Mitel MiCollab for Microsoft

Enabling Mitel Communications in a Microsoft Environment



Reliable, robust, and secure voice communication is —*or should be* — at the heart of each & every unfied communications strategy for it's what underlies the effectiveness of everyday business

Microsoft's Skype for Business can be a great tool for instant messaging, presence, and video collaboration. But while Skype for Business does many things well at the desktop, it wasn't designed from the ground up to be an enterprise-grade phone system.

And that's where Mitel can help.

At Mitel, we offer robust voice communications that can be integrated with your Microsoft Skype for Business application so that everyone in the organization can benefit from reliable, robust, and secure voice communications services at the desktop or while mobile to help drive your high-performance workplace.

Mitel®

Powering connections

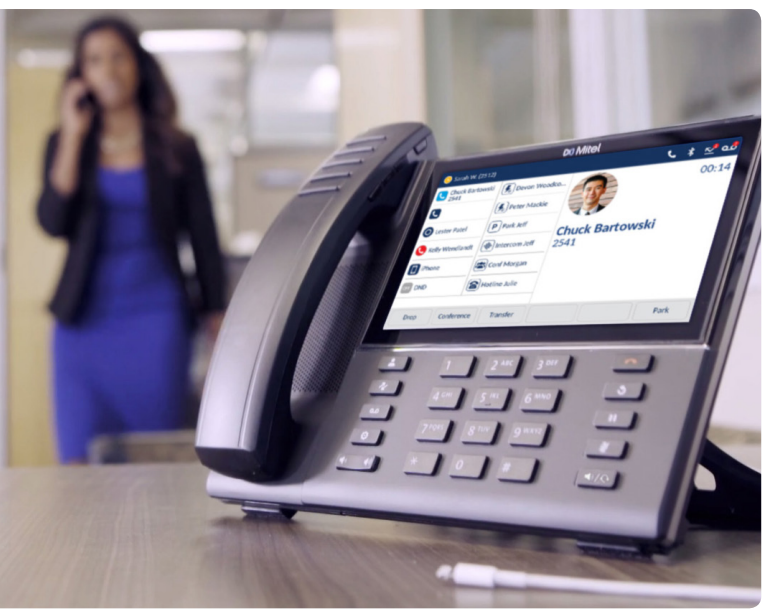
When You Need Enhanced Communications, Mitel Delivers

While there are numerous ways employees can interact with others, voice still remains a top choice and a core element of todays unified communications solutions.

That's the value that can Mitel bring to your enterprise.

With over 40 years of experience in delivering business communications solutions that help power over 2 billion business connections every day, Mitel knows what it takes to deliver dependable and highly flexible voice solutions to address today's business communications needs.

With Mitel's MiCollab for Microsoft, your business can leverage Mitel's long history of voice experience (and presence integration with Microsoft desktop UC applications) by integrating Mitel's rich, enterprise-grade voice services into your Skype for Business environment.



MiCollab for Microsoft was built from the ground up to provide your users with an embedded, silent Mitel communications experience within their Skype for Business client by using the Skype for Business menus and directory to make calls and not multiple, separate directories like some other plug-ins. With Mitel and MiCollab for Microsoft your users are provided with a harmonious, native Skype for Business client experience.

Skype for Business, Mitel for Everything Else

When you integrate Mitel communications into a Microsoft environment, you open up more possibilities for your business than a reliable voice experience, including:

- **More Choices** – With Mitel benefit from support of modern business phones designed for today's mobile work style and access to the broadest set of add-on user installable accessories on the market allowing you to make your communications experience as unique as your business.
- **More Mobility** – Easily enable a mobile user experience with mobile apps that empower them to connect and communicate with anyone, at anytime.
- **More Customer Satisfaction** – Enhance the overall customer experience with the addition of advanced contact center solutions, such as omni-channel communications that deliver higher quality customer touches.
- **More Flexibility** – With Mitel, you'll never be locked in to a solution or platform deployment option. We embrace openness in all of our solutions, whether it's support for yesterday's technology or tomorrow's innovations.



Elevating the Effectiveness of Everyday Voice-based Communications

With Mitel and MiCollab for Microsoft your organization can benefit from rich, reliable, and secure voice communications capabilities within your Skype for Business environment that include:

- **Flexible Calling Options:** Initiate calls via contact lists, the Skype Directory, from contact search window, within Microsoft Office applications, from call history lists and Conversation history, or from an active chat.
- **Inbound Call Notification:** Incoming calls are presented via a pop-up window that provides a selection of call handling options, such as answering, forwarding, or transferring the call to voice mail.
- **Inbound Communications Device Selection**: Choose the communications device you prefer to answer a call on with a click of the mouse.
- **In-call Features**: Manage active calls with a range of in-call capabilities, including placing a call on hold or transferring the call using blind or consultative services.
- **Detailed Call History**: Access detailed information about call history - made, missed, and answered calls - with the ability to easily call back others with a click of a mouse.
- **ACD Agent Support**: ACD agent SIP softphone integration with Mitel MiContact Center software and Skype for Business.*
- **Presence and Availability**: Voice presence is integrated with Skype for Business presence indication, so you know when other users are on the phone.
- **Single Sign-on**: Mitel MiCollab for Microsoft launches automatically when you launch the Skype for Business client and runs silently in the background.
- **Preference Settings**: Quick easy access to set up and alteration of personal voice-related settings.
- **Communications Device Flexibility**: Make and receive calls on your Desktop phone, cordless headset, PC softphone, or mobile device.

* With MiContact Center Business Ignite and MiVoice Business solutions

Mitel
Powering connections

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