



Comms Review®

# Mitel MiCloud Business Phone System

Communications in the Cloud



Mitel® MiCloud Business is an affordable and feature-rich phone system for small to mid-sized businesses. Fully hosted, maintained and supported by Mitel, you receive great call quality, industry-leading reliability and an easy-to-manage phone system with no upfront costs. Everything is included in one low monthly rate.

More than a typical phone system, MiCloud Business extends the cloud-based telephony delivery model to include everything your business needs to communicate efficiently and cost effectively. Built using Mitel's award-winning telecommunications technology and designed with simplicity and everyday business use in mind, MiCloud Business offers an excellent selection of monthly plans and phones from which to choose. Our consultants work with you to customize a phone system that precisely fits your needs and budget.

## **Built For Reliability, Productivity and Convenience**

Business communications are a critical part of your business, which is why MiCloud Business is hosted in Mitel's secure, Class 4 data centers and is designed, optimized and maintained according to industry best standards for high availability (HA) computing facilities. Managed by a team of highly experienced Mitel data and Unified Communications engineers, our data centers deliver exceptional performance with unparalleled service reliability.

### **EASY TO USE**

With MiCloud Business it's never been easier to get up and running quickly. Simply plug your Mitel phones into your network, log in with your provided access information and start making calls. It's that simple. For qualifying customers that need assistance, our trained professionals will come to your location and install the phone system at no cost.

### **SIMPLE TO ADMINISTER**

Through a simple and intuitive web portal you can quickly create new ring groups, move extensions, edit users and much more. Changes can be made by office administrators in seconds rather than requiring expensive IT support that takes days.

### **COMMUNICATE ANYTIME, ANYWHERE**

With MiCloud Business you can make and receive your calls anytime, anywhere. MiCloud gives you the option of using a desk phone, a PC softphone or your mobile device while enjoying all the features of your business phone system. You can assign a single number with one voicemail that works on all devices, transfer calls between your desk and mobile device, extension dial and more. The MiCloud client also allows you to instant message with colleagues.

## **UNIFIED COMMUNICATIONS AT YOUR FINGERTIPS**

MiCloud Business offers a Unified Communications application that provides easy access to your colleagues right on your desktop. Through either a desktop client, or a browser, users have access to their company contacts, desktop control of their phone, can see presence status and chat with colleagues. This client is also available for mobile devices, including a mobile softphone, and as a softphone for the PC.

### **BUSINESS CONTINUITY**

In the event of a natural disaster, power outage or other disruption to your office, the MiCloud Business Auto Attendant will manage your calls for you, and with Mobile Twinning you can still receive all your calls on your mobile phone.

In addition, the MiCloud data centers supporting your communications are of the highest survivability standards in the industry. Your MiCloud Business solution will be supported out of two geo-redundant Class 4 data centers with resilient networking between them and the public switched telephone network in our order to provide the maximum level of core network resilience.

### **ONE ALL-INCLUSIVE, LOW, MONTHLY PRICE**

MiCloud Business eliminates the expensive upfront costs of buying phones and investing in an expensive on-premises PBX system. For a single, all-inclusive, low monthly price, enjoy state-of-the-art MiVoice IP telephones, Mitel's award-winning call control features and 100% lifetime support.

### **NO MORE SURPRISES OR UNEXPECTED SUPPORT COSTS**

When you need help, simply call our support team and we'll answer any questions or solve any problems related to your MiCloud Business phone system quickly, friendly and with no additional expense.

## A Versatile Approach to Enterprise-class Communications

MiCloud Business offers seven convenient seat types – by choosing the combination of each that best fits your business needs, you can customize a system that ensures you pay only for the features that you need.

### PROFESSIONAL

Ideal for small companies with 1 to 10 employees that need an easy-to-use phone system. You receive MiCloud Business’s most popular features such as Mobile Twinning, Hot Desking, intuitive web-based administration and more.

### BUSINESS

#### ADVANCED

The feature-rich Mitel Cloud Communications system coupled with the flexibility of unlimited local and long distance calling plans to the U.S. and Canada. Includes Mobile Twinning, Hot Desking, Corporate Auto Attendant, Voice Mail to Email, Contact Dialing and more.

#### LITE

For businesses that want the flexibility and power of Mitel telephony cloud applications but don’t spend enough time on the phone to require unlimited local and long distance dialing, minutes accrued in excess of the bundled amounts are billed at a low, per-minute flat rate.

#### EXTENSION ONLY

MiCloud Business Extension Only enables a drop-in, four-digit extension number extended from the main MiCloud Business system. Outbound calls initiated from this extension are billed at an affordable per-minute rate.

#### EXTENSION ONLY WITH VOICE MAIL

Our MiCloud Business Extension service, with voice mail service enabled to the four-digit extension. Voice mails can be retrieved through the MiCloud Business system or through convenient Voice Mail to Email service.

### CONTACT CENTERS

#### SUPERVISOR

Supervisors have access to all the features available to Advanced and Agent users with the added benefits of silent monitoring, real-time queue monitoring and historical reporting.

### AGENT

A robust suite of ACD and contact center functionality that will empower your customer service representatives to focus on improving response times and delivering excellent customer service. When not logged in as an ACD agent, these users have access to all Advanced user features.

### NOW WITH ADDITIONAL COLLABORATION FEATURES

Now MiCloud Business power users can upgrade their user experience to include the optional Mitel MiCollab Client collaboration features for their wireless device or desktop. Mitel MiCollab allows up to 100 users in an organization to add optional additional integration with their Android or iOS device. This upgrade includes approximately twenty additional features detailed in the separate MiCollab feature table included herein. Key features include presence, instant messaging and mobile softphone amongst others.

### MiCloud Business with Collaboration Upgrade

Feature	Availability
Click to Call from Corporate Contacts	•
Auto Answer	•
Do Not Disturb	•
Call Forwarding	•
Web Window (RSS)	•
Dial From External (External Dial)	•
Search (Compact Mode)	•
Phone Button Programming	•
Import Contacts (Outlook, Google)	•
Incoming Call Notification	•
IM/Chat	•
Chat Presence	•
Telephony Presence (Mitel Sets)	•
Hotdesking from Client	•
OfficeLink (User Originates Calls from Mobile Phone using Client)	•
Smart Status (Dynamic Status)	•
Handoff	•
Mobile Softphone	•
PC Softphone	○
MiVoice Business Console	○



## MiCloud Business Contact Center

MiCloud Business Contact Center provides your company with the sophisticated yet easy-to-use tools you need to manage, measure and optimize call center performance. Contact Center combines the Mitel communications platform, Automated Call Distribution (ACD) and a modular suite of feature-rich, cloud-based applications for streamlining contact center management and resolving customer inquiries from the first point of contact.

MiCloud Business Contact Center is a powerful solution for companies that:

- *Need an affordable and feature-rich system*
- *Have 100 total agents, or 90 agents and 10 supervisors, for a total of 100 call center users*
- *Run core voice reports (from over 90 report templates)*
- *Want a system that will enable growth and quickly add new agents*

### **AUTOMATED CALL DISTRIBUTION (ACD)**

ACD helps your business optimize resources by enabling you to handle large numbers of incoming customer calls and answer them with as few trained agents as possible. An ACD system routes incoming calls to the longest idle agent within a specific agent skills group. If no agents are available, calls are queued and forwarded to an agent when one becomes available.

### **FIRST CALL RESOLUTION**

Create multiple skill groups then prioritize and route calls to the most appropriately skilled agent based on pre-defined skill proficiency levels. This ensures each call gets to the best available resource to meet the customer's needs. Agents appearing in more than one skill group may be assigned a different skill proficiency level for each group.

### **MONITOR AND MANAGE**

Real-time and historical reporting provides contact center supervisors with the information they need to manage resources efficiently and optimize response times. Identify problem areas, analyze trends in performance and make smart decisions.

### **REMOTE AGENTS**

MiCloud Business Contact Center optimizes business processes by providing home-based and remote workers with complete access to ACD voice and data capabilities.

## MiCloud Business Feature List

Product / Service	PROFESSIONAL	BUSINESS				CONTACT CENTER	
		EXTENSION ONLY	EXTENSION ONLY WITH VOICE MAIL	LITE	ADVANCED	AGENT	SUPERVISOR
Local Phone Number	•	–	–	•	•	•	•
Unlimited Local Calling	•	–	–	–	•	•	•
Unlimited 1+ U.S./ Canada Long Distance	•	–	–	–	•	•	•
250 Included U.S. / Canada Usage Minutes	Not Applicable	–	–	•	Not Applicable	Not Applicable	Not Applicable
Local Number Portability	•	–	–	•	•	Not Applicable	Not Applicable
Mobile Twinning	•	–	–	–	•	•*	•*
Hot Desking	•	–	–	•	•	•	•
Corporate Auto Attendant	–	•	•	•	•	•*	•*
Automatic Transition Between Day / Night Routing	–	•	•	•	•	•	•
Customized Music on Hold	–	•	•	•	•	•	•
Voice Mail with Email Forwarding	•	–	•	•	•	•	•
Hunt/Ring Groups	•	•	•	•	•	•*	•*
Audio Conferencing	–	–	–	•	•	•	•
Interoffice 4 Digit Dialing	•	•	•	•	•	•	•
Localized E911	•	•	•	•	•	•	•
Call Transfer	•	•	•	•	•	•	•
Call Forwarding	•	•	•	•	•	•*	•*
Call Park	•	•	•	•	•	•*	•*
Call Pick-Up	•	•	•	•	•	•*	•*
Call Hold	•	•	•	•	•	•	•
System Speed Dial	–	•	•	•	•	•	•
User Speed Dial	•	•	•	•	•	•	•
Direct Page	–	•	•	•	•	•	•
Individual Record A Call	•	–	•	•	•	•	•
Do Not Disturb	•	•	•	•	•	•	•
Call History	•	•	•	•	•	•	•
Outbound Caller ID Number	•**	•	•	•	•	•	•
Outbound Caller ID Company Name	–	•	•	•	•	•	•

\*These features are not available while logged in as an ACD agent, but are available when logged in as an Advanced User.

\*\*Individual caller ID only, option for company wide caller ID not supported.

## MiCloud Business Feature List (cont'd)

Product / Service	PROFESSIONAL	BUSINESS				CONTACT CENTER	
		EXTENSION ONLY	EXTENSION ONLY WITH VOICE MAIL	LITE	ADVANCED	AGENT	SUPERVISOR
Access to Administrator Portal	–	•	•	•	•	•*	•*
Access to End User Portal	•	•	•	•	•	•*	•*
PC Softphone	–	–	–	–	○	–	–
Mobile Client + Softphone	–	–	–	–	○	–	–
Web Client	–	–	–	–	○	○	○
ACD Group Presence	–	–	–	–	–	•	•
ACD Agent Hot Desking	–	–	–	–	–	•	•
Queue Prioritization	–	–	–	–	–	•	•
Predictive Routing	–	–	–	–	–	•	•
Skill Proficiency Routing	–	–	–	–	–	•	•
Remote Agents	–	–	–	–	–	•	•
Queue and Individual Agent Reporting	–	–	–	–	–	•	•
Broadcast Messaging	–	–	–	–	–	•	•
Overflow	–	–	–	–	–	•	•
Predictive Overflow	–	–	–	–	–	•	•
Interflow	–	–	–	–	–	•	•
Unavailable Agent Skill Group Routing	–	–	–	–	–	•	•
Dial Out of Queue	–	–	–	–	–	•	•
Auto Answer	–	–	–	–	–	•	•
Make Busy with Reason Codes	–	–	–	–	–	•	•
Work Timer	–	–	–	–	–	•	•
Queue Status on Phone Display	–	–	–	–	–	•	•
Real-time Queue Monitoring	–	–	–	–	–	–	•
Silent Monitoring	–	–	–	–	–	–	•
Historical Reporting	–	–	–	–	–	–	•

\*These features are not available while logged in as an ACD agent, but are available when logged in as an Advanced User.

## MiCloud Business Communications Devices

Mitel offers the industry's most comprehensive portfolio of IP desktop devices. Designed with ergonomics and modern office aesthetics in mind, these business phones provide users with easy, intuitive access to the feature-rich Mitel telephony and advanced desktop applications.



### MiVOICE 5304 IP PHONE

The MiVoice 5304 IP Phone is a cost-effective entry-level display phone with a small base, making it perfect for hotel guest rooms, educational classrooms, retail stores and for teleworkers.



### MiVOICE 5320e IP PHONE

The MiVoice 5320e IP Phone is a full-feature, applications telephone with eight programmable, self-labeling keys, making it ideal for all types of employees.



### MiVOICE 5330e IP PHONE

Featuring a large display and 24 self-labeling buttons that can be programmed for a variety of functions, the MiVoice 5330e IP Phone is an excellent fit for all employees, ACD agents and teleworkers.



### MiVOICE 5340e IP PHONE

The MiVoice 5340e delivers one-touch access to most phone features, superior sound quality and wideband audio, 48 multi-function keys, built-in HTML applications toolkit and much more.



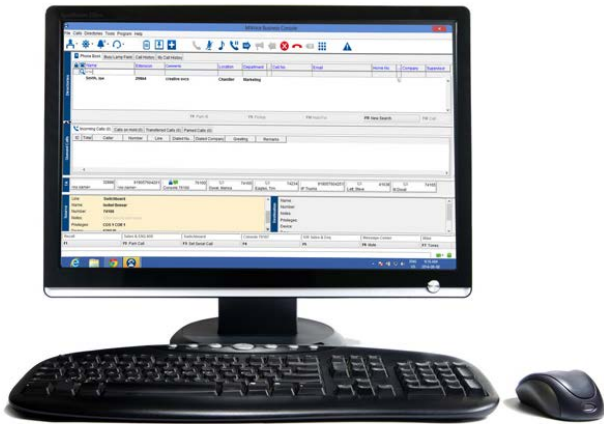
### MiVOICE 5360 IP PHONE

Ideal for the enterprise executive, the MiVoice 5360 IP phone has a large, high-resolution touch display, superior sound quality and plenty of built-in features.



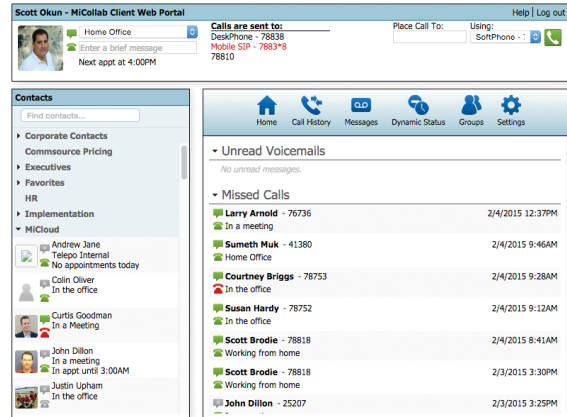
### MiVOICE 5610 DECT HANDSET AND IP DECT STAND

The MiVoice 5610 DECT Handset and IP DECT Stand is the ideal mobility solution in hospitality, education, health care and retail.



### MiVOICE BUSINESS CONSOLE

The MiVoice Business Console is a completely PC-based call handling solution with an intuitive graphical user interface for department or office attendant. It enables operators to perform call handling tasks with the numeric keypad of a PC keyboard and to customize toolbars with commonly used commands.



### MiCOLLAB CLIENT

MiCollab Client is a Unified Communications application that gives you a single access point for all your business communication and collaboration needs. It provides real-time access to everyone in the organization, on or off the premises, and enhances the effectiveness of “in the moment” communications. MiCollab Client supports instant messaging and allows access to corporate contacts and call control. MiCollab Client is available as a web, desktop or mobile client.





## MITEL MIVOICE CONFERENCE UNIT

Mitel MiVoice Conference Unit is a first-of-its-kind device for the personal office meeting space. Created in response to customer requests for an easier, more cost-effective way to foster collaboration, it is a single device that combines in-room presentation display and multi-party audio and visual collaboration for remote participants. Compact, easy to deploy and simple to use, the touchscreen MiVoice Conference Unit gives you what you need to turn collaboration from a special event into a natural part of every work day.

Note: MiVoice Conference Unit is not supported with the Professional licenses.

## MICLOUD BUSINESS CLOUD VIDYO

MiCloud Business Cloud Vidyo delivers low latency, high definition video conferencing over general data networks and the Internet, using off-the-shelf devices, desktops, mobile devices and video rooms, including legacy video systems. Vidyo's architecture dynamically optimizes the video quality based on the network and the capabilities of individual endpoint devices to deliver telepresence-quality experiences for each participant.

## VIDYODESKTOP™

Deliver telepresence-quality video conferencing direct to your desktop. The VidyoDesktop software client delivers low latency, HD-quality video for natural communications, and single-click simplicity with an intuitive graphical user interface or mouse control.

## VIDYOMOBILE™

Transform your smartphone or tablet into a virtual meeting place and collaborate from anywhere in the world. You can join or host video conferences over everyday wireless networks as easily as making a phone call or sending email. The MiCloud Business Hosted Vidyo system consistently delivers a telepresence-quality experience to your mobile device. Familiar gesture and layout controls provide an intuitive and productive experience.

## VIDYOPANORAMA™

An affordable, high-quality video conferencing solution that delivers truly immersive interactions on up to nine screens of 1080p at 60fps resolution at 10% the cost of other comparable systems. Companies can empower their employees to work from anywhere there is an Internet connection, improving productivity and collaboration with high-quality video conferencing.

## A Phone System and Company You Can Trust

Delivered by industry-recognized communications leader Mitel, and leveraging over 40 years of business telecommunications experience, the MiCloud Business cloud-based business phone system is the most flexible and cost-effective path for small and mid-sized businesses toward a reliable, feature-rich business phone system.

To determine whether Mitel MiCloud Business is a good fit for your business, please visit [mitel.com](http://mitel.com) or contact your Mitel representative.



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<http://commsreview.co.uk/mitel-communications-solutions.html>

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