



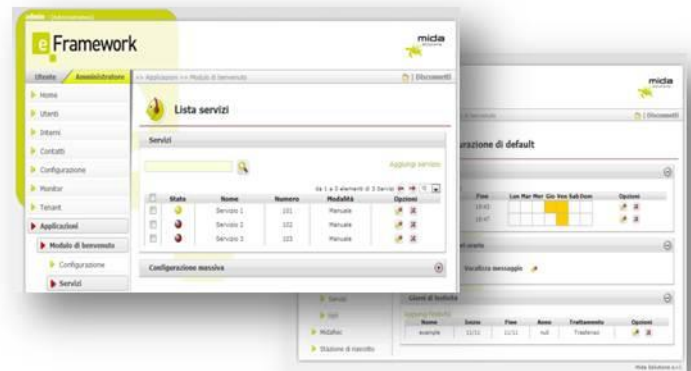
Mida QueueManager 2.0

Overview

Mida QueueManager is the Mida Solutions application for Automatic Call Distribution (ACD) and Routing of incoming VOIP phone calls.

Mida QueueManager is used for the management of the incoming calls, it may be integrated with systems of Operator Console in order to manage incoming and outgoing calls by means of an application console.

It's useful in VoIP infrastructures in order allow local management for different sites, with a centralized and optimized architecture and management with low infrastructural and economic impact.



It allows forwarding of incoming calls to one or more extensions (operators or queue agents or different company sites), managing waiting time in a flexible manner, with customizable behaviour and voice prompts. Each queue may have its customized messages, working hours, timeouts, agents, overflows, voice messages and routing algorithm (e.g. skill-based, round-robin, idle-time).

How it works

Mida Queue Manager is an application dedicated to the automatic distribution of the incoming calls. The application manages one or more queues, each one linked to an extension number to which the incoming calls are forwarded, based on the configured routing algorithm. If the operator is free, the phone call is immediately forwarded to him; otherwise the phone call goes to the waiting queue, until the next operator with the relevant skills is available. The system provides different messages: welcome message, music, short waiting time message, long waiting time message. All messages and parameters are configurable by the customer.

Queue Type:

- **Basic Queues:** system of calls queueing with time intervals management, customizable voice prompts and call routing to destination number;
- **Advanced Queues:** system of call queueing with agents' availability management (login/logout) through xml service, web interface or operator console.

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Other available options:

- **historical statistics;**
- **SmartCallPark:** a virtual queue for “Camp On” actions on internal number; queueing policy are configurable;
- **operator console** (Mida Operator Console).

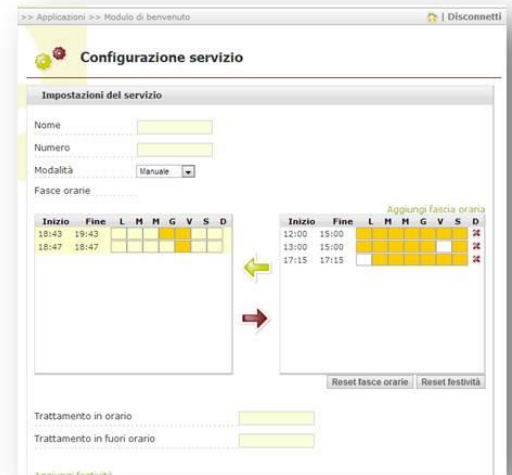
Admin interface

Administrators can configure the virtual unit through a simple and intuitive web based interface. Therefore, a PC with a standard web browser, such as Internet Explorer or Firefox, is required to access the system. Proper username and password shall be used to grant user or administration access.



General features

- Intuitive web based interface accessible from any standard PC
- Incoming call forwarding to operators, using different configurable skill based algorithms (idle time, linear, round-robin)
- Operator availability check (Login/Logout)
- Operator skill level management
- message customization and flexible working time management, with the possibility to configure different values for different queues
- waiting time management, with the possibility of call forwarding
- escalation process management
- unlimited queues (allows the management of unlimited number of queues and services in order to allow the management of complex and distributed system)



The system provides all the licensed vocal resources (voice channels) for all the queues on dynamic mode based on telephone inquiries actually present.

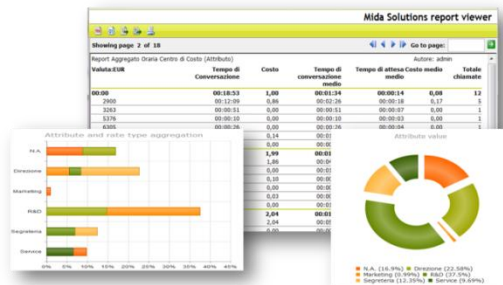
Reports

The solution also provides a set of historical statistics (advanced reporting option), and ability to schedule reports. They allow you to track:

- received calls;
- transferred calls (router to agents);
- abandoned calls (caller hangup);
- overflowed/done calls (cause by timeout and/or max number of calls in queue);
- average of waiting time.

Specific reports are also available with this filters:

- time (hourly, daily, monthly)
- queue/site/service
- agent



Mida Solutions

TECHNICAL INFORMATION

Mida QueueManager is part of the [Mida eFramework UC App Suite](http://www.midasolutions.com/products/) (www.midasolutions.com/products/).

To Ensure stable client server connections and a high quality service, the server hosting Mida eFramework virtual appliance has to be connected to the local LAN with proper QoS and guaranteed bandwidth.

Mida server and client PCs have to be connected to the same LAN of the IP phones and of the IP-PBX(s). The server has to be reachable from the end-user PCs.

Software distribution

The server platform is distributed as preinstalled virtual appliance. Mida Solutions distributes its Virtual Machines using standard OVA/OVF formats.

Supported platforms and hypervisors are:

- vmware ESXi 4.x, 5.x or 6.x (VMware vSphere Hypervisor)
- KVM (latest version)

A Mida License is required to activate the Software. The Virtual Appliance is completely manageable from an easy and intuitive web portal.

Please refer to the hypervisor vendor documentation for further information.

Mida virtual appliance can be downloaded also from www.midasolutions.com/download/



Other specifications

For details on Mida QueueManager compatibility with the most used web browsers, please refer to www.midasolutions.com/browsercompatibility/.

For further details, please refer to www.midasolutions.com/generalcompatibility/.

It is not guaranteed that the service is working properly in case of overlapped numbering plans (e.g. partitions or shared lines). Please contact Mida Solutions for further information.