



# Mitel MiCloud Office Solution Overview



Have you ever stood in line for hours anxiously awaiting the latest new mobile phone technology? Today's powerful devices are so much more than just simple voice communications. They enable you to make decisions about how you consume and share content, as well as how you communicate with your friends.

Did you know that a phone system from Mitel® can do the same for your business? 1.6 Million users, the largest global cloud community, are using Mitel's innovative technology and powerful integrated apps to communicate more efficiently with customers and partners. The best part is we won't make you queue up for it. A Mitel business phone system can have an impact on your business well beyond simple dial tone.

## Stay Connected to Customers

"I stay just as active as my business. I need to ensure I stay connected whether I'm at the office, working from home, or visiting with a client. To me work is an activity, not a location."



## Compete and Win

"I'm looking for technology to help drive a competitive advantage, keeping my business flexible. I want to be able to think big, but without the big ticket expenses."

## Grow My Business

"With my businesses poised for growth, and I need a communications system that is able to keep up without being a financial burden. Technology should help drive simplicity."



# Not Your Typical Business Phone System

When was the last time you were excited about buying a new phone system for your business? More often than not, it was a tedious process that ended up costing you more than expected and was a hassle to install. There are many phone providers, but customers choose Mitel because of the ease of use and business impact our cloud-based phone system can have on their business.



## INCREASED PRODUCTIVITY

Technology is only helpful if it is intuitive and easy to use. By unifying multiple types of communications into a single app on your computer or mobile device, new hires and existing staff will be:

- *Connecting via instant messaging*
- *Checking voicemails through emails*
- *Responding faster to customer needs*

## SELL MORE OFTEN

On average about 60 percent of all phone calls go to voicemail. A potential customer who ends up in a voicemail account will ultimately find your competitor to do business with. Stay connected and:

- *Never miss an important customer call*
- *Ring multiple phones at once*
- *Track detailed call metrics for sales reps*

## RETAIN MORE CUSTOMERS

As much as a Mitel business phone system can help you sell more, likewise can assist in retaining existing customers and business. Expand your ability to service the customer better through:

- *Detailed call metrics*
- *Skills based routing to service reps*
- *Automatic call distribution to the next available sales or service rep*

## COMPLETE BUSINESS FOCUS

Business communications is critical to any organisation, so forgo the headaches of keeping up with a premises based phone system and begin to focus on what really matters, your business.

- *Reliable and redundant tier 3 data centers*
- *Built for exceptional voice quality*
- *Free and non-intrusive software updates*

## Features

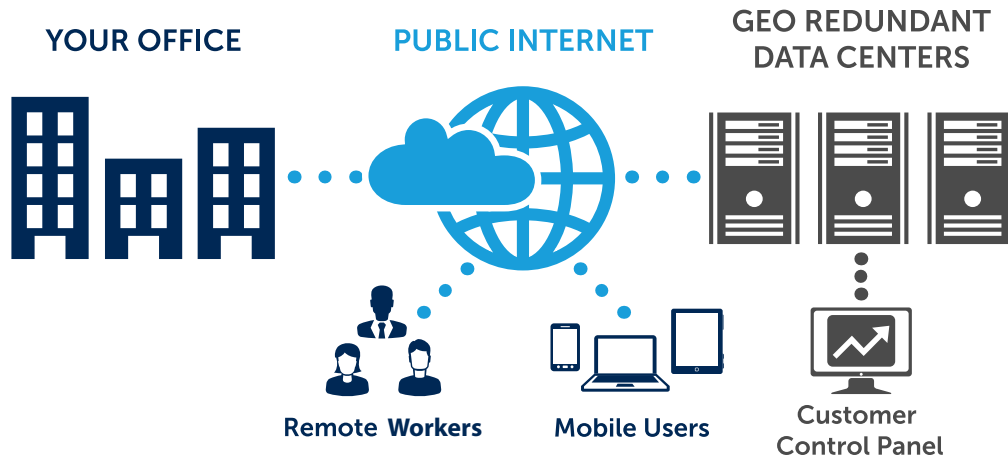
User Features	Essentials	Professional	Premium
Connected devices - devices ordered separately	1 (deskphone only)	2	4
Basic calling functions	•	•	•
Voice Mail	•	•	•
DDI/DID	optional	•	•
Fax Inbox (additional DDI/DID needed)	–	•	•
Web portal	–	•	•
Parallel ringing	–	•	•
Desktop Client (PC or Mac)	–	optional	•
Mobile App (Android, iOS or Windows Mobile)	–	optional	•
Mobile VoIP included in Mobile app for IOS, Android	–	Incl. in Mobile app	•
Unified Inbox	–	–	•
Presence and Chat	–	–	•
SMS from desktop app	–	Incl. in Desktop app	•
Unlimited UK calling <sup>1</sup>	–	optional	optional
Office Analytics Reports - real time wallboards, report drilling, schedule, export	optional	optional	optional
Attendant Position	–	–	optional

Company Features	Included	Company Features	Value Added Options
Call Distribution Number	<ul style="list-style-type: none"> <li>• Including one DDI/DID</li> <li>• Up to 5 calls in the queue</li> <li>• Addition numbers optional for Prof. and Prem.</li> </ul>	ACD Premium Number	<ul style="list-style-type: none"> <li>• Unlimited Premium Agents for Premium Users</li> <li>• Up to 5 in queue</li> <li>• Additional ACD Premium numbers or queue places optional</li> <li>• Advanced Analytics – requires Office Analytics for all seats</li> </ul>
IVR Number	<ul style="list-style-type: none"> <li>• Including one DDI/DID</li> <li>• Easy to add your own voice prompts</li> <li>• Addition numbers optional for the organisation</li> </ul>		Exchange Integration
Voice Conference	<ul style="list-style-type: none"> <li>• Including one DDI/DID</li> <li>• Includes 10 concurrent participants</li> <li>• Add. participants in package of 10 - optional</li> </ul>		
Entry Level Analytics	<ul style="list-style-type: none"> <li>• Maximise staff and resource productivity</li> <li>• Voice quality metrics</li> <li>• Call statistics</li> </ul>		

<sup>1</sup> = Fair usage policy applies

# How It All Works

With Mitel you get a business phone system that just works, but for those of you interested in what's under the hood, lets break it down. The brains of the solution reside in our geo-redundant data centers and continue to provide service even in the off chance that an event takes one down. Information and voice calls transverse the public internet to reach their final destination using voice over Internet protocols (VoIP). Some customers may elect to use computer soft phones with a headset, and therefore will not need a single piece of hardware, otherwise we provide a variety of Mitel desktop phones. Employees receive the same communication functionality regardless if they are in an office, on the road, or working from home. Tried and tested in more than 100 countries globally, no other communications provider has more cloud communications users relying on their voice and unified communications services.



## MITEL PROVIDES:

- *Business communication features*
- *Voice dial plans*
- *Employee collaboration app*
- *Mobile collaboration app*
- *Micro contact center features*
- *New desktop phones*

## YOU OR MITEL PROVIDES:

- *Existing IP phone sets*
- *Internet service*
- *Existing phone numbers*

# A Personal Communications Dashboard

Unified communications, often referred to as UC, helps employees be more efficient, making it easier to select the best way to initiate, receive, and respond to business communications. Located on your desktop, mobile, or tablet, MiCloud Office provides your employees with one place to connect with employees, customers and suppliers. MiCloud Office is all about collaboration, boosting productivity, improving customer service, and enabling employees to work smarter.

**PRESENCE** – know whether people are available, stepped away from their desk, or out of the office and choose the best mode to reach them.

**INSTANT MESSAGING** – looking for the answer to a quick question, or busy on the phone, get what you need with a simple chat to your colleagues.

**UNIFIED MESSAGING** – check voicemails, fax and call recording services directly from the desktop or mobile app. Even have them emailed as wav. files to listen to on your computer if you choose.

**SOFTPHONE** – workers enjoy the same intuitive communications management they would experience in the office from a remote PC or laptop with an embedded software-based IP phone.

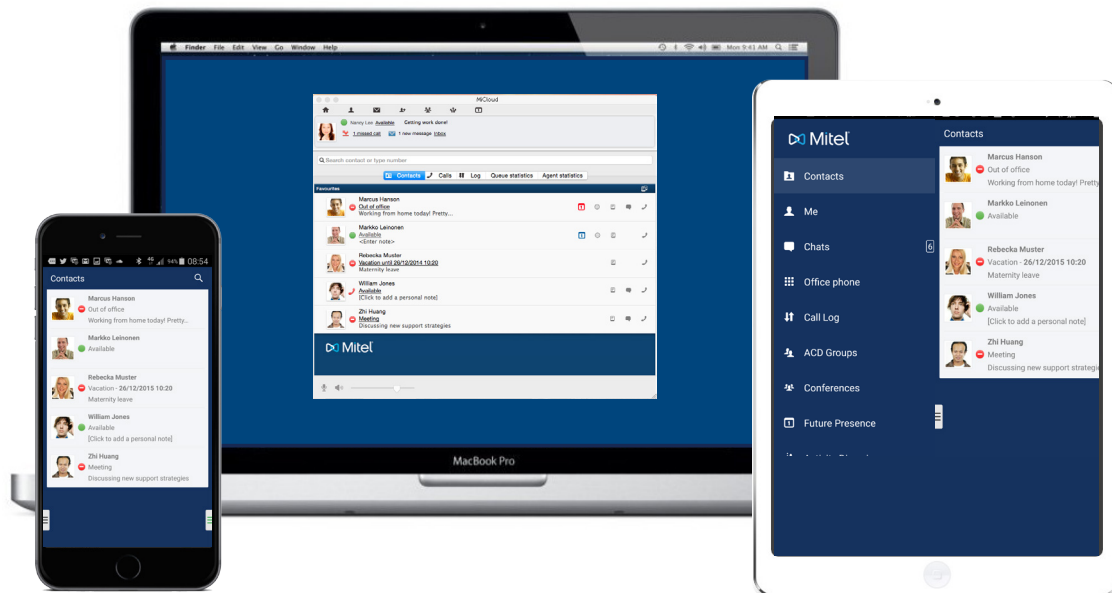
**CONFERENCING** – Schedule a conference call and invite your colleagues and customer directly from your desktop or mobile app.

**EXCHANGE CALENDAR INTEGRATION** – easily synchronize your presence information from the exchange calendar to alert others to your availability.

**SMS** – The SMS service enables text messages to be sent from a user's computer using the web interface or from the desktop or mobile app. Messages can be sent from personal numbers as well as group numbers.

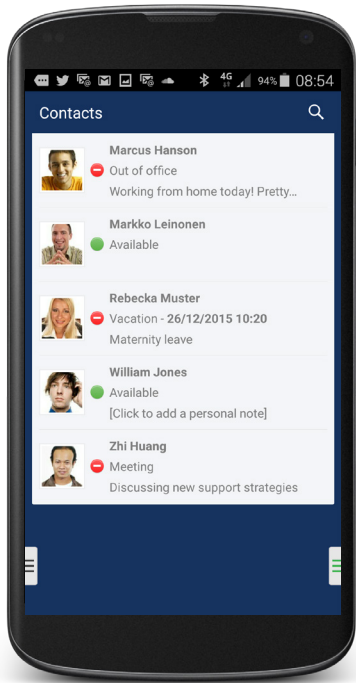
**WEB ACCESS** – get access to key collaboration features from remote locations using any computer with Internet access.

**SINGLE NUMBER REACH** – Your personal cell number stays personal. The single number reach allow users to be reached on any devices through a single phone number with intelligent call routing capabilities. Calling the single number rings one, some or all devices simultaneously depending on user preference and defined rules.

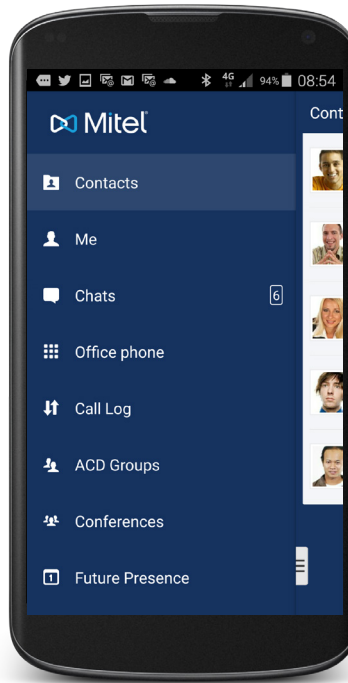


# A Personal Mobile Dashboard

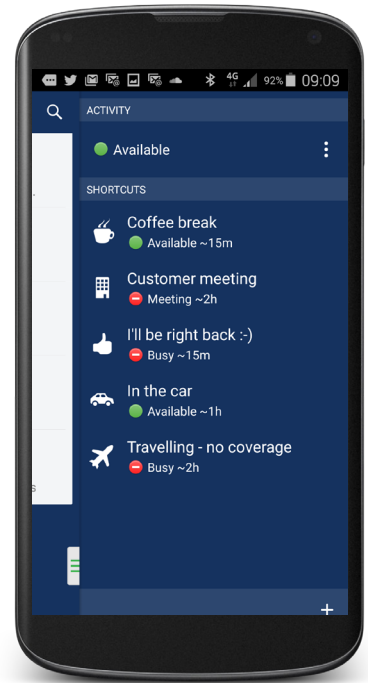
Don't stop being productive just because you stepped out of the office for the afternoon. Mitel enables you to take control and command of your business communications in the palm of your hand. We deliver access to the same rich telephony features you enjoy from your desktop, so you can experience a seamless transition from the office to the airport, the golf course, or the kids football practice. Available on iOS, Android, and Windows devices and downloadable within the iTunes App Store and Google Play Store.



- **Contact List** – Search and find your colleagues or customers based on the office directory or your local phone book
- **Presence** – See the current status of your colleagues – like available, in a meeting or in a call
- **Click to Dial** – Easy to call your colleagues and private friends



- **Conference** – Schedule a conference call and invite your colleagues and customer directly in the app
- **Call Distribution Queue** – Login or logout from the call distribution group
- **Activity Diversion** – Redirect your calls to a new number when you are not available



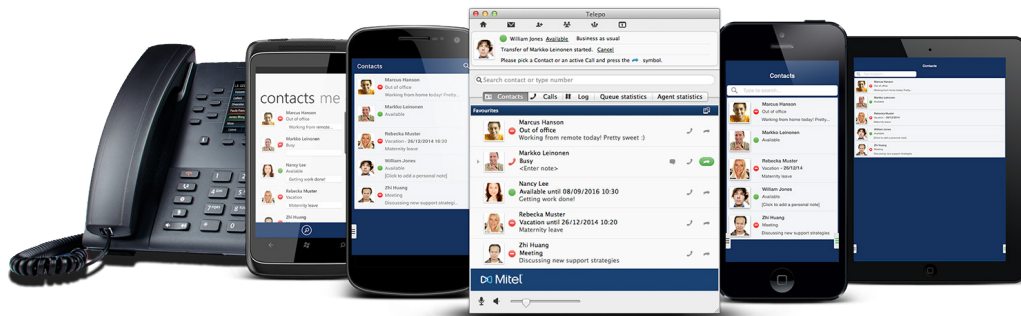
- **Presence** – Change your presence on the fly to inform your colleagues
- **Future Presence** – Schedule future presence events like lunch or a vacation
- **Presence shortcuts** – Create your own presence shortcuts

# Sell and Service Your Customer With Ease

Not every business has a formal contact centre, but every business can benefit from contact centre functionality. Regardless of the terminology (customer specialist, sales agent, or support representative) your business has a need to route incoming calls efficiently while effectively measuring customer service metrics. With Mitel, we provide contact centre functionality that is very simple to use and extremely impactful in how you track key business metrics.

For incoming calls MiCloud Office provides call centre, attendant and hunt group functionality, allowing a group of users to be addressed by a single number, where both fixed, mobile and VoIP phones can be included.

For huntgroups, both sequential and parallel ringing is supported. For call centre groups, skill based routing, automatic agent logout, manager assistance, presence based call distribution and agent resting time is supported with queues that have group specific greetings and progress messages.



**CALL ROUTING** – To ensure a high level of customer satisfaction, hunt groups can be put in place to ensure a caller finds the right person, with the right information. Want customers to go directly to a live contact? We can set that up as well.

**CALL QUEUE AGENTS** – Whether your job is to provide customer or sales support, simply log in and out of queues in order to have calls routed to subject matter experts.

**MANAGING AGENTS** – includes management tools for call centre groups to allow a supervisor to efficiently monitor and manage group queues and agents statistics.

**HOT DESKING** – Hot Desking allows you to share phones whilst keeping the user's preferred phone configuration settings. Best for drop in cubes or hourly shift work, hot desking is a simple way to reduce phone volumes.

**SKILLS BASED ROUTING** – Leverage employee skill levels for increased productivity and revenue; send more calls to your experienced agents and fewer calls to those in training. Add an additional prioritization layer based on agent order so you can allow similarly skilled agents to receive calls in round-robin fashion.



# Available Phones

## DESKTOP PHONES

Desktop phones are well suited for every day phone users who need crystal clear voice with an intuitive interface. These phones require minimal customization and are extremely easy to set up.



## MANAGEMENT PHONES

Executive phones are perfect for management users who wish to support up to two lines. These phones are built with state-of-the-art hardware designed for busy professionals. With additional programmable hard keys and a more advanced user interface, executive phones satisfy the needs of executives and frequent phone users.



## CONFERENCE PHONE

In a world where conference calls with partners, vendors, remote workers and global teams are the norm, crystal-clear conversations are a must for productive meetings. The Mitel XXXXX deliver superb voice quality, advanced audio processing, and all the features that make conference calls seem as natural as being in the same room.



For complete details on any of the Mitel MiCloud Office products or services, please contact: 01291 430000 • [mitel.com/micloud/office](http://mitel.com/micloud/office)



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