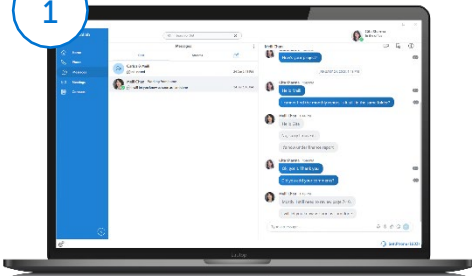# MiCollab

HELP YOUR EMPLOYEES MAKE BETTER AND FASTER DECISIONS BY PROVIDING THEM WITH EVERYTHING THEY NEED TO CONNECT, COMMUNICATE AND COLLABORATE FROM ANY PLACE, AT ANYTIME
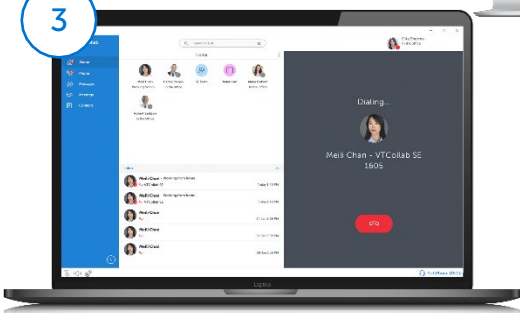
- A single application for voice, video, messaging, presence, conferencing, mobility, and team collaboration
- Keep up with projects and boost the sharing of knowledge and ideas across business silos with integrated team collaboration services
- A communications experience that is consistent across desktop and mobile devices
- Flexible deployment options - on-site, virtualized, public or private cloud - that can evolve with your business as needs change
- A connected workforce working together to increase the speed of interactions and satisfaction of customers
- Presence and communications connectivity within Outlook to streamline employee communications workflows
- Seamlessly move from calls or chat to video conferencing right within MiCollab via integration with MiTeam Meetings
- Third-party integrations with apps like Microsoft Teams® and Outlook® streamline productivity for customers

1 MICOLLAB CHAT

Chat with an individual or in groups

2 MITEAM MEETINGS

Start live video sessions in seconds from a chat or call with MiTeam Meetings integration

3 MICOLLAB SOFTPHONE

All the benefits of a business phone directly from your PC or laptop

4 MICOLLAB ON THE GO

Work from anywhere and on any device with and stay connected while on the go

Mitel
Powering connections

The pandemic changed the way people work. Today's workspace is a hybrid one and it is here to stay. Work is not necessarily done solely at a desk in an office anymore. It is completed in home offices, on the dining table, in the car, while walking to lunch, or even while waiting to board the plane. It often includes colleagues working from their homes, in different countries, or with those who are not part of the organization.

It is not about workplaces anymore but about workspaces. Spaces where people can collaborate, exchange ideas, meet and talk regardless of their physical location.

This is why enabling your business to connect and collaborate more easily and effectively, no matter where they are or how they choose to work - is essential.

Mitel® MiCollab simplifies the way employees talk, meet, and share information with others by bringing together essential communications and collaboration tools into a single solution.

Through a single application, your employees have access to an integrated suite of collaborative services that align with how employees prefer to connect with others in today's fast-paced, often mobile workplace so that they can make every interaction efficient and productive whether it is with colleagues, customers, or partners.

SUPERCHARGING BUSINESS PRODUCTIVITY

MiCollab brings together voice, video, chat, messaging, web conferencing and team collaboration tools into a single solution making it easier for employees to connect with others and break down the silos associated with organizational departments.

Whether it is from their desktop or mobile device, MiCollab powered employees can easily share ideas and tap into the knowledge of others across the organization, no matter where they are located.

For example, employees can view the availability of colleagues who may have the answer to a time sensitive question and with a quick glance at their status settings, employees learn that their contact of choice is out of the office, but available to chat via their mobile device, pointing the employee to the communication option that provides the vital information that saves the day.

Furthermore, with team collaboration tools (MiTeam) integrated into MiCollab mobile and desktop clients, working together on project-related activities such as document reviews, tracking the completion of tasks, and participating in real-time meetings has never been easier.

EVERYTHING YOU NEED IN ONE PLACE

By providing essential communications and collaboration tools in a single, unified solution, Mitel MiCollab helps reduce the latency and complexity associated with having to sort through and locate communications that in the past were often spread out across multiple modes of communication and business applications.

With MiCollab your employees can benefit from:

- Unified Communications (UC) services that make connecting with others an intuitive, seamless experience
- Team Collaboration services (MiTeam) that enable virtual, collaborative workspaces for group-based projects of any size
- Unified Messaging (UM) services that make message retrieval and management simple
- Video-Based Collaboration delivered by MiTeam Meetings integration that quickly converts a messages into face-to-face conversation.

UNIFIED COMMUNICATIONS

A single access point for all your communications and collaboration:

PRESENCE – know instantly whether people you need to connect with are on the phone, away from their desk or available for a chat

ONE-TO-ONE AND GROUP CHAT – instant message with others using Mitel's web-based resilient, persistent, and secure chat services

EDIT AND DELETE MESSAGES – With just a couple of clicks, easily edit or delete one or multiple messages

VISUAL VOICEMAIL – "gain quick and direct access to manage the voice messages in your MiCollab voice mailbox using visual message handling that includes current presence information of the colleague who left the message."

SOFTPHONE – enjoy the same modern desktop communications experience on the user's choice of PC, laptop, Chromebook, or smartphone"

MOBILITY – whether installed on an iOS® or Android™ devices, MiCollab's Mobile App extends office-based communications and team collaboration capabilities to mobile users wherever they are. The iOS and Android clients - redesigned in MiCollab 9.6 - provide the modern foundation for today's Mitel softphone clients"

WEB CLIENT – access unified communications and collaboration features from remote locations using only a web browser

POINT-TO-POINT VIDEO – place a video call to colleagues with the tap of a button

INTEGRATION WITH BUSINESS APPLICATIONS – streamline communications with integration to other business applications, such as Microsoft® Office®, Outlook®, and MS Teams®
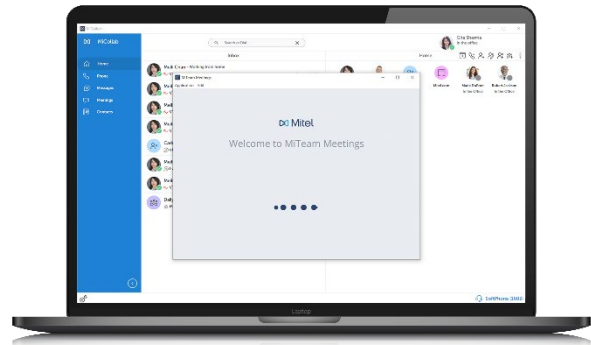
TEAM COLLABORATION

Persistent, virtual workspaces for team conversations, content sharing, and meetings, with features including:

TEAM STREAMS – virtual workspaces where group members can discuss topics, share content, assign action items, and not have to search through multiple locations / applications to find the information they need

REVIEW – review shared content using a variety of annotation methods, including text, voice and video clip (MP4)

VIDEO MEETINGS – create collaborative meetings on the fly, by choosing the participants, sending invitations, and launching real-time meetings all directly with MiTeam Meetings

UNIFIED MESSAGING

Enables the management of voice mail, email and fax messages with features including:

MESSAGE RETRIEVAL – retrieve voice, text and fax messages from one synchronized message store

OUTLOOK® CLIENT PLUG-IN – install an additional toolbar within Outlook to manage voice messages

MITEAM MEETINGS

Real-time video collaboration capabilities across time zones and geographies with features including:

SCHEDULED / AD-HOC COLLABORATION – create a variety of video collaboration sessions, ranging from one-time scheduled audio-only conferences to in-the-moment web collaboration escalation from within a call or a chat

CALENDAR INTEGRATION – Schedule meetings in advance with calendar integrations

ROBUST FEATURES – Grant center stage to presenters with active speaker windows, share your screen features, and chat transcriptions

WEB-BASED COLLABORATION – participate in sessions using only a web browser (audio and sharing)

CONFERENCE RECORDING – record conference calls or collaboration sessions for future access or distribution

OUTLOOK® CLIENT PLUG-IN – install an additional tab within Outlook for automatic conference creation when creating a meeting request

3RD PARTY APPLICATION INTEGRATIONS

Mitel has a long history of third party integrations to make communication simpler including Outlook integration, Single Sign-On and CRM integrations. Using Mitel Assistant and MS Teams integration, MiCollab can integrate with Microsoft Teams allowing customers who use Microsoft Teams for collaboration but need a top-tier communications platform. Mitel brings access to business-quality voice and provides more advanced telephony features. Mitel Assistant creates the link that connects Microsoft Teams users with high quality voice communications powered by Mitel.

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Powering connections