MiVoice Connect: A Communications Solution for Every Department

Unify communications, enhance team collaboration, and simplify user management to improve business performance.

The MiVoice Connect Difference

MiVoice Connect creates a single point of communication so teams can focus on relationships, ideas, and growth. The result is a unified and responsive workforce that can gracefully perform in today's business environment and quickly adapt as needs change in the future.

MiVoice Connect delivers reliable and flexible communication services and applications to promote and intuitive user experience, business continuity, and simple management. The robust feature set is easy to use and navigate, eliminating the need for IT.

MiVoice Connect is designed with a distributed architecture to maintain uptime and reliability so critical systems are always operating at peak performance.

Management is simplified with a consolidated user interface so administrators can easily monitor and maintain the system to reduce costs and save time.

Exceptional User Experience

Instant messaging, audio conferencing, video calling, and desktop sharing give users the choice to communicate in the way that best fits their working style so they can get more done faster and with less hassle.

Benefits

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

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Telephony features like call transfer, extension dialing, conference calling and much more are easily accessible through the MiVoice Connect IP phone and mobile application.

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.
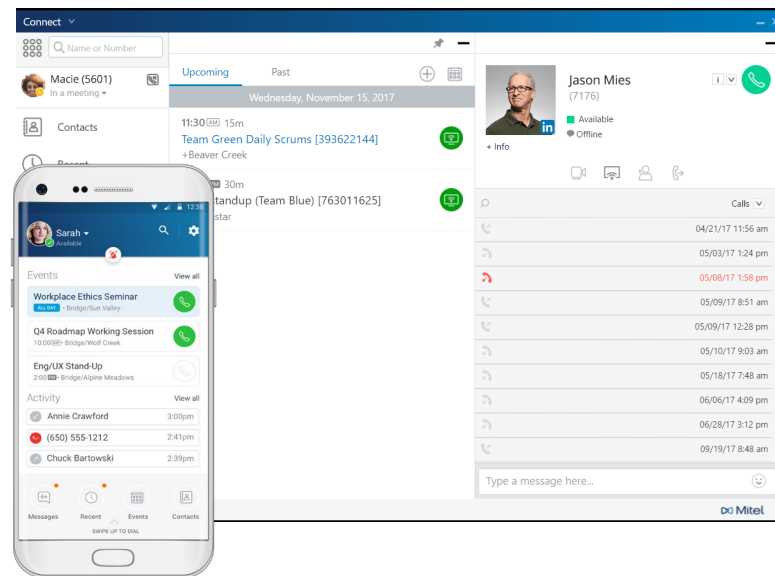
MiVoice Connect Client Overview

The MiVoice 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 without taking up your entire screen.

Event Features

- **Action Icons** trigger calls, video, Web sharing, call recording, raise hand, mute self, mute all, and add a participant
- **Contact Timeline** shows all past communications with a coworker, 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** 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 coworker presence and organize contacts into favorites and groups
- **Recent** to see past communications and collaboration with coworkers
- **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. Mitel designs and develops their own phones, voice switch technology, solution software, and advanced applications to ensure all components are integrated and optimized for peak performance.

A complete suite of enterprise grade business phones and accessories deliver essential telephony function with increase mobility.

Business Phone Features

- **IP PBX Telephony Services:** Call control, call routing, voicemail, hold music, 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 the 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, Mitel's 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, user account moves/adds/changes, and feature permissions

Additional Solutions

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

Continuity You Can Depend On

Businesses cannot afford a moment of downtime, especially when they have heavily invested in integrating their line of business applications with their phone system.

MiVoice Connect's modular architecture and simple "N+1" system redundancy provides automatic backup for three possible points of failure:

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

MiVoice Connect voice switches can operate independently of the network. Routers and phones are registered locally through the switch to the telcom so they will continue to work and never lose dial tone.

Simple Management Interface

MiVoice Connect is designed to simplify system administration. Mitel's cross-browser compatible administrative app, Connect Director, delivers a single view of the entire network, no matter how many phones or sites are managed.

Mitel's streamlined provisioning, account setup, maintenance, and moves/adds/changes (MACs) eases the workload for administrators to reduce time and costs.
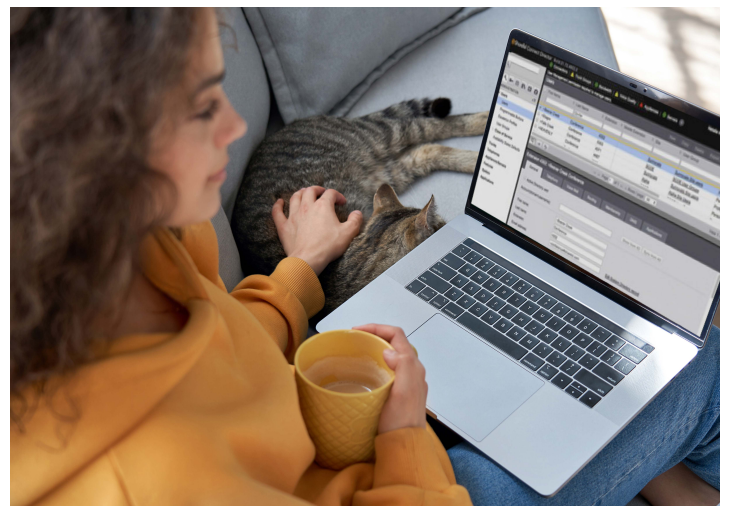
The browser-based Connect Director system management software uses radio buttons to easily set up account and feature permissions, eliminating redundant and time-consuming configurations.

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How It Works

MiVoice Connect is designed for optimum call quality, reliability, and deployment.

This end-to-end solution includes IP phones, trunking, voice switches, IP PBX, Mobility Router, Edge Gateway, collaboration applications, and the MiVoice Connect applications for desktop and mobile devices.

MiVoice Connect Voice Switches

MiVoice Connect typically features a combination of centralized virtual voice switches with physical ST series voice switches deployed in distributed locations and whenever digital or analog trunking is required. These voice switches are not to be confused with servers as they are purpose-built virtual or physical appliances with their own embedded Linux OS. The Virtual IP Phone and Virtual SIP Trunk voice switches can be deployed on VMware vSphere or Microsoft Hyper-V platforms.

The ST series voice switches are compact 1U rackmount units that provide the physical link between your local telephone companies and the IP network. The MiVoice Connect voice switches handle call control intelligence, including routing tables and database, for the entire system. They are offered in a variety of capacities and configurations to provide the required mix of SIP, PRI, or analog trunking and IP or analog phones.

The ST series voice switches feature two-stage upgrades, built-in resources for IP phone features such as hunt groups, up to 8-party conferencing and bridged call appearances. Their embedded Linux means there is no need to install or manage the operating system separately Switch configuration and management is supported by the Windows Server OS-based "HQ" server. This physical or virtual HQ server hosts Mitel's best-in-class network administration software, Connect Director.

As MiVoice Connect systems expands from hundreds to thousands of users spread across more and more locations, one or more Distributed Voice Services (DVS) servers reduce the load on the HQ server.

[1]If your company exceeds 10,000 users, a second application will be required

Both the Linux DVS and Windows DVS software are available as OVA images for deployment on virtual machines.

To provision additional locations, simply add a voice switch to handle the number of phones and any local trunking needed at the new location. MiVoice Connect uses peer-to-peer connectivity to distribute your system's intelligence across all the installed voice switches and DVS servers. This enables multi-site phone systems to work like a single system, managed by a simple Web interface. This "single image" architecture makes even deployments for up to 2,500-users unbelievably easy to set up and maintain.

Mitel Edge Gateway

The Mitel Connect Edge Gateway enables access to the MiVoice Connect system for remote workers. With the Mitel Connect Edge Gateway, there is no need for off-site users to launch a VPN to use the Mitel Connect client, their IP400 series phones and/or the MiVoice Connect Agent Interaction Center application.

Highly secure and based on WebRTC technology for those client connections, the Edge Gateway is delivered as a virtual appliance and managed through the Connect Director.

Low Total Cost of Operation

MiVoice Connect has an established reputation for long-term cost efficiency built on the strength of its signature distributed architecture, ease of use, and simplicity of administration. Plus, it reduces the impact on IT resources.

Premium Customer Service

Mitel's mission is to deliver a communications experience that customers will love. By owning their own software, Mitel can easily streamline the support experience and provide users with immediate access to their support department.

Mitel's dedicated support teams will answer technical questions, resolve problems, and help develop a strategy for maximizing the impact of your business phone system.