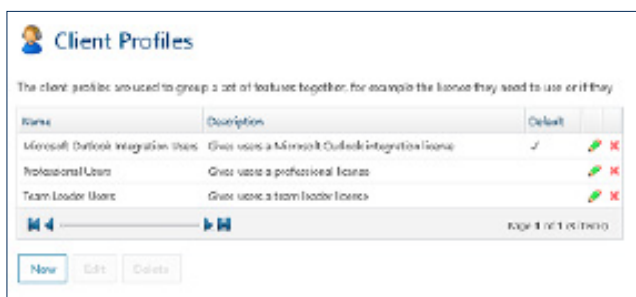# Communication Service

Centralized Mitel Phone Manager control

Overview

Communication Service is the central element to a Mitel Phone Manager implementation on the MiVoice Office 250. Although its primary role is to provide real-time information to Mitel Phone Manager clients, it also provides a range of server-side features to benefit the end-user.

Mitel Phone Manager control

To ensure easy management of Mitel Phone Manager clients, Communication Service offers a range of profiles and individual settings to allow the central assignment and configuration of client features.

User License Profiles, Call Banner Profiles, Toolbars, Macros and more, can all be assigned centrally by an administrator using the Communication Service web based UI. This keeps administration of the system simple and reduces the need to visit individual users to re-configure.

Active directory integration

Communication Service Business Units can be quickly defined and easily linked to an Active Directory Organizational Unit. Users will be automatically imported into the correct structure from Active Directory (AD) and will automatically appear in the right department on the Mitel Phone Manager application. A user's assigned extension and / or agent ID can be mapped through using AD fields to minimize the administration task for IT.

Alarm notification

To maximize system uptime and make the right people aware when something is wrong, Communication Service provides real-time updates on phone system alarms via email or modal pop-ups to Team Leader users. So when an emergency call is made or when a trunk line fails, immediate action can be taken.
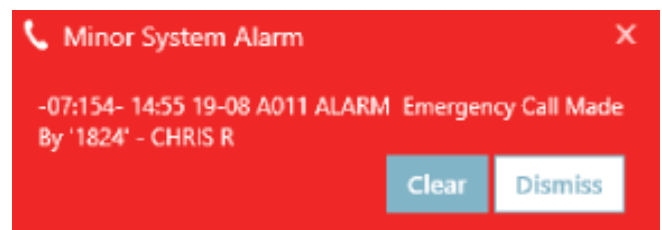
Group mailbox notification

In normal operation, the MiVoice Office 250 will notify a single device about outstanding voicemail messages. Communication Service builds on this functionality to notify multiple devices based on hunt group membership. This means every member of a Sales or Support group for example can get notification of customer messages as a group as soon as the message is left.
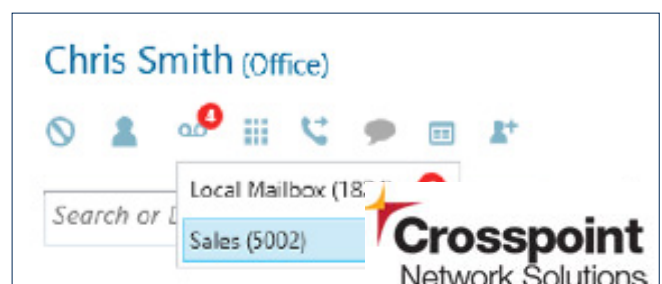
Mitel

Directory import

Communication Service provides data links to any ODBC or OLEDB compliant database so that customer and contact data can be imported directly into the system.

This is key to providing Mitel Phone Manager users with up to date information on clients in real-time. When linked with call banner profiles, users get notification of a caller's status before the call is answered. Users can search for and dial customers dynamically using the directory lookup feature.

Key features

- Centralized management of Mitel Phone Manager users
- Organize permissions and real-time presence using the built in business unit structure
- Automatically create users based on active directory OU mapping
- Real-time alarm notification to Mitel Phone Manager Team Leader users and via email
- Voicemail notification by hunt group
- OLEDB & ODBC directory links to dynamically import contact records

Key benefits

- Minimized administration through centrally managed Mitel Phone Manager profiles & active directory Integration
- Real-time notification of phones system alarms
- Group based voicemail notification to ensure fast responses for your customers
- Direct links to your CRM directories to give users visibility of who is calling
- Display customer's status information directly from a CRM database on a Mitel Phone Manager user's call banner
- Delegate administrative tasks on the communication service website through the use of extensive security policies

OPERATING SYSTEM REQUIREMENTS

- Windows 7, 8.1, 10 (Pro / Enterprise / Ultimate) 64-bit
- Windows Server 2008 SP2, 2008 R2 (Standard / Enterprise / Datacenter) 64-bit
- Windows Server 2012, 2012 R2 (Standard / Enterprise / Datacenter) 64-bit
- Windows Server 2016 (Standard / Enterprise / Datacenter) 64-bit
- VMWare & Hyper-V Environments Supported

MINIMUM SERVER REQUIREMENTS

- CPU: Intel dual core i3 @ 3.3 GHz
- RAM: 4GB
- Network: Static MAC Address, IPv4, 100Mb/1Gb
- Microsoft .Net Framework: 3.5 & 4.5.2
- Disk Space: 100GB + 1 GB for each million call records

MIVOICE OFFICE 250 REQUIREMENTS

- System OAI Call Control & 3rd Party Events enabled
- Mitel CT Gateway Required for Multi-Node implementations
- IP Based OAI connection
- Requires MiVoice Office 250 Release 6.1 or higher

• UPGRADE OPTIONS

- Multi-Node License
- IP SMDR
- MiVoice Office Call Recorder
- MiVoice Office Call Reporter

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