialled number*
- *Forwarded number*
- *Final destination*
- *Total cost*
- *Duration*
- *Trunk / Gateway*
- *Start / Minute price used*
- *Error code, e.g. outgoing route missing*
- *CallID / CallIDass1 / CallIDass2 (MX-ONE)*
- *Jitter / Loss of packages (MX-ONE)*

## Analysis and reporting

*There are built-in reports for analysis of incoming and outgoing calls. Filters can be used to determine which data to include in a report.*



© Copyright 2023, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation.
Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.

*Results can be exported to text file or PDF, saved for later display, printed or exported to MS Excel.*

## Accounting / Billing

*Companion provides robust support for generating comprehensive billing reports. These reports encompass various types of costs, including outgoing calls, services (such as monthly or quarterly fees), device expenses (line charges, hardware devices), and imported costs from telephony providers.*

*Billing reports are crafted and presented within the Companion Desktop client, offering versatile viewing options spanning from organizational levels to individual resources. Users can save reports for future reference, print them, or share them on the Company Intranet.*

## Feature Keys

- *Streamlined billing process*
- *Clear and transparent pricing*
- *Adaptability to different customer models*
- *Better control over revenue*
- *Ability to grow without system changes*
- *Advanced Filtering and Web Portal Access*
- *Tariff Management*
- *Billing Data Export*
- *Pre-Accounting Check*

*Furthermore, reports can illuminate cases or external expenses, offering insights into spending patterns. Users also have the option to send notification emails from the Companion Desktop client to designated billing groups.*

## Customization Options

Numerous customization options dictate the content and format of billing reports, including:

- *Organization*
- *Cost center*
- *Subscriber name*
- *Resource*
- *Breakdown of call costs (e.g. national vs. international*
- *Service charges*
- *Case-related or externally imported costs*
- *Subtotals and grandtotals*



© Copyright 2023, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation.
Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.

## Statistics

*Statistics are essential for analyzing call data in contact centers, benefiting end-users, operators, and agents. They provide insights to optimize efficiency and improve customer service. For end-users, statistics offer transparency into service levels, while operators can use them to manage resources effectively. Agents track performance metrics to enhance productivity and skills. In summary, statistical analysis empowers stakeholders to make data-driven decisions for success and customer satisfaction.*

## Feature Keys

- **Flexible presentation**

  *Data presentation options are versatile, offering time averages (in 15-minute, 30-minute, 1-hour, or daily intervals), navigable through a scrollable calendar interface (hourly, daily, weekly, or monthly), or organized per object (attendant, queue, route, extension, etc.). Users can easily select their preferred format with a single click, facilitating in-depth analysis across multiple levels and perspectives.*

- **Automatic Distributions**

  *Reports can be scheduled for automated email delivery, sent as PDFs to designated recipients. Users set specific delivery times and intervals (e.g., daily, weekly, monthly). Once scheduled, the system generates and dispatches the report(s) automatically. Multiple recipients are managed via receiver lists, ensuring efficient dissemination of critical information.*

- **Permission to data**

  *Permissions offer granular control over the data accessible to each recipient within the client interface and the content displayed in distributed PDF reports.*

## Supported data

- *Mitel InAttend incl. a Dashboard*
- *Mitel MiCC Enterprise*
- *Hunt Group (MX-ONE)*
- *Route (MX-ONE / Avaya CS1000)*
- *Availability reports on extensions*
- *Generic Data*



© Copyright 2023, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation.
Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.

## Operating system and hardware requirements

| | | | |
|---|---|---|---|
| **Server** | • Windows Server 2022<br>• Windows Server 2019<br>• Windows Server 2016 | • Microsoft SQL Server 2022<br>• Microsoft SQL Server 2019<br>• Microsoft SQL Server 2017<br>• Microsoft SQL Server 2016<br><br>(support för SQL express edition) | 8 GB RAM (minimum),<br><br>support for virtual server |
| **Clients** | • Windows 11<br>• Windows 10<br>• Windows 7 | Recommendations:<br><br>• 17” widescreen (16:9), 1440 x 900 pixels<br>• 19” standard (4:3), 1280 x 1024 pixels | |

## Supported pbxes

| **Mitel** | **MX-ONE** |
|---|---|
| **Other suppliers** | • Cisco Unified Communications Manager<br>• Avaya CS1000<br>• Avaya Aura<br>• MiVoice5000 |



© Copyright 2023, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation.
Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.