Mitel MiVoice Business Overview

Business Communications Your Way, with Comprehensive and Flexible Solutions for On Premise or in the Cloud

In today's fast-paced, competitive, technology-led business environment, business success is built upon establishing & maintaining relationships, providing exceptional levels of service, and connecting with customers & colleagues in a timely manner.

So having the ability to quickly and effectively communicate and collaborate with customers, partners, colleagues and suppliers is critical to the growth of your business.

◻◻ Mitel®

Powering connections

At Mitel, Job 1 is understanding your business needs and your infrastructure preferences, including what communications solution components to deploy and where to deploy them—on premise, in the cloud, or both - so that you can maximize your Return on Investment (ROI).

Together, Mitel MiVoice Business, Mitel MiCollab, and Mitel MiContact Center comprise a complete, cost-effective, unified communications solution that fits seamlessly into your existing IT framework to meet all of your business needs.

Key Business Solutoins

- Mobility
- Unified Communication and Collaboration
- Unified Messaging
- Contact Center
- Full Range of Mitel IP Desktop Portfolio and Accessories

MiVoice Business provides the foundation to building a flexible, real-time communications landscape that can help your business with addressing the different needs of your employees. Whether it's related to job roles, varying levels of mobility within or outside of the business, or the daily use of business applications or industry frameworks, MiVoice Business can address your current needs, yet evolve with your business as your IT strategies and communications needs change.

Mobility

The reality of the current business landscape is that work often takes employees away from their desks, and their desk phone, each day.

With MiVoice Business, employees are provided with access to the same "in-office" communications experience from anywhere with a single identity, phone number, voice mailbox, and extension.

MiVoice Business's embedded mobility solutions deliver employees greater freedom to communicate from wherever their business takes them, without the burden of escalating mobility costs.

DYNAMIC EXTENSION

MiVoice Business's embedded Dynamic Extension solution provides businesses with the ultimate in cost-effective, "no compromise" mobility by letting employees select up to eight devices (regardless of device type) to act as their business phone, so all of their phone numbers collapse into one, giving them a single identity through their business extension.

HOT DESKING

Hot Desking allows employees to log into any Mitel MiVoice IP Phone, located at any of your offices, or even at their home, so they continue to be accessible and productive by having their calls routed to the device they are logged in to.

With MiVoice Business's External Hot Desking function employees can even log into external communications devices, such as their home phone, in order to take calls just like they would if they were using a Mitel IP desk phone in the office.

TELEWORKER SOLUTION

The Mitel MiVoice Border Gateway teleworker solution provides remote and mobile employees with seamless, secure access to the full set of MiVoice Business communications capabilities wherever they are, using any Mitel IP desk phone or MiCollab Client soft phone.

Unified Communications and Collaboration

A direct result of today's world of business is that organizations are faced with a number of challenges. From how to get employees to efficiently and effectively work together to help drive change throughout the business to ways to improve client interactions that drive increased revenue?

Mitel's MiCollab is an integrated suite of unified communication and collaboration solutions that work seamlessly together to allow employees to effectively and effortlessly connect with colleagues, customers, and partners - no matter where their day takes them.

MICOLLAB CLIENT

MiCollab Client provides employees with a single access point for all their business communications and collaboration needs. Employee instantly benefit from real-time access to everyone in the organization to enhances the overall effectiveness of "in the moment" communications. Furthermore, going mobile is simple with MiCollab Mobile Client. When installed on an employee's mobile device (BlackBerry®, Android™, and iPhone® / iPad®) key UC capabilities are extended to the mobile worker, such as presence and availability of colleagues, single number identity, instant messaging, visual voice mail, and more. Android, and iOS devices, additionally benefit from an integrated SIP softphone that allows calling over Wi-Fi or 3G/4G and point-to-point video so that they can remain connected, while on the move.

MICOLLAB - AUDIO, WEB AND VIDEO CONFERENCING

MiCollab audio, web, and video conferencing provides access to conferencing and collaboration tools that are vital to having a workforce that is connected with others - both inside and outside of the business - wherever they are. This includes being able to easily create scheduled and ad-hoc conferences on the fly, sharing applications and documents during a meeting, and conducting multi-point video conferencing with others using a standard PC web-cam.

Unified Messaging

Unified Messaging enables your employees to respond faster to clients and colleagues through single message storage and access. With MiVoice Business your employees have anywhere, anytime access to messages with an integrated, fully-featured voice mail system, that provides unified messaging and automated attendant capabilities.

MIVOICE EMBEDDED MESSAGING

Mitel's MiVoice unified communication platforms offer entry-level embedded voice mail solutions that provide cost effective voice and unified messaging solution for under 748 users.

MICOLLAB UNIFIED MESSAGING

For more size and sophistication, Mitel's MiCollab solution offers Unified Messaging capabilities for businesses with 2800 users or less. MiCollab Unified Messaging is available on both physical and virtual deployments and offers a full-featured and flexible unified messaging solution with a low total cost of ownership to satisfy the diverse needs of your organization.

MITEL NUPOINT UNIFIED MESSAGING

Mitel's NuPoint Unified Messaging solution is a highly scalable, robust, and sophisticated messaging

solution, scaling up to 120,000 users, and offers unique deployment integrations, such as Hospitality, and is available for physical premise-based or virtual deployments.

Contact Center

Contact centers can help improve your customers' experience by ensuring that calls always go to the right agent – anytime, anywhere, and by any means. In fact to meet the needs of internal "customers," some departments within your organizations may even perform a contact center role without thinking of themselves as contact centers.

MiVoice Business's fully integrated contact center solution can assist your business with the delivery of excellent customer service that helps nurture relationships and ensure operational efficiency. MiVoice Business also supports the following management, reporting, and advanced routing solutions as well.

SMALL FORMAL CONTACT CENTERS

MiContact Center Business Edition delivers robust contact center, IVR, and multimedia functionality and reporting but packaged specifically for small contact centers that have sophisticated, enterprise-grade requirements.

LARGE-SCALE ENTERPRISE-GRADE CONTACT CENTERS

MiContact Center Enterprise Edition is a robust, highly flexible solution that delivers feature-rich IVR capabilities and contact center monitoring, reporting, forecasting, and agent productivity tools for the most sophisticated contact centers, including virtual, multimedia contact centers with multiple locations and remote agents.

OUTBOUND CONTACT CENTERS

MiContact Center Outbound is a preview, progressive, and predictive outbound dialing solution that includes tightly integrated Customer Relationship Management, campaigning, and agent scripting capabilities.

Full Range of IP Desktop and Accessories

Customer service personnel, office administrators, and call center agents. Many employees who perform similar roles within your business can spend their whole day on the phone. That is why having the right desktop phone that can provide them with access to convenient features and appropriate functionality is essential to making their jobs easier and helps them perform better.

Whether it's personal huddle room solutions for executives, or add-on peripherals for keeping front-line personnel in touch anywhere and anytime, MiVoice Business offers a full range of IP desktop devices, accessories, and meeting room solutions that deliver advanced applications when and where you need it.

MIVOICE 5300 SERIES IP DESKTOP

From affordable entry-level IP phones to rich media information devices, MiVoice 5300 Series has the right communications solutions for your employees. These include cost-effective two-line phones, traditional button phones, and self-labeling application phones that provide users with ample personal programmable keys.

MIVOICE PERIPHERALS & ACCESSORIES

Complementing the MiVoice 5300 Series IP phones are MiVoice Desktop Peripherals that offer additional enhancements to existing MiVoice IP phones in order to evolve an employee's phone. These include the Mitel IP DECT Stand and DECT Handset that provides employees personal mobility up to 150 feet away from their desk, Cordless DECT Handset and DECT Headset to provides employee's with hands-free and cord-free communications for up to 300 feet away from their desk, and Personal Key Modules to provide phone power users with additional personal, programmable keys.

MEETING ROOM SOLUTIONS

MiVoice meeting room solutions make it easier for your employees to engage in the kind of productive collaboration that helps drive innovation. Whether it's to provide audio conferencing services or drive video collaboration in the boardroom, MiVoice meeting room solutions enable you to extend effective conferencing and collaboration throughout your entire business.

ATTENDANT POSITION CONSOLES

Whether it's a hard-button console that looks like a phone or a completely PC-based solution that provides the ability to view and change employee presence status, MiVoice Business has a solution for your operators and receptionists to assist with delivering a positive experience to your callers.

> MiVoice Business's open, fully modular Freedom Architecture is agnositc when it comes to data infrastructure and communications components.

Deployment Flexibility

MiVoice Business call control software allows you to operate your communications system with flexibility, ease, and reliability on your choice of hardware platform:

- The family of Mitel 3300 Controllers
- Industry standard servers from Oracle®, HP®, IBM®, and Dell®
- Stratus® servers for mission critical server reliability
- VMware® vSphere™ 5.0 (or higher) virtualization platform, for businesses that want to manage communications like any other application in their data center
- Multi-Instance deployment for high-density call control required by large businesses and service providers

This choice supports a range of deployment models (distributed, centralized, private and public cloud) and is future proof – so as your IT strategy shifts, so too can your communications strategy.

Freedom from Walled Garden Arcitectures

MiVoice Business frees your business from a 'walled garden' approach that forces you into proprietary technologies, by letting you choose the hardware and UC components that work best for your business. Through its *Freedom Architecture*, MiVoice Business provides integration with most of the industry's widely deployed back office applications, including email, presence and instant messaging (IM) engines, and customer relationship management (CRM) solutions.

STANDARDS-BASED ARCHITECTURE

Adhering to industry standards, MiVoice Business enables your businesses to leverage your existing business infrastructure and provides a smooth transition to a network-centric communications model. MiVoice Business's core call control features and functionality are the same regardless of the hardware platform or solution deployment model and can operates across virtually any LAN / WAN infrastructure. With native support for legacy networking standards such as Q.SIG

and DPNSS in addition to digital trunking protocols for central office (PSTN) access, MiVoice Business offers your businesses the ability to retain existing investments irrespective of legacy PBX, while delivering all the advantages of a converged communications infrastructure.

SIP PROTOCOL SUPPORT

When it comes to open standards, MiVoice Business natively supports connection to both SIP lineside devices and SIP trunks. No extra hardware or software is required to support SIP users or trunks, greatly simplifying the solution administration when using the SIP Protocol.

INTEGRATION WITH BUSINESS APPLICATIONS

In concert with the Mitel Open Integration Gateway, the rich communications capabilities of MiVoice Business can be fully embedded within key business frameworks, such as Salesforce and Google to drive workflow process efficiencies in communications and client interactions for your business.

Simple, Powerful, Web-Based Management

MiVoice Business in conjunction with the Mitel MiVoice Enterprise Manager deliver a broad range of administration functions and capabilities all within a simplified web-based management architecture that reduces the time and resources required to perform tasks and administer changes. System changes are automatically synchronized across the solution, and management control and tasks can be delegated across the organization, rather than relying on a centralized point.

SIMPLE END USER PROVISIONING

Administrators can quickly create and provision new employees with preformatted departmental and role-based templates. Employee information is automatically synchronized across all other MiVoice Business solutions in the network ensuring database reliability. Integration with Microsoft® Active Directory® means administrators can configure a user once in Active Directory, and the user will automatically be configured within MiVoice Business – saving your business considerable time, and simplifying large deployments.

Technical Specification

LANGUAGES SUPPORTED

English, French, Spanish (Europe), Spanish (Latin America), Dutch, Italian, German, Portuguese (Europe), Portuguese (Brazil), Romanian, Russian, Swedish, Polish, Simplified Chinese.

INDUSTRY STANDARD SERVER HARDWARE REQUIREMENTS

Specifications

CPU	Dual CPU, Quad Core Intel Nehalem®, Intel 55xx (2.26 GHz minimum), or later revision with Hyperthreading enabled
Hard Drive	146 GB SATA x2 (292 GB), 146 GB usable
Ram	6 GB
NIC	Integrated Dual 10/100/1000 Mbps

Supported Mitel Platforms

Mitel Standard Linux[1] (MSL)	MSL 9.3
Mitel StreamLine	Release 1.0 or higher
Mitel Open Integration Gateway	Release 1.0 or higher

Supported Mitel Platforms

Mitel MiCollab	Release 5.0
Mitel MiCollab Client	Release 6.0
Mitel MiCollab: Unified Messaging	Release 6.0
Mitel MiCollab: Speech Auto-Attendant	Release 6.0
Mitel MiCollab: Audio, Web, and Video Conferencing	Release 5.0
Mitel MiVoice Border Gateway	Release 8.0
Mitel NuPoint™ Unified Messaging	Release 6.0
Mitel Speech Auto-Attendant	Release 6.0
Mitel MiContact Center Enterprise / Business Edition	Release 6.0.2
Mitel MiContact Center IVR Routing	Release 6.0.2
Mitel MiVoice Call Accounting	Release 6.0.2

Supported Business Frameworks

Google	Gmail (MiVoice integration)
Microsoft	Lync 2010 and Lync 2013, Office 365 (Mitel NuPoint UM, MiCollab audio, web and video conferencing and MiCollab Client)
Salesforce	Salesforce Professional, Enterprise, Unlimited, Force.com, Developer, & Performance Editions
VMware	VMware vSphereTM 4, 5 or 5.5, with VMware VSphere client

[1] *Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.*