

# MiVoice Connect: A Communications Solution for Every Department

MiVoice Connect is easy for IT, delivers great financial returns & unifies team communications to improve business performance

MiVoice Connect brings a fundamentally different approach to business communications. We focus on your most important assets—your people and their goals—and remove impediments to free-flowing communications so your team can focus on relationships, ideas and growth - not on getting technology to work. The result is a reliable, flexible and intuitive communications solution that seamlessly delivers services and applications that will work for you today and adapt gracefully as your business needs change in the future.

## The MiVoice Connect Difference

MiVoice Connect delivers an intuitive user experience, business continuity and simple management. Our robust feature set is easy to use and navigate, eliminating the need for IT. Plus, training and support can be accessed directly through the UI or Mitel Connect

IP phone. MiVoiceConnect's distributed architecture assures uptime and reliability to ensure your critical system is always running at top performance. The Connect Director is a simple management interface that makes it easy for you to manage user permissions, features and billing - saving you time and money.

## Exceptional User Experience

MiVoice Connect offers call transfer, extension dialing, conference calling and other features straight from a the MiVoice Connect IP phone or mobile app. Its collaborative unified communications (UC) features simplify the way you work with functionality such as instant messaging, audio conferencing, video calling and desktop sharing to save time, reduce travel, and allow you to communicate and collaborate with ease.

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## Benefits

- Exceptional user experience
- Robust system features
- Business communications continuity
- Outstanding management interface
- Line of business integration
- Lowest total cost of ownership

Built-in collaboration tools via the Connect client make meetings more productive, ensuring your team will get more done faster and with less hassle. Communicate how you want, with immediacy and ease—the tools appear in the Connect client as you need them. You never need to launch a new app, or new window, or retrieve a complicated code to make things work.

With MiVoice Connect, users can change their call routing or schedule an event in real time. Plus, MiVoice Connect offers the same rich collaborative experience to external customers and clients via the Connect web collaboration app, which opens automatically on participants' desktops during online meetings.

## MiVoice Connect Client Overview

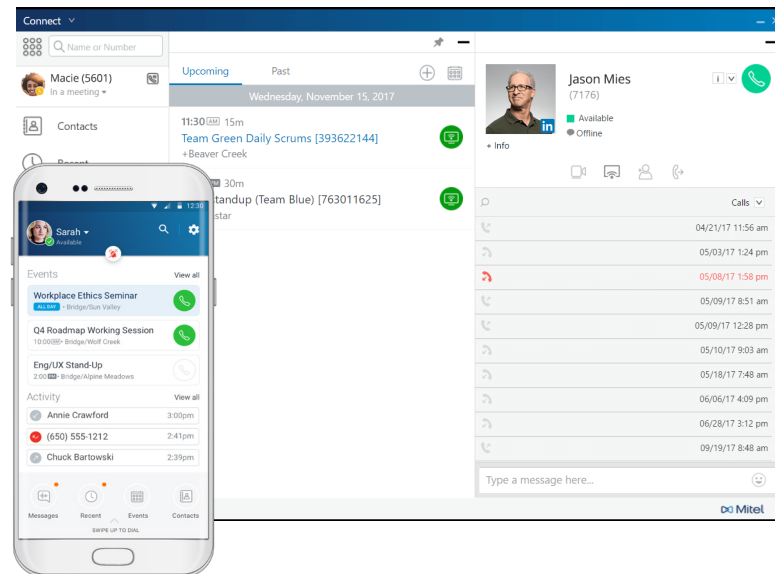
The Connect client is there when you need it, and stays out of the way when you don't. The slim control panel can be compressed to fit your needs making it easy to interact and collaborate with others without taking up your entire screen.

## Event Features

- **Action icons** that trigger calls, video, web sharing, call recording, raise hand, mute self, mute all and add a participant
- **Contact timeline** that shows all past communications with a co-worker, including a drill down into detail
- **Favorites** to quickly access the people and groups you need most
- **Event wizard** to set up calls and collaborations including presenters, agendas, invitations and more
- **Call outs** so meeting organizers can call late attendees and conference them into the meeting
- **Agenda timer** that tracks agendas in real time to help participants keep conferences on topic
- **Raise hand** feature to manage conversations with large groups
- **Visual audio monitoring** to mute participants who have distracting background noise
- **Integration** with Outlook, G Suite, AD and ICS calendars for presence, meeting invitations and scheduling
- **No VPN** required for remote use

## Dashboard Features

- **Directory** to quickly locate contacts by name or number
- **Personal preferences** to set presence (availability status) and personal call handling
- **People** to view co-worker presence and organize contacts into favorites and groups
- **Recent** to see past communications and collaboration with co-workers
- **Events** to create and schedule meetings, generate alerts and provide one-click access to online meetings, calls and web collaborations
- **Voicemails** for quick access to your new and saved voicemails
- **Messages** so you can IM with your contacts in seconds and easily view past conversations



End users can access voicemail, directory, conference calling, park, transfer and other features from the Connect client or mobile app.

## Phone Solutions Built In-House

MiVoice Connect is an end-to-end solution. We design and develop our own phones, voice switch technology, solution software and advanced applications to ensure all components are optimized for peak performance so you never need to worry that a system upgrade or new feature might cause an unexpected issue. Our complete suite of business phone system features deliver traditional telephony solutions, plus seamless integrations and mobile solutions.

### Business Phone Features

- **IP PBX Telephony Services:** Call control, call routing, voicemail, music on hold and automated attendant
- **Mitel Desk Phones:** System directory, intercom, conference calling, transfer, redial, hold and other options; soft keys for presence status, pick up, park and more
- **Connect Mobile App:** Bring MiVoice Connect with you wherever you go with our iOS and Android mobile app that extends full call handling and UC capabilities to your smartphone
- **Third-Party Integrations:** Increase efficiencies with seamless, native integrations with leading providers such as Salesforce®, NetSuite®, Google® and Microsoft®, plus most popular CRMs
- **Productivity Apps:** Streamline workflows with web dialers, our Chrome™ browser extension and other app dialers
- **Operator:** Make it easy for supervisors to monitor calls and contact status with hover and drag-and-drop functionality, plus detailed caller information
- **Softphone:** Turn your computer into a phone by simply plugging in a headset
  - **Director:** Manage your system from a single portal that includes individual phones, call detail recording (CDR), trunk lines, and user account moves/adds/changes and feature permissions

### Additional Solutions

- **Mitel Edge Gateway:** Eliminate VPN login for remote and teleworkers
- **Advanced Applications:** Emergency notification, caller directed routing, enhanced IVR campaigns, enhanced contact center reporting and more
- **Workgroup:** Functionality for both supervisors and agents for additional call routing capabilities
- **MiVoice Connect Contact Center:** Multi-channel solution for sales and customer service operations

## Continuity You Can Depend On

Communications is the heart of any business. You can't afford a moment of downtime, especially if you've invested in integrating your line of business apps with your phone system.

If you're seeking fail-proof redundancy that's affordable and easy to manage, the MiVoice Connect modular architecture and simple "N+1" system redundancy provides automatic back-up for three possible points of failure:

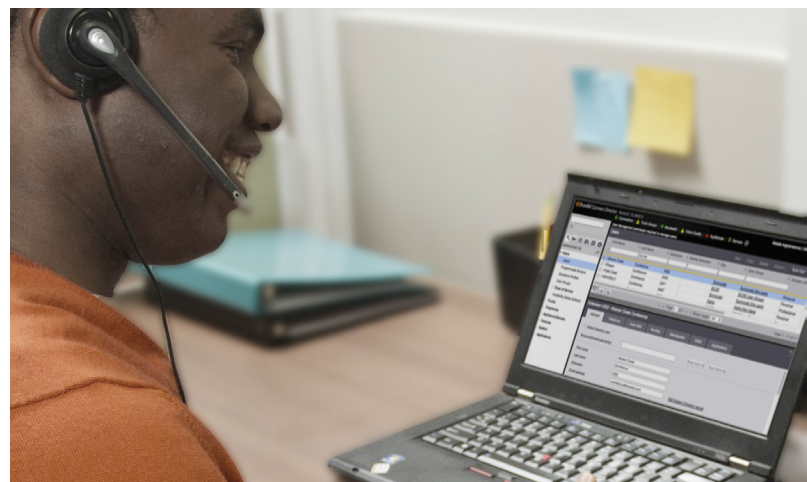
- A WAN outage
- A voice switch outage
- An application server outage

Connect voice switches can operate independently of the network, and your routers and phones are registered locally through the switch to the telco so they'll continue to work. You'll never lose dial tone. You can rest assured knowing that MiVoice Connect is highly reliable with 99.999% availability.

## Simple Management Interface

MiVoice Connect is designed to simplify system administration. Our cross-browser compatible administrative app, Connect Director, delivers a single view of your entire network, no matter how many phones or sites you manage.

Because we've streamlined provisioning, account set up, maintenance, and moves/adds/changes (MACs), your IT team will spend far less time managing your phones—saving your team time and your bottom line money. In fact, MiVoice Connect is so easy to administer that non-technical employees can handle MACs in seconds.



The browser-based Connect Director system management software uses radio buttons to easily set up account and feature permissions, eliminating redundant and time-consuming configurations.

## How It Works

MiVoice Connect is designed for optimum call quality and reliability, plus it is so easy to deploy that it's practically plug-and-play. Our end-to-end solution includes phones, trunking, voice switches, IP PBX, mobility router, edge gateway, collaboration applications and the Connect apps for desktop and mobile devices.

## Mitel ST Series Voice Switches

MiVoice Connect typically features a central deployment of Mitel Connect ST series voice switches. The voice switches aren't servers, they're flash-based appliances that provide the connection between your local telephone companies and your IP network. Mitel Connect switches handle call control intelligence, including routing tables and database. They're available for SIP, PRI or analog trunking in either solid-state hardware, or virtualized form running on your X86 compliant server.

The ST series switches feature two-stage upgrades, built-in conference ports, 500-port IP switches and USB ports for extended logging. They run on Linux DVS and are seamlessly interoperable with Windows DVS, including the OVA image for deployment on virtual machines. There's no need to install or manage the operating system, it's part of the Mitel Connect software.

Your switch installation is supported by a single application server. No matter how large or spread out your operations may be, one server is all you'll ever need<sup>1</sup> for your entire Mitel Connect system. On that server, you'll run our best-in-class network administration software, Connect Director, and the Connect desktop app.

To provision additional locations, simply add a voice switch to handle the number of phones needed at the new location. MiVoice Connect uses peer-to-peer connectivity to distribute your system's intelligence across all the installed devices. This enables multi-site phone systems to work like a single system, managed by a simple web interface. This "single image" architecture makes even huge deployments unbelievably easy to set up and maintain.

## Mitel Edge Gateway

The Mitel Connect Edge Gateway improves access to the MiVoice Connect system for remote and teleworkers. With the Mitel Connect Edge Gateway, there is no need for offsite users to launch a VPN to use Mitel Connect, their IP 400 series phones, and/or the MiVoice Connect Interaction Center

application. Highly secure and Web RTC compatible, the Mitel Connect Edge Gateway is a virtual appliance managed through the Connect Director.

## Lowest Total Cost of Operation

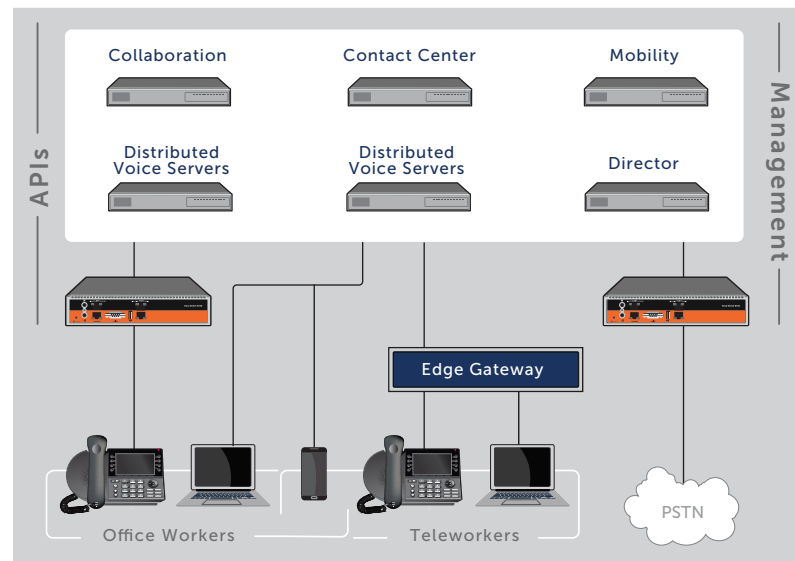
MiVoice Connect has an established reputation for long-term cost efficiency built on the strength of our signature distributed architecture, ease of use and simplicity of administration. Plus, we reduce the impact on IT resources, saving companies money.

In the recent issue paper, How to Keep UCC Costs Down as Complexity Grows, Nemertes Research found that MiVoice Connect had both the Lowest First-Year Costs and Lowest Overall Costs among all vendors in their study, which included the major UC brands.<sup>2</sup>

Investing Cap Ex in a MiVoice Connect solution creates future benefits by increasing the book value of your company and by reducing long-term costs through amortization and depreciation.

## Premium Customer Service

Mitel's mission is to deliver a communications experience that our customers love. By owning our own software, we can easily streamline the support experience and provide users with immediate access to our support department. With a simple click of a button from their desk phone, users can be connected to a live operator from our team of experts. Our team can answer technical questions, resolve problems and even help you develop a strategy for maximizing the impact of our business phone system.



<sup>1</sup> If your company exceeds 10,000 users, a second application server will be required.

<sup>2</sup> How to Keep UCC Costs Down as Complexity Grows by Robin Gareiss, President Nemertes Research. <https://www.shoretel.com/sites/default/files/Nemertes-Total-Cost-of-Operation-issue-paper.pdf>