



MITEL FOR MICROSOFT

The Perfect Pair

The rapid expansion of Microsoft Teams, along with the technology and choice Mitel offers, opens up great opportunities for Mitel customers and partners.

What is Mitel Assistant?

As hybrid work continues to expand, and Unified Communications scales in functionality, more and more customers are looking to integrate their telephony solutions with their current Microsoft infrastructure .

What Customers Want

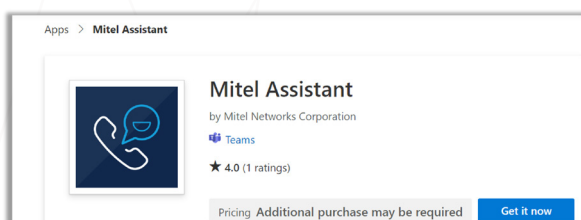
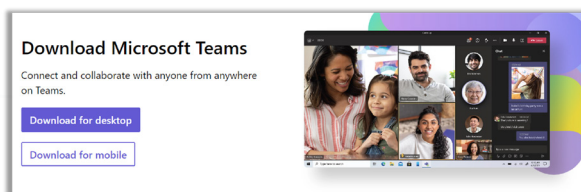
Where Microsoft Teams has already been selected as the preferred communication app, customers gain a better user experience, and will also retain full access to the powerful Mitel business-quality voice and telephony solution.

Flexible Options & Tighter Integrations

- Mitel Assistant, together with the Mitel softphone, gives customers the solution they need for their Mitel telephony and Microsoft Teams environment.
- Removes the need for customers to go to Microsoft E5 / Phone System License.
- Integrated user experience.
- Allows other Microsoft Teams users to know when a user is on a PABX call.

Mitel's Technical Excellence

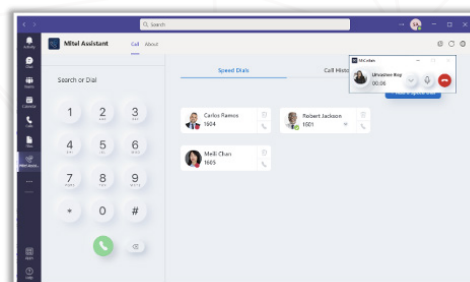
Elegant integration leveraging best of breed voice solutions with sharing of real-time activity reporting and presence information.



- Mitel Assistant (available on Microsoft App Store and free for Mitel customers), enhances robust integration of all Mitel Platforms with Microsoft Teams.
- Mitel telephony performance is independent of Microsoft Teams.
- Presence shared between Mitel calling and Microsoft Teams collaboration (Directory, Teams collaboration, Outlook).
- Mitel offers a full range of deployment options.
- Mitel provides Software Assurance, security and updates for the integration with Microsoft Teams.
- Easy integration of Mitel solutions with other third-party video platforms and applications.

ROBUST MITEL – MICROSOFT TEAMS INTEGRATION

- Enhanced end-user experience with Mitel voice.
- Answer calls, access call history, or voice mail message with a simple click.
- Bi-directional presence synchronisation in real-time.
- Up to 100 speed dials.
- Use any device: Mitel softphone, mobile and desktop device.
- Direct integration with Voice Mail.
- Access to corporate directory and personal contacts.
- Front-office and back-office presence availability (contact centre).



IMPLEMENTING MITEL WITH MICROSOFT TEAMS



MITEL WITH MICOLLAB

Integrate with Microsoft Teams for minimal incremental cost.

1. Deploy the latest version of MiCollab (also ensure you are on the latest Software Assurance for your device).
2. Toggle MiCollab to "Telephony Only".



MITEL (VOICE ONLY)

Integrate with Microsoft Teams for Standard UCC licensing.

1. Deploy the latest version of MiCollab with UCC standard licensing (also ensure you are on the latest Software Assurance for your device).
2. Toggle MiCollab to "Telephony Only".



NEW TO MITEL

Integrate with Microsoft Teams for Mitel UCC Entry Subscription.

1. Deploy Mitel Call Control with Standard UCC licensing or Subscription UCC Entry.
2. Implement the latest MiCollab software (also ensure you are on the latest Software Assurance for your device).
3. Toggle MiCollab to "Telephony Only".

DOWNLOAD "MITEL ASSISTANT" FROM MICROSOFT TEAMS STORE.

Mitel Telephony Only Client & Mitel Assistant

Developed for customers who use Microsoft Teams as their primary UCC Solution and Mitel Call Server for telephony. This is a solution for customers that does not require an investment in Microsoft E5 or Phone System licenses.



“One Client User Experience” (Microsoft Teams)

- Provides the powerful telephony features from the Mitel Call Server.
- Softphone and remote CTI.
- View your call history.

BI-DIRECTIONAL PRESENCE (MICOLLAB 9.8)

Solution:

- Implement “Microsoft Teams to PABX Presence Sync” to complete the bi-directional sync between the two systems.
- Make use of the existing call routing profiles and dynamic status to manage call handling.

Benefits:

- Improved user experience as PABX users become aware of the Microsoft Teams presence status.
- Avoid interruption due to calls originating from Mitel PABX when a user is in a call or meeting in Microsoft Teams.

Keep the Two Solutions “In Sync”

See if users are busy in Mitel Call Server phone calls from within Microsoft Teams.



CALL HISTORY & PRESENCE INTEGRATION

Integrated Call History

Call History from the Mitel Call Server is presented in Mitel Assistant (through CloudLink).

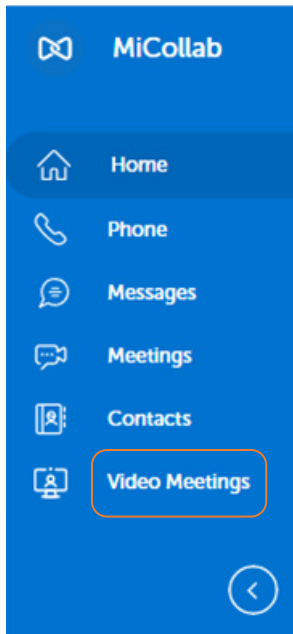
Telephony Presence in Microsoft (Microsoft Teams, Microsoft Outlook)

- When a user is on a phone call on their extension, the user in Microsoft Teams will be shown as busy in a call.
- CloudLink Service uses MSFT Graph APIs to set presence in Microsoft Teams.
- Telephony presence is shown for any user in Microsoft Teams that has an extension in the Mitel Call Server.

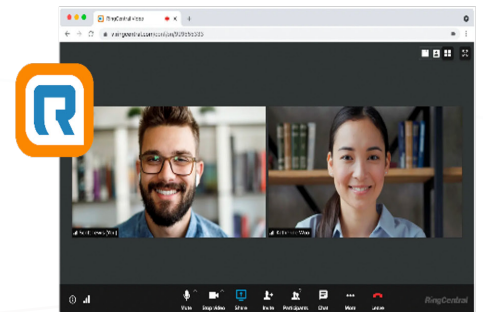
CROSS LAUNCH THIRD-PARTY VIDEO MEET

This feature enables you to view the meeting list in MiCollab and directly join a Microsoft Teams meeting.

MiCollab



With Latest Release: MiCollab 7.1 SP1



+27 11 236 2000 • info@itecgroup.co.za • www.itecgroup.co.za

MANAGED
BUSINESS SERVICES

