

# MiVoice Business



## YOUR BUSINESS COMMUNICATIONS, YOUR WAY

MiVoice Business elevates the productivity and effectiveness of your business by providing employees the tools they need to connect, communicate, and collaborate seamlessly with colleagues & customers at any location, any time.

With the most flexible deployment and payment options on the market, MiVoice Business puts you in the driver's seat to deliver your business communications, your way.

### MiVoice Business Solution at a Glance

#### Delivers Complete Flexibility

Deploy on your premises, in your private cloud datacenter, or in your public cloud instance, all with the lowest TCO in the industry.

#### Leading Communication Solution

Superior telephony and collaboration solution with advanced call control, mobility, and IP desk phone options gives your employees the freedom to work from anywhere on their preferred device.

#### Commercial Choice

Unlike other providers, Mitel offers you a choice in how you want to consume the solution. Available in either a CapEx perpetual licensing model or as a monthly subscription, you choose the best financial model that makes sense for your business.

### Industry Solutions

MiVoice Business integrates seamlessly with your industry's most popular applications with specialized partners in multiple vertical markets, including:

- Education
- Financial Services
- Government
- Healthcare
- Hospitality
- Manufacturing
- Sports & Entertainment

### MiVoice Business offers a Complete Communications Solution

Businesses of all sizes are looking for comprehensive communications that ensure continuous employee and team productivity. By integrating unified communications, collaboration, desktop phones, and contact center into a single solution, MiVoice Business delivers seamless workflows that are powerful yet simple to use.

Embedded mobility solutions give your employees greater freedom to communicate from wherever their business takes them, without the burden of escalating mobility costs:

- Single Number – select up to 8 devices (desk phone, soft phone, smartphone) to act as your business phone, so all of your phone numbers collapse into a single business extension.
- Hot Desking – Enable your employees to log into any Mitel IP phone, located at any of your offices, or even at their home, so they continue to be accessible and productive by having their calls routed to the device they are logged into.
- Teleworker – Provide remote and mobile employees with seamless, secure access to the full set of MiVoice Business capabilities wherever they are, using any Mitel desk phone or MiCollab Client soft phone.

## Deployment Flexibility

MiVoice Business has a deployment model to fit your organization's individual requirements. Even if you decide to deploy the solution on your premises, Mitel provides you a path to the cloud when the time is right for your organization.

In fact, as your organization's IT strategy evolves (for example: from distributed servers in multiple sites to a single private cloud), MiVoice Business evolves with your business – delivering a strong, futureproof solution with a low total cost of ownership (TCO).

### On Your Premises

- Mitel SMB Controller
- Mitel EX Controller
- Industry Standard Server

### Virtual Software

- VMware, Hyper-V, and Nutanix virtualization
- Single or multiple virtual machine option

### Private Cloud

- Private cloud deployment within your own data center

### Why Private Cloud?

A private cloud can leverage virtualization and converged infrastructure for public cloud-like scale and efficiency, but in a private, dedicated system within your own data center. The protected nature of a private cloud provides an extra layer of security and control to meet industry-specific compliance requirements.

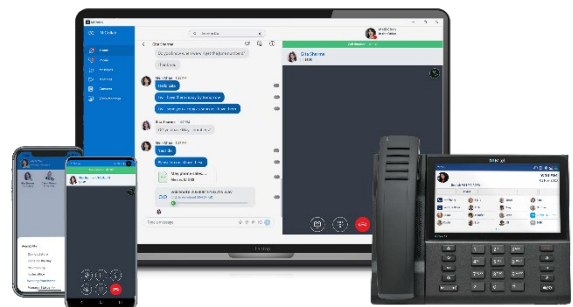
### Public Cloud

- Amazon AWS
- Microsoft Azure



## MiVoice Business Solution Highlights

- Global Platform designed to meet the needs of businesses in a single site or a multi-site network that spans the globe
- Scalable from 5 to 65,000 users
- Flexible deployment options: on-premises, virtualized or private/public cloud
- In-office experience from anywhere
- Business Continuity
- Mobility applications
- Extensive desk phone portfolio and accessories
- Video Conferencing
- Omnichannel contact center
- Multimedia voice, text, video collaboration
- Single Number reach



## Supercharge Your Business Productivity

The MiVoice Business solution comes with MiCollab, a seamless solution that combines messaging, video conferencing, collaboration, and phone capabilities into one unified employee experience. Employees can see the presence of their colleagues and connect effortlessly with them to break down the silos associated with organizational departments.

Whether it's from their desktop or mobile device, with MiCollab, employees can easily share ideas and tap into the knowledge of others across the organization, regardless of their location.

With MiVoice Business, your employees benefit from:

- Unified Communications (UC) services that make connecting with others an intuitive, seamless experience
- Team collaboration tools that enable virtual, collaborative workspaces for group-based projects of any size
- Voice and chat messaging with individual colleagues or with groups in streams for optimal speed and efficiency
- Seamlessly move from calls or chat to video meetings right within MiCollab

## Bridge the Communications Gap

With the “Meetings” function of MiCollab, you get a multi-party video solution designed for those who want to schedule future video meetings or alternatively escalate from a chat to a video call in seconds.

Alternatively, you can launch your preferred video meeting application from MiCollab with a click of the mouse.

## Versatile family of Mobile First IP Phones

The Mitel 6900 IP phone series is a powerful family of ‘Mobile First’ IP phones that offer advanced integrations with mobile devices and applications.

Mobile integration capabilities allow users to pair their mobile phone directly to the 6900 IP phones to allow the management of both mobile phone and IP calls on a single device. The Mitel 6900 IP phones deliver crystal clear audio through the unique corded or cordless voice optimized handset and high-performance hands-free speakerphone.

Unparalleled flexibility is achieved through a broad array of user installable accessories that tailor the phone to the specific user’s need for increased mobility, improved workflows, and enhanced communications.

The 6900 IP phone family has the functionality and flexibility to meet the needs of today’s demanding work environment.

## Today’s customer is omnichannel – are you?

One-third of the population is comprised of millennials and there are now over 7 Billion mobile phone users in the world. These shifts have brought new challenges to the way your business delivers customer experience. 90 percent of consumers check your website before interacting with your company, and most customers would rather interact through digital channels like email, chat, and social media.

The MiVoice Business Solution includes MiContact Center Business, a customer experience management platform designed to give your customers the freedom to interact with you on their preferred device, using the media that works best for them while giving agents and supervisors the tools to manage today’s omnichannel customer journeys.

MiContact Center Business comprises the following applications and tools:

- Omnichannel Skills-Based Routing of Customer Interactions
- Interactive Real-Time Agent and Queue Dashboards
- Over 400 Historical Reports with 3<sup>rd</sup> Party Business Intelligence (BI) integration
- Self-Service IVR with optional AI-powered Chat and Voice Virtual Agent
- Omnichannel Agent Desktop with integrated softphone & screen pops
- Predefined Response Templates and AI-powered Agent Assist
- Preview Outbound Dialing with optional Predictive Outbound Campaign Management
- Interaction Recording, Quality Management, and Speech Analytics
- Workforce Scheduling and Schedule Adherence with optional Workforce Management