

Mitel MiCollab Client

Making In the Moment Communications More Dynamic



In today's fast-paced, competitive world of business how can employees work together efficiently & effectively to help drive the success of the business?

The answer is unified communications.

Mitel® MiCollab Client provides your employees with a single access point for all their business communication and collaboration needs. With real-time access to everyone in the organization regardless of location and rich presence information MiCollab Client helps make 'in the moment' communications more efficient - regardless where their day takes them.



MiCollab Client is a core component of the MiCollab solution, which unifies business critical applications, promotes user agility and collaboration, and simplifies and streamlines administration.

Key Benefits

- Increase workday efficiency
- Stay connected, wherever you are
- Improve customer responsiveness
- Mobility made simple



Increase Workday Efficiency

MiCollab Client enables smarter communications between colleagues, customers, and business partners. With MiCollab Client employees are more accessible and able to respond immediately to the needs of others through a variety of real-time communication methods - whether it's instant messaging, voice, or desktop video.

By integrating widely-used communications and collaboration needs applications into a single access point employees can choose the best method for connecting with others, before they even initiate contact, thereby improving the efficiency of their interactions with others. Furthermore they can easily escalate from one mode of communication to another with a single click from within a communication window.

With MiCollab Client your business can benefit from the improved speed and efficiency of your employees daily interactions with colleagues, partners and clients.

Stay Connected, Wherever You Are

Through MiCollab Client's simple interface, employees are able to quickly setup and modify how their calls are 'dynamically' routed, including any preferential treatment for certain special callers. This enables calls to be routed to their mobile phone, residential set, or any phone allowing them to receive calls as if they were at their desk.

While away from the office employees are able to use their mobile device or access the MiCollab Client Web Portal to edit their call routing profiles, check corporate contact details, view presence information of colleagues, access voice mail messages, and call others through your organization's PBX providing them with your organizations business identity.

Wherever their day takes them, with MiCollab Client they have access to the entire organization and its toolset.

Improve Customer Responsiveness

Employees that deal with your customers are the face of your company. Their ability to process requests and queries as quickly and completely as possible reflects on the whole organization. With MiCollab Client, front-line staff can easily check the presence and availability of a subject-matter expert, and contact that person in the most effective way. A voice-based communication can quickly be enhanced with collaboration tools, including the ability to share documents quickly and securely, with a single click of a button resulting in a quick resolution to your customer's inquiry.

Mobility Made Simple

The complexities of many mobile technologies too often present a bigger barrier than the problems they're meant to solve. Going mobile with MiCollab is simple and your employees get a solution that moves with them from moment to moment to ensure that they remain connected with the business so that they can react instantly when required.

With MiCollab Client employees can easily and seamlessly move a call from their desk phone to their mobile (cell or Wi-Fi) with just one mouse click, so that they can continue the conversation while on the go. And with MiCollab Mobile Client's integrated SIP softphone, it's like having their Mitel desk phone with them wherever you go, including the ability for point-to-point video calling with others through its Android™, and iOS® client..



Key Features

- Presence
- Messaging
- Softphone
- Mobility
- Web access
- Collaboration
- Attendant console
- Integration with business applications
- Flexible deployment options

Presence

Save time when contacting people by knowing whether they are on the phone, away from their desk, or available for a video call, instant chat, or collaboration.

Easily manage your presence status and view the status of others, including IM, voice & video presence and current activity & calendar messages all within a single window. Statuses can be changed quickly from within MiCollab Client for the desktop, MiCollab Client for BlackBerry, Android and iOS based mobile devices, remotely from the MiCollab Web Portal, or automatically updated based on calendar information from Microsoft Outlook® or IBM® Lotus Notes® integration.

Messaging

With visual voice mail, you can quickly view the details of your MiCollab or Mitel NuPoint Unified Messaging™ voice mail messages, including the presence information of the colleague who left the voice mail. Within MiCollab Client you are provided with an intuitive interface to play, delete, or forward the voice mail to another person or simply contact the caller directly with a range of options.

MiCollab Client's secure Instant Messaging (IM) features not only offers a highly usable chat experience that allows you to initiate a single or multi-party chat at the click of a mouse, but also provides a method for secure file sharing by simply dragging and dropping files into the chat session. This creates a more cohesive team work environment while also providing a secure and encrypted IM history log.

Softphone

Road warriors and teleworkers can enjoy the same intuitive communications management from a remote PC or laptop by using MiCollab Client's embedded software-based phone (softphone). When remotely connected to Mitel MiVoice Business or the MiVoice Office 250 via a secure network connection, mobile employees can make and receive calls as though they were inside the corporate network. The MiCollab Client SIP softphone option allows even greater flexibility with point-to-point voice and video calling with other MiCollab Client users and the MiVoice Video Phone.

Mobility

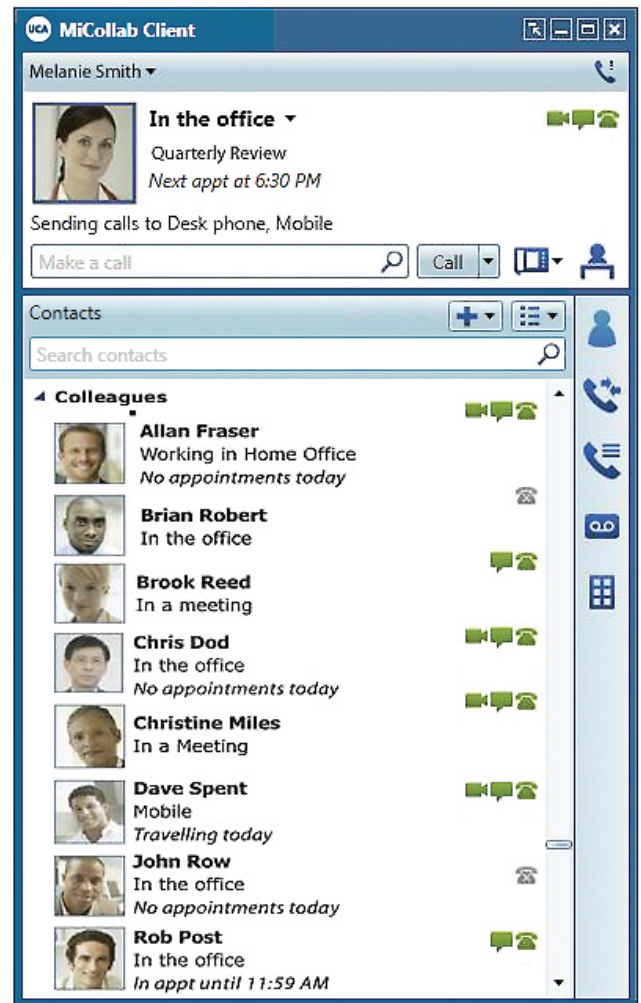
MiCollab Client for mobile devices installs as a client on supported BlackBerry®, Android™, and iOS® devices and extends key MiCollab Client features to mobile users. This includes the ability to manage presence status, view corporate contact details and presence information, view call history information, view voice message details, and place calls through the corporate communications system. It also lets your organization and your employees define GPS, Bluetooth®, and Wi-Fi® network locations to automatically update presence status based on location, or even time of day. For Android and iOS devices, an integrated SIP softphone allows voice and video calling over Wi-Fi or 3G/4G to stay connected while reducing cellular usage and roaming charges.

Web Access

The MiCollab Web Portal provides access to key MiCollab Client features using any internet-connected computer or web enabled mobile device, perfect for those employees who remotely work from the office. Through it they can control their presence details, view corporate contact details and presence information, view call history information, view voice message details, instant message with colleagues, and place calls through the corporate communications system with in-call capabilities, such as call hold and transfer.

Collaboration

With the growing number of mobile and geographically dispersed teams, collaboration tools, such as video conferencing have quickly become crucial for facilitating



MiCollab Client for the desktop

stronger working relationships and allowing for more effective communications with others. Integration with other MiCollab services, such as audio, web, and video conferencing allows employees to easily place a video call with the click of a button and easily schedule collaboration sessions or create them instantly on the fly. In addition, MiCollab Client users are able to perform point-to-point voice and video calling with the MiVoice Video Phone.

Attendant Console

MiCollab Client can also provide your front end staff with an attendant console designed for environments where the attendant, receptionist, or administrator has multiple job functions and requires their telephone and PC to conduct daily tasks outside of call answering. It provides them access to the rich presence information of others to help process calls more efficiently and effectively.

Integration with Business Applications

MiCollab Client integrates with popular communications and productivity tools such as Microsoft Outlook and Microsoft Office. Through it your employees can dial from their Outlook contact list, integrate their Dynamic Status with their Outlook calendar, and click-to-dial using smart tags. MiCollab Client also integrates with IBM Lotus Notes, allowing users to dial from their contact list, launch web/video collaboration sessions, and integrate their Dynamic Status with their calendar.

Furthermore MiCollab Client's applications programming interface (API) enables the ability to integrate MiCollab Client into popular business applications including customer relationship management (CRM), enterprise resource planning (ERP), and vertical applications.

Flexible Deployment Options

Solution/server deployment technologies like virtualization and solution delivery models, such as private/ public cloud have gained momentum in the business landscape. With MiCollab your business is provided with a range of deployment options so that you can choose the model that works best for your business.

As part of MiCollab, MiCollab Client can be deployed as software on an industry standard server in or into a virtual environment. MiCollab Client can also be deployed in Teamwork Mode without the need for a connection to a communications platform. This makes it easy to deploy to users during a platform migration or to team members outside of the organization like contractors, consultants, and partners.

About Mitel

Mitel® (Nasdaq:MITL) (TSX:MNW) is a global leader in business communications that easily connect employees, partners and customers -- anywhere, anytime and over any device, for the smallest business to the largest enterprise. Mitel offers customers maximum choice with one of the industry's broadest portfolios and the best path to the cloud. With more than US\$1 billion in combined annual revenue, 60 million customers worldwide, and #1 market share in Western Europe, Mitel is a clear market leader in business communications.

For more information, go to www.mitel.com.



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