

Mitel MiCollab

Powering communications for when and where you need it



Improve the speed & quality of decision being made' in your business by providing employees with everything they need to connect, communicate and collaborate with others from anyplace, at anytime

Today work is not always done at a desk. It's done in the car, or while walking to lunch, or even while waiting for the plane to board. It can include colleagues working from home, from different countries, or with those who are not part of the organization.

This is why enabling your business to connect and collaborate more easily and effectively, no matter where they are or how they choose to work - is more essential than ever.

Mitel® MiCollab simplifies the way employees talk, meet, and share information with others by bringing together essential communications and collaboration tools into a single solution.

Through a single application, your employees have access to an integrated suite of collaborative services that align with how employees prefer to connect with others in today's fast-paced, often mobile workplace so that they can make every interaction efficient and productive whether it's with colleagues, customers, or partners.



Key Benefits

- A single application for voice, video, messaging, presence, conferencing, mobility, and team collaboration
- Keep up with projects and boost the sharing of knowledge and ideas across business silos with integrated team collaboration services
- A communications experience that's consistent across desktop and mobile devices
- Flexible deployment options - on-site, virtualized, or private cloud - that can evolve with your business as needs change
- A connected workforce working together to increase the speed of interactions and satisfaction of customers
- Presence and communications connectivity within Outlook to streamline employee communications workflows

MiCollab brings together voice, video, chat, messaging, web conferencing and team collaboration tools into a single solution making it easier for employees to connect with others and break down the silos associated with organizational departments.

Whether it's from their desktop or mobile device, with MiCollab employees can easily share ideas and tap into the knowledge of others across the organization, no matter where they are located.

Supercharging business productivity

For example, employees can view the availability of colleagues who may have the answer to a time sensitive question and even though they are showing out of the office, they are still available via their mobile device using chat to provide the vital information that saves the day.

Furthermore, with team collaboration tools (MiTeam) integrated into MiCollab mobile and desktop clients, working together on project-related activities such as document reviews, tracking the completion of tasks, and participating in real-time meetings has never been easier.

Everything you need in one place

By providing essential communications and collaboration tools in a single, unified solution, Mitel MiCollab helps reduce the latency and complexity associated with having to sort through and locate communications that in the past were often be spread out across multiple modes of communication and business applications.

With MiCollab your employees can benefit from:

- Unified Communications (UC) services that make connecting with others an intuitive, seamless experience



- Team Collaboration services (MiTeam) that enable virtual, collaborative workspaces for group-based projects of any size
- Unified Messaging (UM) services that make message retrieval and management simple
- Collaboration services (Audio, Web and Video Conferencing) to power scheduled or “in-the-moment” teamwork between colleagues, business partners, and customers



MiCollab Client

Unified Communications

A single access point for all your communications and collaboration:

PRESENCE – know instantly whether people you need to connect with are on the phone, away from their desk or available for a chat

ONE-TO-ONE AND GROUP CHAT – instant message with others using Mitel’s web-based* (resilient, persistent, and secure) chat services

VISUAL VOICEMAIL –quick access to voice messages with visual message handling and current presence information of the colleague who left the message

SOFTPHONE – enjoy the same desktop phone communications experience from a PC, laptop, or smartphone

MOBILITY – installed as a client on iOS® and Android™ devices to extend office-based communications and team collaboration capabilities to mobile users

WEB CLIENT – access unified communications and collaboration features from remote locations using only a web browser

POINT-TO-POINT VIDEO – place a video call to colleagues with the tap of a button

INTEGRATION WITH BUSINESS APPLICATIONS

– streamline communications with integration to business applications, such as Microsoft® Office®, Outlook®, and Google®



Team Collaboration (MiTeam)

Persistent, virtual workspaces for team conversations, content sharing, and meetings, with features including:

STREAMS – virtual workspaces where group members can discuss topics, share content, assign action items, and not have to search through multiple locations / applications to find the information they need

REVIEW – review shared content using a variety of annotation methods, including text, voice and video clip (MP4)

TASKS – assign and track action items to ensure team members understand what needs to be accomplished, who is responsible, and what date it's required by

MEET – create collaborative meetings on the fly, by choosing the participants, sending invitations, and launching the real-time meeting all from directly within the virtual workspace

Unified Messaging

Enables the management of voice mail, email and fax messages with features including:

MESSAGE RETRIEVAL – retrieve voice, text and fax messages from one synchronized message store

OUTLOOK® CLIENT PLUG-IN – install an additional toolbar within Outlook to manage voice messages

FAX SERVICES – pro-actively provide fax senders with transmission status information right in the email in-box

Audio, Web and Video Conferencing

Comprehensive audio conferencing and web collaboration capabilities with features including:



SCHEDULED / AD-HOC COLLABORATION – create a variety of collaboration sessions, ranging from one-time scheduled audio-only conferences to in-the-moment web collaboration escalation from within a call

PARTICIPANT MANAGEMENT – consolidated view of all audio-only and collaboration participants, with integrated moderator controls

DESKTOP AND APPLICATION SHARING – share the entire desktop, or only select applications, presentations, or files of every kind

MULTI-POINT VIDEO CONFERENCING – a personal face-to-face collaboration experience using ordinary webcams

PUBLIC AND PRIVATE CHAT – instant message with the option of archiving session transcripts

WEB-BASED COLLABORATION – participate in sessions using only a web browser (audio and sharing)

MEETING CENTER – integration with the Mitel MiVoice 6800/6900 series phones providing notification of MiCollab meetings for the day and one button access to join

CONFERENCE RECORDING – record conference calls or collaboration sessions for future access or distribution

REMOTE CONTROL – request control of another participants desktop for back and forth collaboration

OUTLOOK® CLIENT PLUG-IN – install an additional tab within Outlook for automatic conference creation when creating a meeting request

