

## Mida LiteCallCenter

### 1. Overview

*Mida LiteCallCenter is Mida Solutions answer to small and medium business UC needs.*

*Thanks to its easy deployment, configuration and use, to the self-service management portal, to an easy web integration with CRM solutions and to many other features, it represents the perfect solution for those installations with up to 200 seats, with non-full-time agents assigned also to other tasks.*

*Completely web based, supporting multi-tenancy, compatible with main vendors' UC platforms, easy-to-use GUI, ...: it is specifically designed to reach customers' needs and to reduce installation and maintaining costs.*

### 2. How it works

Mida LiteCallCenter enables users to queue incoming calls, monitor the queueing services to check their quality and efficiency, manage calls through a multi-device attendant console (accessible from any device connected to a web browser), generate reports and record and archive calls for post-listenings (the recording module provides even an easy but complete playback station, showing the record soundwave too, to speed up the researches).

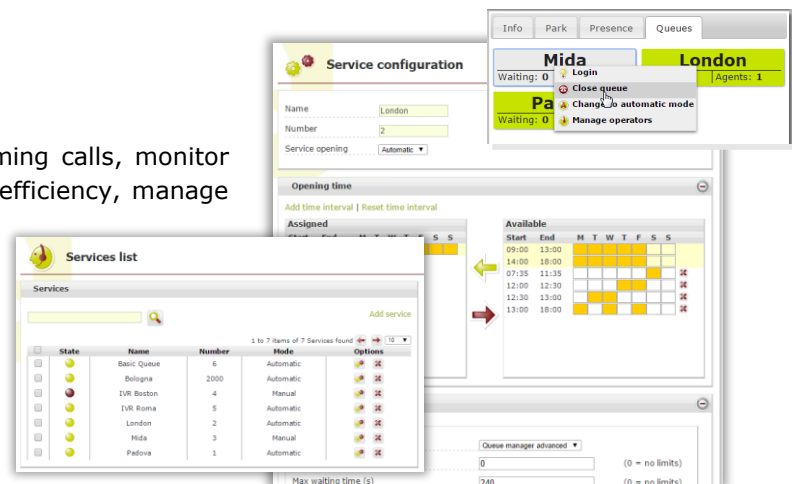


Figure 1: Automatic Call Distribution and Call Queueing module

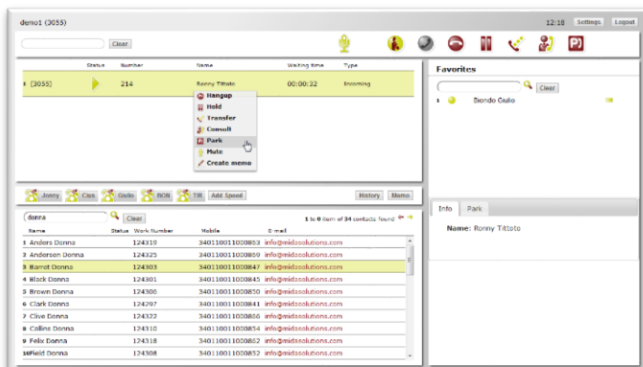


Figure 2: Web based agent client module

All of this function are distributed in various application, belonging to the same suite.

Its modular structure enables to fit each customer's needs in the best way.

The suite includes:

- Automatic Call Distribution and Call Queueing module;
- Web based agent client module;
- Historical call reporting module;
- Call recording module;
- Queueing service monitoring module.

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The real advantage is that all these applications are developed by the same vendor, Mida Solutions, so they completely integrate the one with the other. The final result is a complete suite of services specifically designed to help customers doing their work, leveraging on the shared and on the individual feature provided by each application.

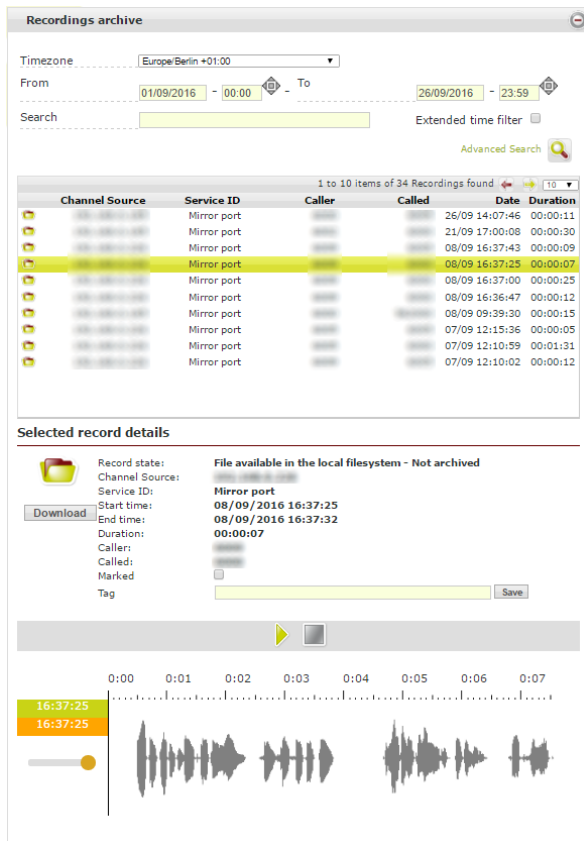


Figure 5: Call recording module

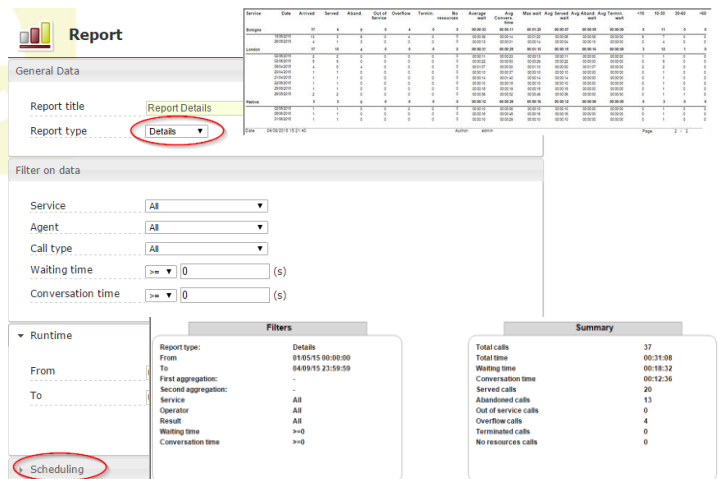


Figure 3: Historical call reporting module

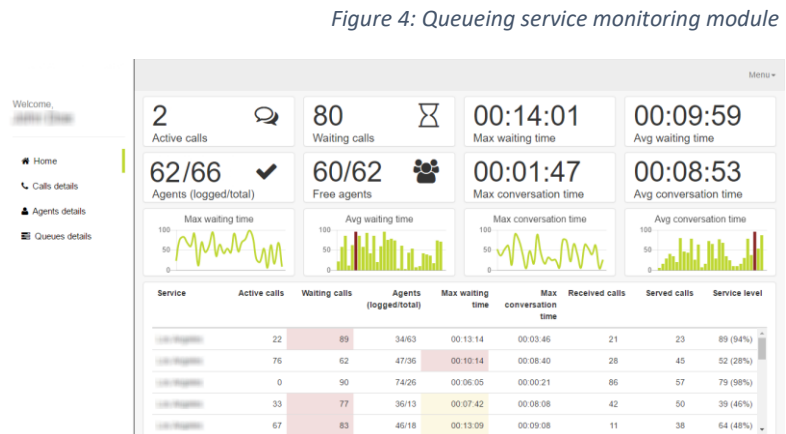


Figure 4: Queueing service monitoring module

## 3. Main feature

The product is sold with its different modules, depending on the specific customer's needs. This means that each additional module adds specific feature to the basic product. Below, the list of all the basic features and of the features provided by the additional packages.

### Basic features

FEATURES	YES/NO	NOTES
Web GUI	YES	
Rebranding available (colours and logo)	YES	
Language		<i>Other languages can be uploaded</i>
- Italiano	YES	
- English	YES	
- Español	YES	
- Portuguese	YES	
User secure login based on username/password	YES	
G.711 and G.729 codec support	YES	
Centralized welcome phone system, automated attendant IVR and queueing	YES	
Service queue automatic open/close configuration	YES	
No message and music-on-hold interruption	YES	
Configurable out-of-service and holiday treatment	YES	
QueueManager and IVR reporting statistics	YES	
Reporting time thresholds (up to 4 intervals)	YES	
Configurable max number of waiting calls	YES	
Configurable max waiting time in service queue	YES	
Call distribution		
- Round-robin	YES	
- Linear	YES	
- Top down	YES	
- Broadcast	YES	
- Skill based	YES	
- Idle	YES	
Configurable overflow and no agent response treatment	YES	
Short, long prompts and configurable time	YES	
Configurable audio messages (welcome, short and long wait, overflow, music on hold, "no available agents")	YES	
Real time agent monitoring and call transfer based on distribution type and availability (BLF)	YES	
Queue selective login/logout	YES	
Configurable IVR menu (through the web GUI)	YES	
Configurable DTMF code length (1, 2 or 3 digits)	YES	
Action on selection (Transfer, play message, repeat menu, go-to submenu, go-to service)	YES	
No menu selection treatment (keep waiting, message, repeat menu, go-to submenu/service)	YES	
DTMF Mode (RF2833, SIP info, inband, automatic)	YES	

## Additional packages

### Supervisor Console

FEATURES	YES/NO	NOTES
Pre-defined indicators and info panel for wallboard	YES	
Supervisor profile	YES	
Configurable threshold on numbers of calls and waiting times	YES	
Configurable time span (N), T1 for SLA	YES	
Real-time Service Overview		
- active calls	YES	
- waiting calls	YES	
- agents (logged/total)	YES	
- free agents	YES	
Time-span based Service Overview		
- max waiting time	YES	
- average waiting time	YES	
- max conversation time	YES	
- average conversation time	YES	
<b>General view</b> <u>Real-time updated</u> : active calls, waiting calls, logged agents out of the total <u>Time-span based</u> : max conversation and waiting time, received and served calls, served within T1/received %	YES	
<b>Call detail view</b> For each call: queue engaged, serving agent details, caller ID waiting time, conversation time, service queue	YES	
<b>Possibility to filter the view</b>	YES	
<b>Agent list view</b> Service queue, login status (BLF), last login/logout timespan, skill, force agent login/logout	YES	
<b>Possibility to filter the view</b>	YES	
<b>Queue detail view</b> <u>Real-time updated</u> : status, active calls, waiting calls, agents. <u>Time-span based</u> : max and avg wait, max and avg conversation, received calls, served calls, abandoned calls, overflow calls, OOS calls, service level	YES	
<b>Possibility to filter the view</b>	YES	
<b>Call history view</b> For each call: date, time, call duration agent, caller, service queue	N/A	Coming soon

## Attendant Console

FEATURES	YES/NO	NOTES
<b>Web Console Call Management</b> (call, answer, hangup, call hold, direct call transfer, call transfer with consultation, conference)	YES	
<b>Softphone mode</b>	YES	
<b>Mute/unmute</b>	YES	<i>Softphone mode only</i>
<b>Multiple call handling</b>	YES	
<b>URL pop-up on incoming calls</b> (CRM-ERP integration)	YES	
<b>Centralized directory search</b>	YES	
<b>Configurable directory result table fields</b> (up to 3 fields)	YES	
<b>Directory custom fields</b> (if configured)	YES	
<b>Edit contacts and directory directly from the console</b>	YES	
<b>LDAPv3 contact and user import manager</b>	YES	
<b>IP-PBX direct user authentication</b>	YES	
<b>List of favourite contacts - buddies</b>	YES	
<b>Presence status integration SIP</b> (ref. RFC 3261 and optionally RFC 3265)	YES	
<b>G.711 codec support</b>	YES	Softphone mode only
<b>Caller/contact detail info tab</b>	YES	
<b>Selective call pick-up from queues</b>	YES	
<b>Dial pad</b>	YES	
<b>Send DTMF option</b>	YES	
<b>Visually impaired friendly layout</b>	YES	
<b>Configurable GUI colors and text size</b>	YES	
<b>Keyboard call control – Configurable key shortcuts for main actions</b>	YES	
<b>Mouse based call control</b>	YES	
<b>Call History</b> (placed, received and missed calls)	YES	

## Recording module

FEATURES	YES/NO	NOTES
User authentication based on Active Directory	YES	
Web based listening console interface	YES	
HTML5 based media player embedded in the listening console	YES	
Media file local download for listening console	YES	
Filtered search based on:		
- time interval	YES	
- search field (google like)	YES	
- specific fields (if available)	YES	
Display of archived call status (local calls, backed up calls, locally deleted calls, ...)	YES	
Local or network shared multiple file export	YES	
Tamper-proof storage of local files (detection of uncontrolled media file changes)	YES	
Media file encryption – AES 128bit	YES	
Audio file compression option based on GSM Full Rate codec	YES	
Configurable periodic back-up of media file on external drive or NAS (CIFS)	YES	
Configurable backup media file names and directory names	YES	
External storage support based on CIFS protocol	YES	

## 4. TECHNICAL INFORMATION

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

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 Solutions server and clients' 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 a preinstalled virtual appliance. Mida Solutions distributes its Virtual Machines using standard OVA/OVF formats.

Supported platform and hypervisors are:

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

A Mida Solutions 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 Solutions virtual appliance can be downloaded also from [www.midasolutions.com/download/](http://www.midasolutions.com/download/)



### Other specification

For details on Mida LiteCallCenter compatibility with the most used web browser, please refer to [www.midasolutions.com/browsercompatibility/](http://www.midasolutions.com/browsercompatibility/).

For further details, please refer to [www.midasolutions.com/generalcompatibility/](http://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.