



MITEL

Console Solution

5550 IP Console

The 5550 IP Console is targeted for the 100+ user corporation as the ideal high call volume corporate answer point.

- The premier full featured console offered to the medium / large enterprise and hospitality customers.
- Works seamlessly in multiple operator environments, allowing operators to work efficiently together to ensure that no call is ever lost.
- Supports efficient transfers, a comprehensive transfer history, transfer assistant, multi-tenanting support, BLF views, conferencing, Microsoft® Exchange Server calendar lookup and much more.

The easy to use comprehensive phone book allows operators to quickly search the entire corporate directory to place calls appropriately. With 20 searchable fields, and Additional Data Field Support (ADF), the operator can efficiently place even the most difficult calls.

With support for up to six queues, the operator can easily manage multiple calls, whether they are incoming calls, calls on hold, transferred calls or returning calls. The operator has a view of all calls in a simple layout.

Adding the dynamic information card pop-ups, any operator can easily use the 5550 IP Console with minimal training to provide excellent customer care differentiating your company from the competition.

UC Advanced Console

The Mitel Unified Communicator® (UC) Advanced Console targets the small business operator, the department administrator, or the sub attendant of medium or large size organizations.

- Integrates seamlessly into the UC Advanced application, extending UC Advanced capabilities to the operator / department administrator who may have multiple responsibilities above and beyond call handling.
- Allows the user to have a personal extension, and mailbox and phone features while providing the ability handle and manage incoming calls. The UC Advanced softphone allows the UC Advanced Console to support users who may work remotely.
- Offers detailed presence information to the user, providing information on whether or not the contact is on a call, away from their desk, when their next meeting is, and any other advisory the contact has decided to present.



Unlike the Mitel 5550 IP Console, the UC Advanced Console is not optimized for handling high call volumes and providing enterprise operator features.

5540 IP Console

The 5540 IP Console is a hard console targeted for the 100 user small business and hospitality customers. The 5540 Console packs the required operator functionality into a small concealable box.

Looking similar to a phone, the operator can do the basic duties including managing hospitality features. The 5540 works on both the Mitel Communications Director (MCD) and the Mitel SX-200 IP Communications Platform (ICP) and is ideal for small customers that don't require the feature set of the 5550 IP Console, or the Knowledge Management and Presence information provided by the UC Advanced Console.

Summary

Feature	5550 IP Console	UC Advanced Console	5540 IP Console
Category	Enterprise Console	Group Administrator / Sub-Attendant Console	Hospitality / Small Business Hard Console
Target Market	<ul style="list-style-type: none"> • Medium Business / Enterprise • High-end hospitality • Tenanting 	<ul style="list-style-type: none"> • Small Business with moderate call volume • Medium / Enterprise "Group Administrator" • Sub attendant 	<ul style="list-style-type: none"> • Hospitality
Target User	<ul style="list-style-type: none"> • Enterprise Operator • Hotel Front Desk • Answering calls is the primary job function 	<ul style="list-style-type: none"> • Receptionist, or Group Administrator • ACD Backup • Workgroup • Answering calls is less than 50% of their job 	<ul style="list-style-type: none"> • Hotel / Motel front desk • No PC required
Call Volume	<ul style="list-style-type: none"> • High • Custom Telephony Key Board facilitates handling high call volume 	<ul style="list-style-type: none"> • Moderate to low • User wants a regular phone for their daily activities 	<ul style="list-style-type: none"> • Moderate to low
Purpose of Software	<ul style="list-style-type: none"> • Main answer point for Enterprise companies • Supports multi-attendant environment • Provides dedicated PC interface • Numerous high call volume handling features 	<ul style="list-style-type: none"> • Manages calls when necessary, unobtrusive when not required (i.e. doesn't hinder multi-tasking on PC) • Maintains features provided by a regular telephone • Provides detailed presence information 	<ul style="list-style-type: none"> • No software required

Feature Matrix

General Features	5550 IP Console	UC Advanced Console	5540 IP Console
Easy Setup Wizard	Yes	–	–
Clean User Interface	Yes	Yes	Yes
Hardware Independent	No	Yes	No
Training Support	Yes	No	Yes
Wireless Headsets Compatibility	Yes	Yes	Yes

Operator Features	5550 IP Console	UC Advanced Console	5540 IP Console
Scratch Pad	Yes	No	–
Shared Bulletin Board	Yes	No	–
Call Answer Priority	Yes	No	No
Call Waiting Threshold	Yes	No	No
Hospitality Feature Set	Yes	–	Yes
Transfer Assistant	Yes	No	No
Operator Report Generation	Partial	Partial	Partial
Alpha Numeric Support	Yes	No	No
Call Handling – Context Menu	Yes	Yes	No
Call Handling – Drag and Drop	No	Yes	–
Call Handling – Toolbar Buttons	Yes	Yes	–
Call Handling – Keyboard Shortcuts	Yes	Yes	Yes
Button View for Contacts	Yes	Yes	–
List View for contacts	Yes	Yes	–
Edit Status Advisory message for Contacts	No	Yes	Yes
Call Contact with Subject and Priority	–	Yes	–
View Knowledge Management for Contact	–	Yes	–
Leave a Voice Mail for a Contact	Yes	Yes	Yes
View Contact Information	Yes	Yes	Partial
Define a Default Transfer Type per Contact	No	Yes	–
Create Buttons for Feature Access Codes	No	Yes	–
Personal Mail Box	No	Yes	–
Platform Connection Status	Yes	No	No



Telephony Features	5550 IP Console	UC Advanced Console	5540 IP Console
Answer	Yes	Yes	Yes
Hang Up	Yes	Yes	Yes
Transfer	Yes	Yes	Yes
Transfer Retrieve	Yes	Yes	Yes
Transfer Cancel	Yes	Yes	Yes
Unsupervised Transfer	Yes	Yes	Yes
Supervised Transfers	Yes	Yes	Yes
Transfer to Voice Mail	No	Yes	Yes
Call Hold	Yes	Yes	Yes
Hold Recall	Yes	Yes	Yes
Call Toggle (Call Broker)	Yes	Partial	Yes
Camp-on	Yes	No	Yes
Call With Notes	Yes	No	No
Undirected Call Park (First Location)	Yes	Yes ¹	Yes
Directed Call Park (Specific Location)	Yes	No	No
Park Recall	Yes	Yes ¹	Yes
Conference	7 + Operator	7 + Operator	7 + Operator
Direct Station Select	Yes	No	No
Auto Answer	Yes	Yes	–
DND Control	Yes	Yes ²	Yes
Call Recording Capabilities	Yes	Yes ²	Yes
Preferential Contact Management	–	Yes ²	–
Multi-Number Twinning (PRG)	–	Yes ²	–
Call History	1 Million +	50	No

¹ On the Mitel 5000 Communications Platform (CP) only

² Available through the UC Advanced Console Client

Directory Features	5550 IP Console	UC Advanced Console	5540 IP Console
Directory Size Supported	65K	65K	65K
Searchable Fields	20	3	–
Mobile Number Support	Yes	Yes	No
Internal Directory Support	Yes	Yes	Yes
External Directory Support	Partial	Yes ³	No
Corporate Directory Sync	Yes	Yes	Yes
Speed Dials	Yes	Yes	No
Alternative Number Search (Hotkey)	Yes	Yes	No
Alternate Contacts Search	Yes	No	No
Cross Tab Searching	Partial	Partial	No
Notes for a Person	Yes	Yes	No
Multi-Tenanting (One Answer Point)	Yes	No	No

³ PIM integration with Microsoft® Outlook®, IBM® Lotus Notes® and ACT! by Sage

Presences / Status / Tools	5550 IP Console	UC Advanced Console	5540 IP Console
Busy Lamp Fields / Phone Status	5000	5000	No
Mobile Phone Presence	Yes	Yes	No
Outlook Calendar Integration	Yes	Yes	No
Secure Chat	Yes	Yes	No
Send E-Mail to Internal Users	Yes	Yes	No
Smart Tag Support	–	Yes	No
Dial From Microsoft® Internet Explorer®	No	Yes	No
Advisory Messages Support	Partial	Yes	Partial
Presence Integration	Yes ⁴	Yes ⁵	No
Instant Messaging Support	Yes ⁴	Yes ⁵	No

⁴ Microsoft® Office Communications Server 2007

⁵ UC Advanced / Microsoft® Office Communicator / Microsoft® Windows Live™ Messenger



Queue Features	5550 IP Console	UC Advanced Console	5540 IP Console
Queues Supported	6	1	1
Incoming Call Queue	Yes	Yes	No
Transfer Call Queue	Yes	Yes	No
Configurable Queue Names and Priority	Yes	No	No
Queue Salutations	Yes	No	No
Show and Pick Calls from Each Queue	Yes	No	No
Queue Limit Overflow (Number of Calls)	Yes	No	–
Operator Overflow (No Operators)	Yes	No	–
Queue Overflow Dest. Support	Yes	No	–
Overflow Options	Yes	No	–

Service Options	5550 IP Console	UC Advanced Console	5540 IP Console
Night Service Switch	Yes	Yes ⁶	Yes
Night Service Hours / Timing	Yes	Yes ⁷	Yes
Night Service Destination	Yes	Yes ⁷	Yes

⁶Via Feature Access Code

⁷Via PBX Programming

System Features	5550 IP Console	UC Advanced Console	5540 IP Console
Keyboard Hot-Keys	TKB	Yes	Hard
System Logging	Yes	Yes	Yes

Language	5550 IP Console	UC Advanced Console	5540 IP Console
Languages Supported	12	12	9

Supported Environments	5550 IP Console	UC Advanced Console	5540 IP Console
MCD Support	4.0 or higher ⁸	4.0 SP1 and SP2 or higher	4.0 SP1 or higher
SX-200 ICP	–	–	5 or higher
5000 CP Support	No	3.2 or higher	No
Citrix® Support	No	Yes	No
VMware® Support	No	Yes	No
Teleworker Support	Yes	Yes	Yes
Teleworker Softphone Support	–	Yes	Yes
Keyline / Multiline	Yes	Yes	Yes
Hunt Group Support	Yes	Yes	Yes
API for CRM Screen Pop-Ups	Yes	Yes	–
Scalability limit	65,000 Contacts	5000 Contacts	–
	–	1500 client users	–
	48 Consoles	50 Consoles	48 Consoles ⁹

⁸ Supports earlier versions known as the 3300 ICP

⁹ The system can have a total of 48 consoles of either type

Feature Descriptions

General Features

Easy Setup Wizards

A quick configuration tool that can be run by the administrator to quickly configure the console.

Clean User Interface

An ergonomically designed user interface that makes it easy for operators and department administrators to be highly efficient.

Hardware Independent

With no reliance on a particular piece of hardware, the console can operate on a PC.

Training Support

Gives the new operator the ability to listen-in to the call and see how a professional manages calls for the organization.

Wireless Headset Compatibility

Provides the operator the freedom associated with using a wireless headset to handle calls.

Operator Features

Scratch Pad

An area that gives the operator a place to quickly jot down information to handle calls with greater accuracy.

Shared Bulletin Board

An area that allows all operators to share common information, examples: conference calls scheduled for the day and access numbers, quick notes about internal users (someone is expecting an important call).

Call Answer Priority

Operators can choose what priority to answer calls, either on specified keys or through first in first out or extension selection through the configuration process.

Call Waiting Threshold

When a threshold of incoming or calls waiting is hit, the application automatically opens. Designed for managing operators or overflow operators that only want to begin answering when call volumes reach certain critical levels.



Hospitality Feature Set

Allows operators to keep track of rooms, occupancy, and guest check in / check outs etc. Designed to integrate seamlessly with the Mitel hospitality feature set.

Transfer Assistant

Dynamic engine that automatically looks up the most recent transfers and the most frequent transfers for a particular incoming call, thus dramatically increasing the operator efficiency.

Operator Report Generation

Provide reports on operator activities through the Mitel Call Accounting Software. Reports include abandoned calls and by-console traffic reports.

Alpha Numeric Support

The ability for the operator to dial a number with characters and have the number automatically dialed without manual road mapping. An example is 1-800-55Mitel*. (Note that * is not an actual number).

Drag and Drop Support

The operator can drag and drop Busy Lamp Field (BLF) tiles to make transfers.

Call Handling – Toolbar Buttons

The toolbar that allows the operator to answer, hang-up, transfer, hold etc., from the PC application.

Call Handling – Keyboard Shortcuts

Allows the operator to manage call functions using the keyboard.

Button View for Contacts

The ability to see the contact information (Colored Display of: Presence, Telephony Presence, Advisory Message) from a simple, concise tile, for easy reading and identification.

List View for Contacts

The ability to change from a button view to a list view to suit operator preferences.

Edit Status Advisory Message for Contacts

The ability for the operator to edit and update the dynamic status and advisory message for any contact in the organization.

Call Contact with Subject and Priority

The operator can attach subject or priority tags to calls, so users can see enhanced information before answering a call.

View Knowledge Management for Contact

Ability for the console to pull up any documents created or linked to a particular contact, automatically bringing documents that may be required, to the operator's finger tips to minimize time spent looking for documentation.

Leave Voice Mail for a Contact

The ability for the operator to leave a message for a corporate contact without ringing the phone.

View Contact Information

The ability to view all of the public contact information such as profile picture, company name, phone numbers and e-mail addresses.

Define a Default Transfer Type per Contact

The ability to specify the type of transfer for selected contacts. For example, the operator may decide to set supervised transfer for all the upper management contacts, while leaving unsupervised transfer as the default for all other contacts.

Create Buttons for Feature Access Codes

The ability to create custom buttons for different feature access codes, making the use of the feature's access quick and easy.

Personal Mail Box

The operator has a personal mail box and extension that people can call. This is great for the department administrator who needs a personal line and mail box.

Platform Connection Status

Provides information about the switch and notifies the operator if there are network / switch issues.

Telephony Features

Answer

The ability to pick up a telephone call.

Hang Up

The ability to disconnect from a telephone call.

Transfer

The ability to transfer a call to a desired party (destination).

Transfer Retrieve

The ability to transfer a call, then retrieve it whenever the operator wants, either because a wrong number was dialed, or the destination is not answering the call.

Transfer Cancel

The ability to cancel a transfer and be connected back with the called party, in case of error or other concerns.

Unsupervised Transfers

The operator can transfer a call without having to wait for the end user to answer.

Supervised Transfers

The operator can talk directly to the destination and pass on information before completing the transfer.

Transfer to Voice Mail

The operator can transfer a call directly to voice mail if they see special requests associated with an internal user, or if the user is not present, allowing the caller to directly leave a message.

Call Hold

The ability to place a call in a hold queue.

Hold Recall

The ability to get the call back from the hold queue, or the call park queue.

Call Toggle

Also known as Broker's Call, the operator can switch between the called party and the destination with a simple press of a button.

Camp-on

The operator can place a caller in a camp-on, instead of a hold, where the call gets transferred as soon as the line becomes free.

Call with Notes

The operator can attach a note to any call in the 5550 IP Console's queue window, which allows the operator to handle all calls with care. This is needed mostly in high traffic, fast paced answer environments.

Undirected Call Park (First Location)

The operator can send the call to a call park destination, without having to specify the call park location.

Directed Call Park (Specific Location)

The operator can specify where the call should be parked.

Park Recall

The ability to grab a call back after it has been placed in the Call Park Queue.

Conference

The ability for the operator to create a conference with multiple callers, directly from the console.

Direct Station Select

The operator can take control of any internal extensions and answer any ringing line.

Auto Answer

The ability to automatically answer an incoming call, without requiring an action from the user.

DND Control

Provides the operator with the ability to control the Do Not Disturb feature of any phone on the MCD network for the 5550 IP Console. The UC Advanced Console allows the department administrator to set themselves into DND.

Call Recording Capabilities

Allows operator calls to be recorded for quality and emergency purposes.



Preferential Call Management

Allows only callers specified by the operator to ring the console. Ideal for operators who are required to hold and participate in meetings, and only want to answer high priority calls from a particular individual

Multi-Number Twinning (PRG)

Allows the operator to have multiple numbers that ring simultaneously through a Personal Ring Group.

Call History

Provides a list of calls handled by the operator. This allows for tracking of difficult call situations and complex transfers. The 5550 IP Console provides a call history for all consoles, so that an operator can view other console operators' transfers.

Directory Features

Directory Size Supported

The number of directory numbers the console can manage.

Searchable Fields

The number of different fields that the operator can search for to find the appropriate destination in complex calls.

Mobile Number Support

The ability to transfer calls to internal users who provide mobile contact points.

Internal Directory Support

The internal corporate directory is available to the operator to transfer calls to any party within an organization.

External Directory Support

The console can access additional directories to expand the console's corporate capabilities.

Corporate Directory Sync

The console automatically synchronizes with the corporate directory, to reflect any changes in a timely fashion.

Speed Dials

The operator can program certain speed dials to manage high call volumes more efficiently.

Alternative Number Search

The operator can search alternative numbers that have been provided by the internal extensions.

Alternate Contacts Search

The ability to search alternative contacts for an internal user, if that user cannot be located, and the call is of high priority.

Cross Tab Searching

One search bar that effectively matches any criteria under any tabs to efficiently find destinations.

Notes for a Person

The operator can write notes on a specific user, to help handle calls to this destination. The notes are shared across the consoles, so all operators can see special requests.

Multi-Tenanting

The operator is able to greet callers by different, company specific greetings from a single answer point. The information on the company the inbound caller is trying to reach is presented to the operator.

Presence / Status / Tools

Busy Lamp Fields / Phone Status

The number of phones the console can monitor through the BLF configuration on the MCD.

Presence Integration

The operator can see the current presence of a destination, and provide more information to help effectively and efficiently transfer a call.

Mobile Phone Presence

The operator can see the status of a destination's mobile phone.

Instant Messaging Support

Provides the operator with the ability to send instant messages to internal destinations. Ideal for operators who want to gather information in a different method, instead of calling a phone. Great if the internal party phone status is busy through BLF indicators.

Outlook Calendar Integration

UC Advanced presents the information on whether or not the user is currently in a meeting, and information on when they will next be available, or busy in a meeting. The 5550 IP Console provides the operator with the ability to view the destination's schedule, to provide additional information for effective transfers.

Secure Chat

The operator can initiate a secure Instant Messaging session with destinations.

Send E-Mail to Internal User

The operator can send an e-mail through the console to a specific destination

Smart Tag Support

Provides the ability to place a call using Microsoft® Smart Tags.

Dial from Internet Explorer

Provides the ability to easily dial a number from Microsoft Internet Explorer.

Advisory Messages Support

The ability to see and change internal advisory messages directly from the console. This allows the operator to make an informed decision about how to manage the call prior to completing the transfer.

Queue Features**Queues Supported**

The number of different queues that can be programmed to handle incoming calls.

Incoming Call Queue

The ability to see all calls that are in the console's queue, allowing the operator to choose the call they wish to answer based on priority.

Transfer Call Queue

The ability to see all calls currently in transfer-state, allowing the operator to retrieve any calls that are in the transfer queue

Configurable Queue Names and Priority

The queues can be named and answered on a priority specified by the system administrator.

Queue Salutations

Provides custom greetings to the operator, to minimize any potential error when answering calls on different queues, ideal for multi-tenanting.

Show and Pick Calls from Each Queue

The operator can see and choose which calls to answer.

Queue Limit Overflow

If there is an overflow of calls, they will be directed to a secondary location to be handled, thereby minimizing abandoned calls.

Operator Overflow

If there are no operators available to take a call, and a threshold has been reached, the calls will flow to a secondary answer point.

Queue Overflow Destination Support

The ability to program the overflow destination according to specific requirements by customers, and select where calls should go when the volume of calls gets too high to handle. This will keep abandoned calls to a bare minimum.

Overflow Options

The administrator can easily set the different overflow options.

Service Options**Night Service Switch**

The operator can switch calls to be routed to the night time staff, by selecting a simple Night Service Switch.

Night Service Hours / Timing

The administrator can program the Night Service Hour Schedule to automatically switch the consoles to Night Service, based on the hour of the day.

Night Service Destination

The administrator can program the Night Service Destination for the Night Service Switch.



System Features

Keyboard Hot-Keys

Provide an efficient way of carrying out operator duties with keyboard short cuts.

System Logging

Complete logging done on the console, to help find any issues that may arise in unique configurations. Designed to satisfy customer requirements efficiently if things go wrong.

Language Support

Languages Supported

Number of supported languages.

Supported Environments

MCD Support

The version of the Mitel Communications Director (MCD) platform that supports the Console.

5000 CP Support

The version of the 5000 CP that supports the UC Advanced Console.

Citrix Support

The Console can run on the Citrix Desktop Virtualization across a network.

VMWare® Support

Virtualize the Server with VMWare, decoupling the physical hardware from the operating system, virtualization allows you to:

- Run multiple virtual machines with heterogeneous operating systems at the same time on the same physical machine
- Create fully configured isolated virtual machines with its own set of virtual hardware to run an operating system and applications

- Rapidly save, copy and provision virtual machines that can be moved from one physical server to another for workload consolidation and zero downtime maintenance

*Source (VMWare.com)

Teleworker Support

Provides the ability for the operator to work from any location in the world, and connect to the corporate directory from the comfort of their own home. Great for medical emergencies (operator required to work from home). Reduces cost of office space requirements.

Key Line / Multi-call Line

The console can function with key-line and multi-call line configurations.

Hunt Group Support

The console can manage Hunt Group configurations.

API for Screen Pop Ups

The ability to program specific screen pop-ups on certain events.

Scalability

Ability to grow as the corporation grows without needing a complete network overhaul, buy what you need, and add to your network as you grow future proofing your investment

Global Headquarters	U.S.	EMEA	CALA	Asia Pacific
Tel: +1(613) 592-2122 Fax: +1(613) 592-4784	Tel: +1(480) 961-9000 Fax: +1(480) 961-1370	Tel: +44(0)1291-430000 Fax: +44(0)1291-430400	Tel: +1(613) 592-2122 Fax: +1(613) 592-7825	Tel: +852 2508 9780 Fax: +852 2508 9232

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2010, Mitel Networks Corporation. All Rights Reserved.

GD 946_5863

www.mitel.com

