

MiCollab 3rd Party Integrations for Existing MiCollab and MS Teams Customer



POWERFUL COLLABORATION IN ONE PLACE

MiCollab

With more than 2 million users deployed in all major Mitel markets, MiCollab extends Mitel's MiVoice Call Control Platforms with powerful and user-friendly UCC functionality as well as tight integration with Mitel's CloudLink platform.

Mitel's flagship collaboration solution includes instant messaging, voice, video, web collaboration via MiTeam Meetings, and 3rd party integrations so that customers can choose which communications tools work best for them.

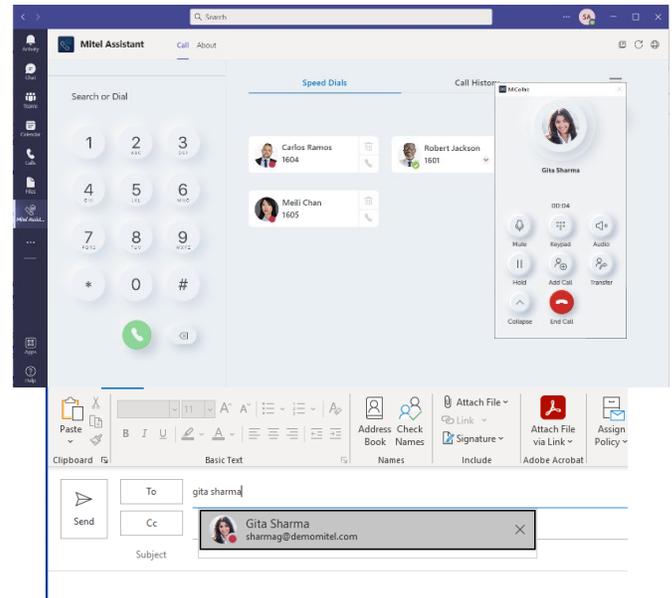
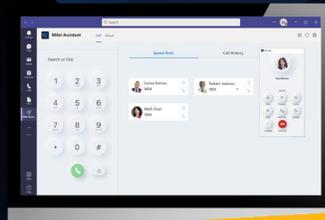
MiCollab 3rd Party Applications Integrations

For customers already utilizing Microsoft Teams for collaboration, Mitel's Telephony Only Client provides a best-in-class, integration of calling and voice functionality – all done via MiCollab.

When receiving inbound calls, users can manage the entire call in one view, via a pop-up notification. For outbound calls, the user can initiate click-to-dial functionality in a small pop-up window and still maintain all call features without taking up their entire screen.

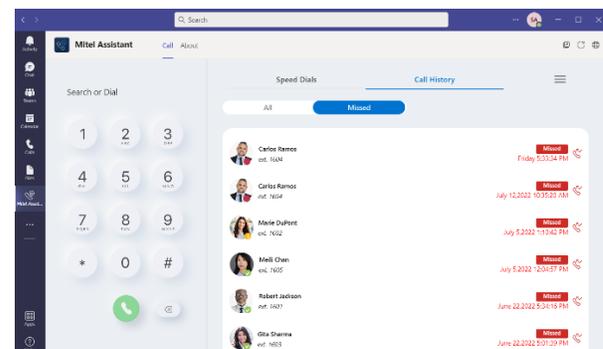
Mitel Call Server Presence

Mitel now provides Microsoft users with Mitel Call Server presence information as part of Microsoft user presence information. This means that, if this feature is activated, Microsoft users will know if a user is busy in a Mitel phone call anywhere in the Microsoft environment where Microsoft presence is available.



Call History

The new version of Mitel Assistant will give the user access to Mitel Call History in a dedicated tab. In this way, the user can stay within the Microsoft Teams Client when initiating calls from the call history. The user will also see the Microsoft presence (including Mitel telephony presence, if enabled) as part of the call history.



No additional licenses required

Administrators can control whether users see a full MiCollab Client view of the Telephony Only Client view.

MITEL ASSISTANT + MITEL TELEPHONY ONLY CLIENT

Get access to O365, contacts, Dialpad, MS Teams presence and initiate calls

TELEPHONY ONLY CLIENT – CALL FLOATER

No need to toggle between windows. Use the in-call or expanded view. Transfer, put on hold, join another call while in the expanded call floater view.

SOLUTION COMPATIBILITY

MiCollab Telephony Only Client is compatible with all Mitel platforms including MiVoice 5000, MiVoice Office 400, MiVoice MX-ONE, MiVoice Business,

