

# Mitel MiCollab Unified Messaging

Become More Responsive Through Unified Messaging



Unified messaging (UM) helps simplify the message retrieval experience by 'unifying' multiple message sources, such as voice mail, e-mail, and fax messages into a single message location that can easily be accessed and managed using a PC or phone.

Mitel® MiCollab Unified Messaging can help your business become more responsive by enabling employees to access and manage their voice mail, e-mail, and fax messages from their PC or telephone.

This not only helps employees become more efficient throughout their work day, but also provides them with the freedom to work from anywhere, yet remain connected with the business.



## Key Benefits

- Simplified message retrieval
- Easy call flow management
- Part of a complete UCC solution



As a service offered by Mitel MiCollab, Unified Messaging makes it easy for your employees to manage their day-to-day messaging, no matter where they are or how they choose to access them. By providing your employees with a single, synchronized message store MiCollab Unified Messaging can help drive employee efficiency and responsiveness throughout your business.

Furthermore its speech auto-attendant and call routing capabilities, can provide your business with the necessary tools it takes to deliver superior customer service in today's competitive business landscape.

### Simplified Message Retrieval

Imagine consolidating multiple sources of messaging into a single in-box, on a single system.

With Mitel MiCollab Unified Messaging you can do just that.

Through MiCollab Unified Messaging employees are able to access and manage all forms of messages, including voice mail, e-mail and fax, from their desk phone, mobile device, or PC. This provides the ability for your employees

to access voice messages from e-mail systems, such as Microsoft Office 365, Exchange 2013, Gmail and others, or the web through MiCollab's Web Client. Or access their voice mails remotely using their mobile phone and then have the MiCollab Text-to-Speech function read their e-mail messages to them. Or even access their voice messages hands-free using spoken commands, allowing them to remain safely connected to the business while in their car.

With MiCollab Unified Messaging there is full synchronization between the MiCollab solution and the e-mail server, ensuring that actions taken on one system are reflected on the other - no matter how the action was performed by the employee.

*For example: When an employee clicks on an e-mail containing a voice message, the voice message will be marked as "read, turning off the Message Waiting Indication on the employee's phone.*

### Easy Call Flow Management

At some point in time we have all reached an automated attendant and been prompted to either enter an extension number or spell the last name of the person we are trying to reach. An easy task if you know the number or how to

spell the person's last name and are definitely not driving.

Now imagine providing your clients with the ability to utilize their voice. To simply say a name and have the connection happen automatically.

MiCollab Unified Messaging provides your business with a speech driven Auto-Attendant, so that your callers can just say the name of an employee or department within the business and be automatically transferred to that number. Plus with its 'barge-in' callers can say universal commands such as "cancel", "help", and "operator" at anytime, providing a better experience for your clients.

In fact, the Speech Auto-Attendant function can also be used internally by employees to reduce the workload of live operators. Through it employees are able to easily connect with each other by simply speaking a name – whether they are in a conference room, in their car, or at their desk.

## Part of a Complete UCC Solution

Mitel MiCollab is a complete collaboration solution that can provide your business with all the tools needed to power the connections between your employees and others - whether they are colleagues, partners, or clients. With MiCollab your employees are able to connect quickly and simply, so that they spend less time trying to connect and more time engaged in productive and innovative interaction in a real-time environment.

As a service offered by MiCollab, Unified Messaging integrates seamlessly with other MiCollab services, such as its desktop and mobile Unified Communications (UC) client, to provide additional modes of access to voice mail messages. Through Visual Voice Mail your employees are able to quickly scan their list of voice mail messages via their MiCollab Client and select which message they wish the system to play back to them.

With MiCollab, messages are synchronized ensuring that all messages accessed using Visual Voice Mail are accurately reflected as accessed or deleted within MiCollab Unified Messaging.

## Flexible Message Management Enhances User Productivity And Agility

With Mitel MiCollab Unified Messaging you can enable your employees to remain connected, respond faster, and enhance client satisfaction. MiCollab Unified Messaging offers the following:

### Key Features

- Message retrieval by phone or by e-mail
- Fax services
- Bilingual service
- Text-to-speech
- Outlook plug-in
- Speech navigation

### MESSAGE RETRIEVAL BY PHONE OR BY E-MAIL

MiCollab Unified Messaging provides the ability for users to retrieve voice mails and faxes through the telephone or virtually any email in-box using SMTP. In addition MiCollab offers full synchronization of messages with Microsoft® Exchange, Office 365 and Google mail®.

### FAX SERVICES

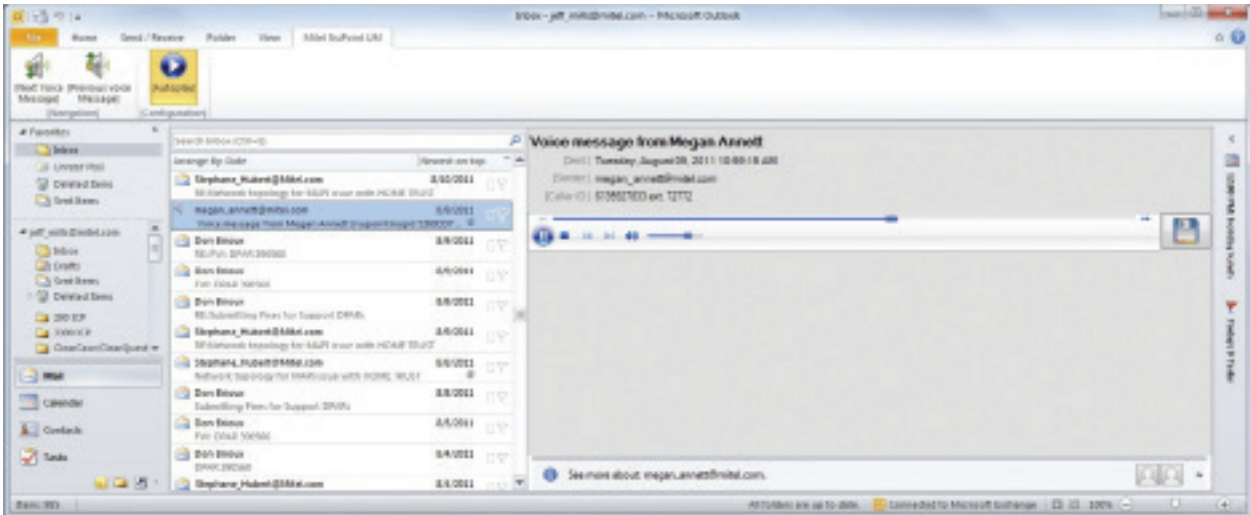
MiCollab Unified Messaging pro-actively provides fax senders with transmission status information – to their e-mail in-box! For unsuccessful transmissions, notification can be provided to the sender's voice mailbox or e-mail.

### BILINGUAL SERVICE

For companies operating in a bilingual environment, the ability to provide service to callers in the language of their choice creates a positive experience. When set up for bilingual service, MiCollab Unified Messaging offers callers a choice of language. Once a selection is made, remaining prompts are played in the selected language.

### TEXT TO SPEECH

There are times when it's easier or more appropriate to have your e-mails read back to you instead of reading them, such as driving in your car.



Outlook Plug-In gives users the power to manage voice and fax messages from their inbox.

MiCollab Unified Messaging enables employees to listen to their e-mail messages from their voice mailbox. The text of the e-mail message is converted to speech and played back over the phone to the user with e-mails being marked as read (played) in the user's e-mail in-box.

## OUTLOOK CLIENT PLUG-IN

MiCollab Unified Messaging users on Microsoft Outlook® can install an additional program on their Outlook client. The Outlook Client Plug-In enhances the Outlook toolbar with an additional ribbon to manage voice messages.

## SPEECH NAVIGATION

Using speech navigation, users can listen to and manage their voice message by speaking simple English commands. MiCollab Unified Messaging users can safely and legally listen to their voice message while driving since many jurisdictions require that use of mobile devices be hands free. Users migrating from a different voice mail system can easily and quickly manage their voice message by speaking to the system. Re-training to remember numeric key presses is virtually eliminated since users can simply say "Play" or "Delete".



## About Mitel

Mitel® (Nasdaq:MITL) (TSX:MNW) is a global leader in business communications that easily connect employees, partners and customers -- anywhere, anytime and over any device, for the smallest business to the largest enterprise. Mitel offers customers maximum choice with one of the industry's broadest portfolios and the best path to the cloud. With more than US\$1 billion in combined annual revenue, 60 million customers worldwide, and #1 market share in Western Europe, Mitel is a clear market leader in business communications. For more information, go to [www.mitel.com](http://www.mitel.com).