MiVoice Office 400

Unified & Collaborative Communications

Unifying and converging the various media Unified Communications & Collaboration help improve and speed up communications within the company and outside the company.

Communications today

Unified & Collaborative Communications (UCC) is the modern communication buzzword. UCC solutions combine the various means of communication and applications such as telephony, email, voice mail, fax and video into a user-friendly overall solution – available anywhere, any time.

So it is hardly surprising that UCC solutions are well established in small and medium-sized businesses and that modern-day communication is no longer possible without them.

SMEs undergoing change

After all, SMEs increasingly have the same requirements as large corporations when it comes to communications. At times, they are subject to greater dynamic pressures as they juggle the demands of further development and competitive pressure, growth and expertise. The business environment is shaped by increasing demands in terms of response capability, quality, mobility, cost savings and efficiency.

At the same a great deal of emphasis – particularly for small and mediumsized businesses – is on flexibility. A single order can make or break a company's future. This requires a hand inhand approach on the part of both the employees and the management as well as short response times.

New working models

That's why different working models often exist side by side and yet, regardless of that, all employees need the best possible access to all tools. This applies equally to home office employees and field staff, who spend many days a week on the move and yet still have to remain in close contact with their colleagues at the office.

MiVoice Office 400 UCC solutions are the answer to all communication issues. The MiVoice Office 400 stands for modern business communications with a guaranteed future.

Four easy steps to Unified & Collaborative Communications

Step 1: Modern Communication Server

At the heart of every MiVoice Office 400 system is the IP-based communication server. It provides the foundations for voice-based communications. This could include operating phones (IP, SIP, digital, analogue, DECT, softphones), connecting to the public network incorporating a wide array of telephony functions all of which are easy to use and operate.

The MiVoice Office 400 series are uniquely multifunctional. With their expansion options and functionalities they adapt individually to customer requirements. They also ensure that the wide array of functions and features are easy to use and operate.

Step 2: Computer Telephony Integration

Computer Telephony Integration (CTI) converges the world of telecommunications and information technology into a single application, automating the user's telephony functions. Dialing from personal PC contacts, answering, for warding and ending calls with a mouse click and obtaining the caller's name on the display at the same time: it's all possible with CTI – and that's not all.

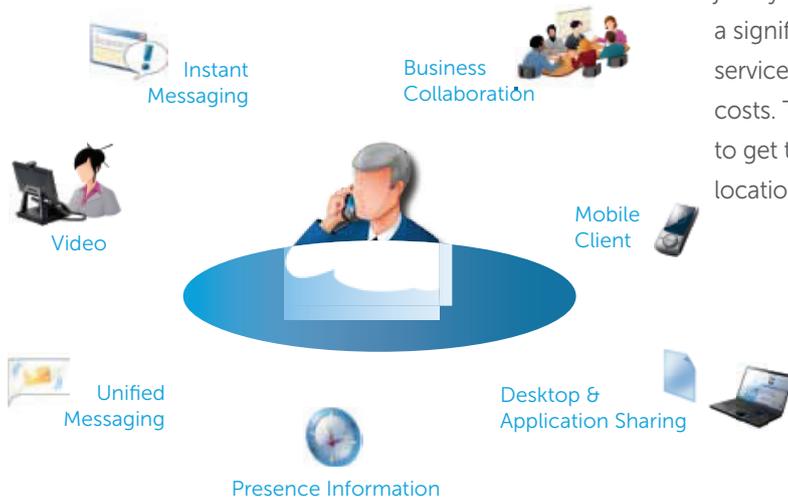Another important aspect is displaying presence information.

Step 3: Mobility Solutions

With Mitel DECT and SIP-DECT solutions, staff are able to take their phone with them when moving around the office. The portable companions of the Mitel 602 DECT phone series offer the same range of functions as Mitel desk phones, meaning users do not have to go without any of their favorite features. And with the special outdoor version even open spaces and damp environments can be equipped with mobile technology.

The integration of mobile phones (i.e. fixed mobile convergence or FMC) into the communication system provides the necessary flexibility and freedom of movement right across the company premises. Users are integrated into the communication solution at all times – as if they had never left their desk.

Step 4: Unified & Collaborative Communications

With MiVoice Office 400, Unified & Collaborative Communications (UCC) refers to the convergence of traditional telephony, CTI and mobility solutions with new forms of communication media. The aim is to truly unify the various forms of communications (voice, email, video and chat offering a single user interface. Employees located at different sites are able to benefit from video telephony and video conferencing. The opportunity of jointly processing documents using desktopsharing is also a significant advantage in terms of collaboration. These services not only help to cut down traveling time and save costs. They also provide the added benefit of enabling staff to get together spontaneously, regardless of their scattered locations.

Instant Messaging

Business Collaboration

Video

Mobile Client

Unified Messaging

Desktop & Application Sharing

Presence Information

Mobility – whenever and wherever you want

Mobility means flexibility: the workplace has long ceased to be a person's desk in a particular company location. Instead, people now work in different places and at different times. In some professions the home office has already become the primary workplace. Likewise, working while traveling on business is now second nature.

With MiVoice Office 400 mobility solutions, staff on the move and at their home office are always connected to their colleagues, with access to the full range of the communication system features and functions as well as all the important data and information needed on a daily basis.

Working on the move

With MiVoice Office 400 solutions flexible working could not be easier. Laptops and smartphones are easily and seamlessly integrated into the company's network meaning staff are able to benefit from all the advantages of their office workstation – wherever there is access to the company network or the mobile radio network via network connection, WLAN or the Internet.

Softphone – the phone on your PC

Via a laptop or tablet PC, Mitel softphones provide all the telephony functions users are familiar with from their desktop phones (such as conference calls, call forwarding, phone book). The main advantage of softphones is that staff always have their own phone with them wherever they happen to be.

Mitel Mobile Client

The Mitel Mobile Client FMC solution offers all the advantages on a smartphone for staff who value their mobile phone as a constant companion. With Mobile Client the mobile phone acts like a system terminal.

And with the Mobile Client each employee specifies when and where they are reachable. To ensure no call goes astray during an absence or customer visit, users can activate automatic call forwarding to their colleague or voice mailbox.

Mitel also cares about your life away from work. If you do not wish to be disturbed, just activate the "Do not disturb" or "Forward to voice mailbox" function on the MMC. That means you can now only be reached by those who know your mobile number.

Only 'One Number'

The One Number concept ensures that each employee can be reached under one and the same number on all their phones therefore only the main company number is displayed whenever calls are received or made. Calls reach all the phones such as desk, DECT, softphone and mobile phone simultaneously. Depending on the situation the user decides which phone to use to answer a call. Even the redial list is automatically synchronized.

Freedom of movement thanks to DECT

With Mitel DECT and SIP-DECT solutions, staff are able to take their phone with them when moving around the company premises. The portable companions of the Mitel 602 series offer the same range of functions as Mitel desk phones, which means that, as a typical user does not have to do without any of his favorite features – even when on the move.

In practice

Working as a member of the field staff for a national insurance company requires commitment and mobility. Peter Smith usually spends most of his working day with customers, offering personal advice and discussing their requirements. At the same time his job requires maximum flexibility, but also a high level of availability to his customers.

Working on the move

No matter where Peter happens to be, his customers and colleagues must always be able to reach him. Peter uses the MiVoice 2380 softphone, which runs on his notebook. One click of the team key is all it takes to set up calls to colleagues. The integrated phone book also gives him access to all key customer data.

During the times when his laptop is not available, Peter has his mobile phone at hand. With the Mitel Mobile Client his mobile companion is fully integrated into the company system, giving Peter full access to a multitude of functions. He is also able to reach his colleagues on the internal call number.

Do not disturb

When Peter is in a meeting with a customer he does not want to be disturbed. By simply pressing a key he activates his "absent" availability profile. His calls are then automatically forwarded to his voice mailbox – which means no important call is ever lost. Once the meeting is over, he then goes through his voicemails.

Only 'One Number'

Peter's customers and colleagues appreciate the fact that, even though there is only one number listed on his business card, they can reach him at any time, regardless of whether he is at his office or on the move. It means they save time as they do not have to call different numbers in order to reach him.

Home office

The home office provides Peter with the peace and quiet he needs to prepare for or wrap up his customer visits. Here he is able to work efficiently, provided he is fully and transparently integrated into his company's communications network. With the MiVoice 2380 softphone that's not a problem. All the functions of the office workstation are exactly the same and available without any restrictions.

NAME:
Peter Smith

POSITION:
Field Account Manager

REQUIREMENTS:
- Ensuring availability
- Home Office as fully fledged workstation

SOLUTION:
- MiVoice Office 2380 softphone
- Mitel Mobile Client
- One Number

Cost savings

Wherever there is internet access via a network interface or WiFi, Peter uses his MiVoice 2380 softphone to make his phone calls.

When he's on the move, traveling by train for example, Peter uses the Mitel Mobile Client to make his phone calls. The clever Least Cost Routing function ensures that Peter's calls are always as cost effective as possible.

With Mitel solutions, Peter not only has his communication needs under control, he also has total control of his costs.

Main benefits

- *Available everywhere and at all times*
- *One Number – just one call number, even with multiple terminals*
- *Mobile phones integrated into the company's network*
- *Access to contact data even when on the move*
- *Freedom of movement (DECT phones, mobile phones, headsets)*
- *A voice mailbox with easy retrieval from a mobile phone and/or delivery of messages via email*

Networking across scattered locations

Teamwork depends on fast communication channels and response times that are just as short. That's also why, in more and more small and medium-sized companies, teams are being put together across several locations. Whether it's because a member of staff with a long commute prefers to work from their home office once a week or a specialist colleague is working from a different location, in the past, these work colleagues would have been "outside the loop." Today they are right at the heart of the team.

Mitel BluStar Ecosystem

It's all made possible by the Mitel BluStar Ecosystem and its video-based innovative solutions for collaborative communications.

Thanks to the modular design the components can be compiled individually or used singly. Depending on the area of responsibility and the communication needs, a fully customised solution can now be created for each member of staff.

It goes without saying that the Mitel BluStar Ecosystem continually adapts to requirements, keeping apace of any changes within the company and company growth. This makes the Mitel BluStar Ecosystem the perfect solution for companies and organizations of any size and in any sector.

Components

Besides a desktop media phone, the BluStar Ecosystem comprises a PC client that can be used on both PC stations and laptops. Mitel also provides for seamless communications on the move that are fully integrated into the company network, with video telephony also integrated on iPads and iPhones.

The BluStar Ecosystem comprises:

- *Mitel BluStar 8000i Desktop Media Phone*
- *Mitel BluStar for PC*
- *Mitel BluStar for iPad and iPhone*

High performance

You are required to perform at your best in your business life. We perform at our best for you. Mitel's high standard of quality guarantees that you obtain a powerful communication solution in which everything is perfectly coordinated. The seamless integration into the MiVoice Office 400 communication server ensures that all the components are perfectly geared to one another.

The fact that the BluStar Ecosystem has more to offer than simply video becomes clear, even at first sight. Many additional services such as stock market listings or the world clock can be placed on the desktop of the BluStar 8000i.

Video and multimedia communications

Video-based multimedia solutions facilitate collaborative work and help to make workflows more efficient. Real-time communication face to face is revolutionizing teamwork across locations.

With their open interfaces, the MiVoice Office 400 communication system and Mitel BluStar easily integrate with other IT applications in widespread use in many companies. They include access to different phone books and the integration of Microsoft Outlook and Exchange.

So when it comes to multimedia business communications the BluStar Ecosystem is the perfect answer to all requirements.

In practice

Injecting new life into old structures and premises or adding modern elements to existing buildings – Valerie Lenard's work is all about maintaining, upgrading, refurbishing and expanding existing premises. Valerie works as an architect for a medium-sized building company that specializes in building refurbishment.

With her passion and drive she is continually pushing herself and her team to redefine the boundaries of what's possible. But that requires the ability to communicate closely with every one involved. It's no wonder, then, that Valerie opted for the Mitel BluStar Ecosystem and the two applications BluStar for PC and BluStar for iPhone.

Virtual teams

Networking is an integral part of Valerie's working day. Her team comprises specialists from all kinds of different trades as well as experts, developers and suppliers. While it is rare for every one involved to get together around the table, it is very important for all the work to be coordinated. She likes to use video telephony whenever she is unable to discuss something on site, face to face. That way she can sit down for a virtual meeting, with no traveling required.

But BluStar for PC has even more to offer. For instance, she can use the chat function to consult with her colleagues and get more information, even while the conference meeting is in progress.

Pocket-sized video telephony

Out on the building site the developer has had a new idea. To be able to give him a competent answer as quickly as possible, Valerie reaches for her iPhone. It's her constant companion whenever she is on the move. The fact that buildings being refurbished often have a WiFi network makes it ideal. Using BluStar for iPhone she is able to consult with the interior architect and even send him live images of the situation on site, all in perfect quality. The architect can then give an initial assessment of whether and how the changes can be implemented.

But even in cases where WiFi is not available, her BluStar for iPhone provides complete video telephony convenience, with the 3G standard totally adequate to make full use of the client's scope of performance. And

NAME:
Valerie Lenard

POSITION:
Architect

REQUIREMENTS:
- Efficient networking
- Real-time communication anywhere and at any time
- Time and cost savings

SOLUTION:
- BluStar for PC
- BluStar for iPhone

for Valerie, who likes to be able to deal with her business partners face to face, that's a real plus point.

All from a single source

Whenever a project is underway, Valerie Lenard is the one holding all the reins. So it's no surprise that she relies on a comprehensive, unified communication solution that converges all the different communication channels. The Mitel BluStar Ecosystem fulfills each and every one of her requirements in full.

Whether she's at the office or on the move, she has access to the company phone book at all times and makes her calls in the same way as an internal subscriber. It goes without saying that her BluStar for PC and BluStar for iPhone applications are also integrated into the One Number concept, which means that Valerie Lenard is always reachable on her office number.

Main benefits

- *HD video telephony*
- *Mobile communication in real time*
- *Efficient cooperation across different locations*
- *Modern future-proof solution*
- *Intuitive, standardized menu prompting for all applications*

Presence information – transparency at all times

A key aspect of UCC is knowing who is available when and where before making contact. It enables staff to make an informed decision as to which communication channel is the best in any given situation.

Availability profiles can be controlled on all Mitel terminals. Users themselves define when they are available and via which means of communication. That means no calls are missed: calls are either answered directly, forwarded to the voice mailbox or answered by a colleague.

Mitel OfficeSuite

The Mitel OfficeSuite is a highly compact, easy-to-use CTI application that includes presence management. It provides all the telephony functions of a desk handset on the PC in a clearly structured layout. A wide range of other functions make call management and personal availability management even easier to handle.

The clearly laid out menu provides quick access to call lists, messages and personal notes on individual phone calls. Ultrafast dialing by name with a search function is available in all phone and address books therefore saving time.

Mitel BusinessCTI

Mitel BusinessCTI features Computer Telephony Integration (CTI), presence management, instant messaging, and functions that improve employee collaboration across companies and beyond.

Mitel BusinessCTI gives staff quick and easy access to contact data and all kinds of information. The search function is contact-based; so it can also be optimised through filters and expanded with company-specific parameters – with Mitel BusinessCTI there are almost no limits to personal settings.

Integrated calendar

The integration of company calendars such as Microsoft Exchange and IBM Lotus Notes/Domino® are particularly practical. The presence status is automatically synchronized with the calendar – whilst preserving individual access rights.

Anyone with the right access authorization can then see when a colleague is in a meeting and when they expect to be available again.

> Presence management makes for more efficient co-operation – across the board.

Team Keys

The presence indicator, incorporated into the team key, gives the current telephone and presence status of all stored subscribers – with calendar information if Microsoft Exchange is also integrated. The user can see at a glance if the member of staff is busy on the phone, has a call waiting or an internal meeting, or is likely to be absent for longer.

The team key is used not only to call another colleague simply by pressing a key, but also to answer a waiting call, forward a call or activate an announcement.

In practice

As Logistics Manager, Ron Jones is responsible for looking after key accounts. His team is spread all over the world. For Ron, networked co-operation and daily communications with colleagues, partners and customers are all part of the job.

All contacts at a glance

Mitel BusinessCTI is a huge help to Ron when it comes to communications.

For example, Ron is able to see all the contacts from his personal network: on site, around the globe, and privately. Even different time zones are no longer an issue for him. The color-coded icons indicate which colleagues are currently available and those that are not.

Spotting availability

Mitel BusinessCTI also provides clarity outside the company's own network. Individuals can be dialed directly from the integrated phone book using 'dialing by name'. The name search automatically signals whether or not a particular colleague is available.

The synchronization with the company calendar means that availability is displayed at all times. The system synchronizes the calendar in real time, which means Ron knows immediately when a colleague is back from a meeting. This feature even works with his key business partners outside the company. Both sides know instantly whether the other party is available so no time is wasted making pointless phone calls.

Always available

If the integrated call party is in a phone or video conference and Ron urgently requires information from them, again no time is wasted. Mitel BusinessCTI provides email and chat functions directly from the application. That means Ron can simply leave a message or obtain the information he needs directly through the chat function.

On the move

For Ron, appointments outside the company are part of his daily routine. To make sure he is reachable at any time, the Mitel Mobile Client goes with him on his smartphone. With his mobile helper he can be reached by all his colleagues

NAME:
Ron Jones

POSITION:
Logistics Manager

REQUIREMENTS:
• Seeing all contacts – worldwide
• Greater availability

SOLUTION:
• Mitel 6735 SIP phone
• Mitel BusinessCTI
• Mitel Mobile Client

and partners on his usual office number (One Number concept). This practical solution means he is integrated into the company network and has access to the full range of services provided by the phone system. This of course includes the presence indicator of all his team members.

Presence control

With the Mitel solution, Ron is able to control his availability status from any phone. A key feature is that his calls are routed according to his individual profile settings. If for example Ron is in his office, he is able to answer all his calls on his Mitel 6735. As soon as he leaves the office, he activates the call signaling to his smartphone at the touch of a button.

Main benefits

- *Controlling personal availability is simplicity itself*
- *Practical connection with company calendars*
- *All contacts at a glance – right across the company*
- *Mobile phones integrated into the company's network*
- *Quick contact through chat, text messaging or email*
- *Leaving callback notes*

Good customer service begins with reachability

Providing existing and potential customers with a professional service is key to business success. It is also where the challenge begins. After all, customer service means satisfying the customer and maintaining good business relations.

Customer service begins with being able to reach the correct contact for the task. The MiVoice Office 400 series provides a multitude of functions designed to shape individual needs.

Availability to customers

Accessibility should not be confused with permanent availability. If the colleague in question is not available, the call does not go unanswered. Any member of staff within they team answers the call simply by pressing the team key.

Clever solutions for forwarding calls, for example to the voice mailbox or to team members, ensure that callers receive a competent service even if the member of staff in question is not currently available.

Customer data at a glance

Customer service staff benefit immensely from having all the key information on the caller in front of them the moment the phone begins to ring. Not only can they then greet the caller by name, they can pick up seamlessly from the last conversation. With a MiVoice Office 400 solution a popup window displayed on the screen shows the customer's entire history, with for example the status of their current order.

MiVoice 1560 PC Operator

The PC-based operator console, MiVoice 1560, combines the most important elements of a desktop: a PC and a telephone. Calls can be taken, made or passed to a colleague via the PC or any of the MiVoice Office 400 system phones. A PC phone is already integrated into the MiVoice 1560 IP version.

On the PC monitor, the user can see at a glance who is calling, who is internally busy or absent or who has enabled the forwarding function on their phone. When several calls are waiting, the most important one can be chosen. If a colleague is busy, the representative's number can be dialed, a voice mail message left or an email sent. Additional calendar information is available for call forwarding, thanks to integration into Microsoft Exchange.

This way, receptionists have extensive information at their fingertips, but also ultimate flexibility of simple call handling.

Integrated Auto Attendant

In smaller companies, most individuals are called directly by prospects or clients. To ensure the main number is not left unattended and no call is lost, the Auto Attendant takes charge of answering and forwarding incoming calls.

> Various forwarding options can be defined for the caller to choose from, even for the voice mailbox.

Example

The customer dials the main number and is greeted by the Auto Attendant of the MiVoice Office 400. A friendly voice takes the caller through a list of possible contacts. The customer might for example first press "2" for customer service, then "1" for "order-related questions". The call is directly forwarded to an employee at the order processing section. However, the employee in question is not at her desk, but on her way to the HR office. No problem! Before leaving her desk, she removed her cordless terminal from the charger cradle; this means all calls are automatically routed to this phone. While the employee asks the customer about the purpose of their call, she returns to her workstation to retrieve the customer data from the PC. The customer is notified of the delivery date two minutes after the main number is dialed.

In practice

"Good morning, Mr Walter. You're through to Christine Baron; how may I help you?" Christine Baron is in charge of Reception at the law offices of several associates. She attaches a great deal of importance to the personal touch when it comes to dealing with lawyers, clients and contacts.

So whether it's a client, an expert witness, an appraiser or an opposing counsel, Christine Baron takes messages and forwards them, provides information, schedules appointments and places orders. It's very important to her to greet each one by name, whether it's in person on the premises of the law offices or on the phone, and callers certainly appreciate it. Her two most valuable helpers are the MiVoice 1560 PC Operator and the MiVoice 5380 IP desktop phone.

Personal service

Christine is the voice and the face of the law offices. Every call is made through her. Phone calls are often redirected to Reception so the lawyers are able to concentrate fully on their clients and the cases before them, or whenever they are out and about.

And that's never a problem for Christine; she always knows which lawyer the caller wanted to contact and is immediately able to tell the caller at what time the lawyer can again be reached. The MiVoice 1560 IP operator not only displays the caller's number and name (provided they are stored in the address book or listed in a public phone book); it also tells her who the caller was trying to reach.

The link with the in-house databases also provides Christine with additional information, for example on appointments or outstanding questions. This means she is able to consult with the expert witness and then save their responses directly for the lawyer.

Well planned

Thanks to the link with Microsoft Exchange she always has a complete overview of all the lawyers' appointments and knows exactly who is in chambers or court and when. That way she can arrange appointments and make a note of return calls. For clients it's a great service to know that they can expect to be called back between 3 pm and 4 pm.

NAME:
Christine Baron

POSITION:
Receptionist

REQUIREMENTS:
• Seeing customer information
• Swift, professional handling of all incoming calls

SOLUTION:
• MiVoice 1560 PC Operator
• MiVoice 5380 IP Phone

She also particularly appreciates the possibility of emailing directly from the MiVoice 1560 IP. It means that in urgent cases she can send the lawyers an email requesting a return call, complete with the phone number and name of the client as well as the date and time of the original call. All the key information is automatically entered in the email so all Christine has to do is add a personal note. A quick glance at the inbox during a break in proceedings and no important call or important information goes astray.

Handsfree

Christine is able to work hands-free at all times, which means she can quickly consult a dossier during a call or look up information on the PC: it's all possible with the headset.

Her DECT-based headset is connected directly to her MiVoice 5380 IP phone, and the small DECT transmitter hardly takes up any space on her desk. Not only does she appreciate having her hands free, but with the good radio coverage she is able to move about freely throughout the law offices. She can even go down to the archives on the floor below during a call to look up details of a case that has already been closed.

Main benefits

- *System linked with company databases*
- *All the information at a glance*
- *All calls answered in a professional way*

Mitel®
Powering connections

mitel.com