


Mitel® Customer Service Manager

Intelligent Router

Intelligent Router is a revolutionary product that uses Dynamic Call Mapping™ Technology and Media Blending to perform real-time call/media routing and call mapping.

 **Note:** For detailed information and instructions for Intelligent Router, refer to the online Help.











Start Intelligent Router

Intelligent Router is a service and runs manually, although you have the option in the Setup Wizard to run it automatically.

From the Start menu, select Programs – **Mitel Customer Service Manager**, and then select **Intelligent Router**.

Toolbar

The table below provides a description for the toolbar buttons.

Button	Description
	Displays the main menu where you can access most commands.
	Activates the Rule Manager for creating and editing rules.
	Displays the Filter Manager for creating and editing filters.
	Displays the Options dialog box.
	Displays the Network Settings dialog box.
	Sets the view mode to Two-Tile View.
	Sets the view mode to Four-Tile View.
	Repositions the information within the open tiles.
	Displays the Media Blending settings.
	Displays a list of nodes and status (Mitel 5000 only)

Rules


Rules provide the basic component for Intelligent Router. Intelligent Router evaluates and executes rules based on the following rule components:

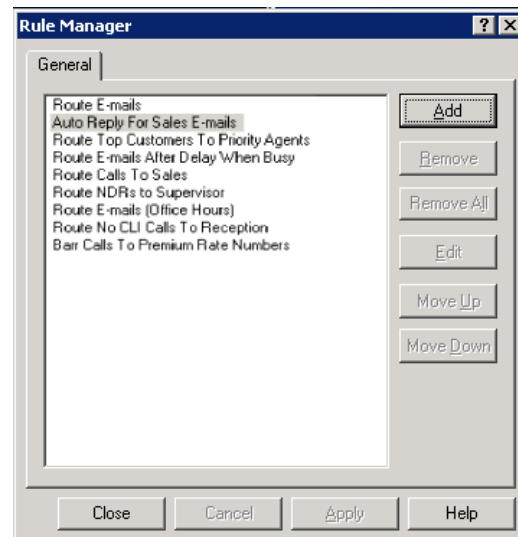
- **Action:** Specifies the event that occurs when all of the conditions of the rule are met.
- **Condition:** Configures a comparison that is made when a rule is evaluated. For example, you can set up a condition for a rule where only trunk calls that are presented with Caller ID are processed.

The order in which rules are evaluated is affected by Media Blending actions. Rules are evaluated as follows:

- Rules that have Media Blending actions associated with them are evaluated in a top-down order, and sorted such that actions are given the following priority:
 - Delete Media
 - Reply to E-mail/Forward to E-mail
 - Route Media
- Rules that have no Media Blending action associated with them are evaluated in the order in which they are displayed in the Rule Manager dialog box.

Rule Manager

Use the Rule Manager to create and manage rules. To display the Rule Manager, click the Rule Manager button () on the toolbar, or select **Rule Manager** from the main menu.



QUICK REFERENCE GUIDE


While in the Rule Manager screen, you can create and manage rules using the following buttons:

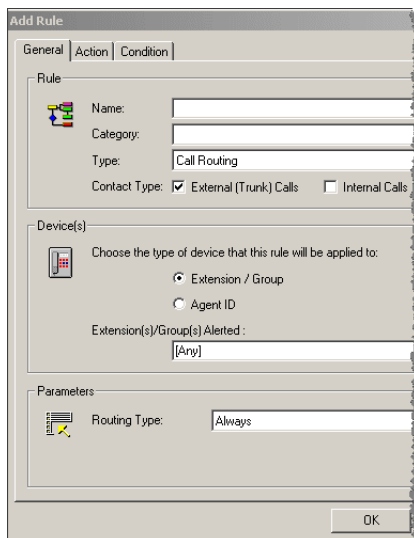
- **Add:** Displays the Add Rule dialog box used to create new rules.
- **Remove:** Removes the selected rule.
- **Remove All:** Removes all rules included in the list.
- **Edit:** Displays the Edit Rule dialog box to edit the selected rule. You can also double-click a rule to display the Edit Rule dialog box.
- **Move Up/Move Down:** Moves the selected rule up or down one position in the list. Because rules are evaluated from top to bottom, make sure the more specific rules are listed first, followed by general rules.

Add Rules

You can add rules to route calls and other media. For details about the fields on the Rule Manager tabs, refer the Intelligent Router online Help.

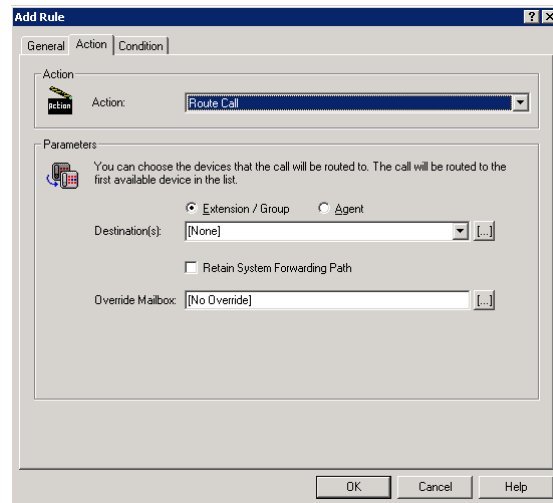
To add a rule:

1. Click the Rule Manager button () on the toolbar. The Rule Manager dialog box appears.
2. Click **Add**. The Add Rule dialog box appears.

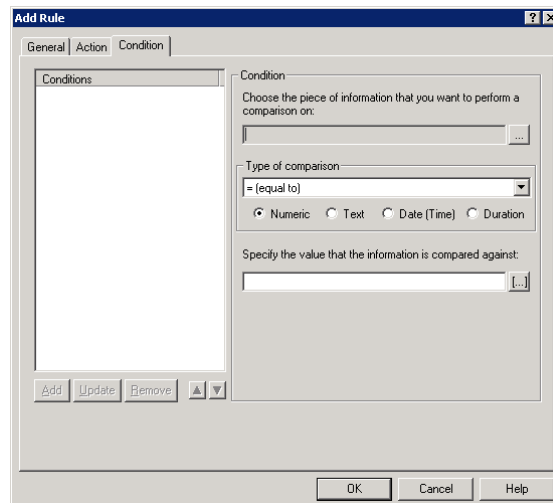


3. On the General tab, program the fields in the following areas:
 - Rule
 - Device(s)
 - Parameters

4. Click the Action tab.



5. Select an action from the list. When you select an action, the Parameters area displays the corresponding fields.
6. Configure the Parameters fields.
7. Click the **Condition** tab.






8. Click **[...]**, and then select the desired statistic from the list.
9. If required, configure the following:
 - Select the **Type of comparison** you want to use.
 - Specify the value that the information is compared against.
 - Select a filter to apply or add a new filter.
10. Click **Add**. The condition displays in the list box.
11. Create additional conditions, if necessary.
12. Click **OK** when finished to save the changes.

Tiles

Tiles are the basic building blocks of Intelligent Router and provide important information about the application.

You can view two to four tiles at one time, depending on the view mode you select from the toolbar:

- : Displays the following tiles in two-tile mode:
 - Rule List
 - Event List
- : Displays the following tiles in four-tile mode:
 - Rule List
 - Event List
 - Contact List
 - Active Call Statistics

Within each tile you can arrange the information to be displayed in a grid, in columns, or in rows using the using the Tile button  and menu.


Tile Properties

You can configure the properties for each tile. To edit tile properties, right-click the tile title and select **Properties**.


Filter Tiles

You can apply a filter to the Contact List and Active Call Statistics tiles to limit the statistics associated with the tile. For example, you can specifically show statistics for calls on a particular DID number or for agents in a particular group.

To create a filter:

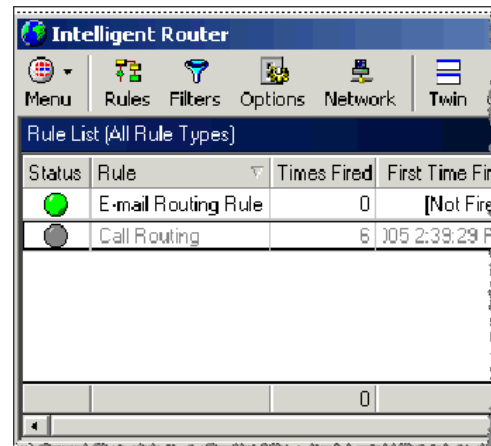
1. Click the Filter button , and then select **Add Filter**.
2. Complete the fields in the Add New Filter dialog box and click **OK**.

To change the current filter:

1. Click the Filter button . A menu of available filters is displayed with the currently selected filter checked.
2. Select a new filter. It is automatically applied to the tile.

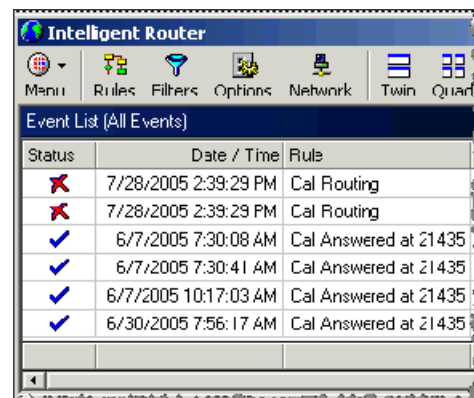
Rule List Tile

The Rule List tile displays all of the currently programmed rules and indicates whether the rule is enabled or disabled. The title of this tile (e.g., All Rule Types) describes which rules are currently displayed. The default is All Rule Types, but you can select what rule types to display.



Event List Tile

The Event List tile shows all of the events that occurred when a rule was evaluated and a subsequent action was executed. It also indicates whether or not the event was successful. Similar to the Rule List Tile, the title of this tile describes which events are currently displayed.



Contact List Tile

The Contact List tile displays a list of active contact traffic, that includes external and internal calls as well as e-mail messages.

Sta	Call ID / Dir	Field 2	Telephone No
☺	10:2490 In	INTER TEL TECHN	48C 4038684
🔔	11:24#0 In	Extension 1001	10C1
📧	11:24#0 Out	Extension 1102	11C2

Active Call Statistics Tile

The Active Call Statistics tile displays several call summary statistics in a list format. Any filters applied to this tile affect all statistics on the tile, allowing you to view similar statistics for a given filter, such as a group of agents.

Total Inbound :	110
Inbound Answered :	99
Abandoned Calls :	11
Total Outbound :	102
Outbound Answered :	78

Each statistic can also have an associated alarm, which notifies you when the statistic falls within a certain range.