Mitel MiCollab Advanced Messaging

Unified Messaging

A powerful suite of UC applications including advanced call processing, voice mail, e-mail integration, personal assistant, fax, speech and notifications.

With Mitel MiCollab Advanced Messaging Unified Messaging you turn your Mitel communications system into a productivity tool. Users can communicate more efficiently, respond more quickly and increase productivity.

MiCollab Advanced Messaging

Main Functions

INTEROPERABILITY

MiCollab Advanced Messaging has the unique ability to leverage both IP and traditional TDM communications systems. This is a very cost-effective solution and it works with what you already have: your existing telephony system, e-mail and data infrastructure. No other solution offers such a higher level of interoperability.

Native SIP integration with Mitel MX-ONE and Mitel 700
- Support for multiple telephony integration protocols
- Simultaneous integration with multiple telephony systems
- Support for multiple e-mail clients and stores
- Support for all types of data network topologies

NETWORKING AND GLOBAL USER ADMINISTRATION

MiCollab Advanced Messaging meets your scalability challenges and consolidation objectives through sophisticated system networking and global user administration capabilities. With this handy feature, administrators can manage the subscriber and distribution list databases of all MiCollab Advanced Messaging servers from a single global view.

Easy Administration
- Single admin interface for voice, speech, UM and fax
- Global user administration
- Single point of administration with Provisioning Manager
- Networking (AMIS, VPIM, Avaya Message Networking Server Support)
- Active Directory MMC Snap-In
VOICE MAIL, UNIFIED MESSAGING AND CALL PROCESSING

To help minimize user training, MiCollab Advanced Messaging offers a variety of interfaces so your employees can use the same keystrokes they use now to access and process their messages.

MiCollab Advanced Messaging offers an alternative Telephone User Interface (TUI) that mimics many of the legacy voice mail systems. MiCollab Advanced Messaging offers the most robust voice mail and call processing feature set, including customized front-end call handling, personal menus and advanced message notification. MiCollab Advanced Messaging Automated Attendant acts as a virtual call center, routing incoming calls and providing your customers with around-the-clock access to everything from pre-recorded information and faxable documents to account inquiries and survey questionnaires. It can even support these applications in a variety of different languages.

A FULLY FEATURED UNIFIED MESSAGING SUITE

- Full set of legacy call processing and messaging features
- Alternate TUI: Octel Aria/ Serenade, Avaya INTUITY AUDIX, Nortel Meridian Mail, and Mitel NuPoint with Centigram Interface, AVST Kinesis & Repartee, Adomo TUI emulation
- Interactive Voice Response (IVR)
- Speech and DTMF Automated Attendant
- Integrates e-mail, voice mail and fax into a single view
- Unified Messaging (UM) access via web interface, speech or DTMF via the telephone, e-mail client, and any mobile device
- UM e-mail client integration (Microsoft Outlook, IBM Lotus Notes, Novell GroupWise, Google Gmail, Microsoft Office 365 or any IMAP4 compliant e-mail system)
- Text-To-Speech
- Unified Messaging architectures: server-based, client-based, secured, and simplified
- Multi-language client support
- Multi-language support for system prompts

PERSONAL ASSISTANT

In today’s fast-paced world, we all need some extra assistance to help us get through our day a little bit more efficiently. Whether you are in the office, in your car, in an airport, or someplace else without an Internet connection, MiCollab Advanced Messaging Personal Assistant is at your service.

SOME OF THE PERSONAL ASSISTANT FEATURES

- Presence and availability
- Find-me / Follow-me
- Contact access and dialing
- Calendar access and management
- Call waiting (whisper notification)
- Call recording
- Continuous connection
- Acknowledge, call divert and call transfer
- Missed call message notification
- Visual VM on smartphone or tablet

MICOLLAB ADVANCED MESSAGING MOBILE CLIENT

The MiCollab Advanced Messaging Mobile client is an application specially designed for mobile devices running on Android and iPhone. This application is very useful for Personal Assistant users who want to access their voice messages while on the move. Instead of calling the Voice User Interface or running Web PhoneManager, they can quickly and visually manage their voice mailbox from anywhere. The MiCollab Advanced Messaging Mobile client can also provide location-based presence.

MICOLLAB ADVANCED MESSAGING FAX 5.5

If documents are key to your business, then MiCollab Advanced Messaging Fax/RightFax is the right solution for you. MiCollab Advanced Messaging Fax/RightFax from OpenText together with MiCollab Advanced Messaging brings increased efficiency, flexibility and security to faxing and electronic document delivery. It’s the ideal solution for companies in such fields as healthcare, financial services, manufacturing, education, law and government.

- True Unified Messaging with the ability to electronically receive, send and manage voice, fax and e-mail at a single location
- With MiCollab Advanced Messaging Automated Attendant any information stored in a Fax library is available to your customers around-the-clock
- Provides a single number for both voice and fax
VOICE INTERCEPT MESSAGING (VIM)

Voice Intercept Messaging (VIM) handles the presence and availability of the user. With VIM, MiCollab Advanced Messaging is aware of the presence of a user and plays to the caller a variable greeting, giving information about the presence of the user. This greeting contains two elements: the reason of the diversion and the expected return time. After having announced the user’s availability, VIM proposes actions to the caller. The VIM presence is synchronized with the MiVoice MX-ONE call manager, via the CMG server.

VIM provides the following:

- User selected absence message
- Callers can leave a message or be transferred to an operator or a user’s mobile phone
- Pre-recorded messages set by numeric keypad

NOTIFICATION

MiCollab Advanced Messaging Notify is an outgoing call notification module that lets customers record and deliver outgoing messages easily. These could be anything from appointment reminders to schedule changes to emergency message notification. The information can be personalized by customer.

The following notifications are available:

- One to many - message broadcast
- One to one - personalized message notification
- Customized announcements
- Reporting

Subscribers can be notified of the receipt of new messages in their mailbox using any combination of the following message notification tools:

- MWI to the telephone
- Outcall (immediately or daily)
- SMS and e-mail

MiCollab Advanced Messaging Unified Messaging Solution

UC MOBILE

Unified Messaging

- Deliver UM to multiple e-mail systems (premise and public cloud) including Microsoft Outlook, Office 365, Lotus® Notes®, Google™ Gmail™, Novell® GroupWise® and IMAP 4 Complaint Email
- Integrates e-mail, voicemail and fax into a single view
- Access via mobile device, e-mail client, Web interface, speech or DTMF telephone
- Flexible UM storage models to meet security and compliance needs: server, client, secure and simplified UM
- Voicemail-to-Text (3rd party service)
- Text-to-Speech
- Localized desktop clients: US English, US Spanish, Danish, Dutch, Finnish, French, German, Italian, Norwegian and Swedish

Speech-Enabled Personal Assistant

- "Call John Smith", "Get new voice messages", "Get new email", "Get my calendar for today", "Accept meeting request", "Schedule a meeting", "Change my availability to mobile"

Multi-Lingual Personal Assistant

- US English, US Spanish, Canadian French, UK English, Swedish and Australian English

Federated Presence

- Federated presence to calendar including Microsoft® Exchange, Office 365™ and Google
- Federated presence to Microsoft Skype for Business
- Location-based services: Geofencing and Wi-Fi

Call Screening on Any Device

- Accept/reject call
- Acknowledge the caller with a quick message
- Call divert or redirect (prior to answering)
- Accept and record the call
- Whisper call waiting

Mobile Client

- iPhone and Android native client
- Segments personal and professional workflows
- Secure access to corporate data
- Call screening of incoming calls
- Contact management and dialing
- View and manage voicemails
- Settings management
UC VOICE

Voicemail, Call Processing and Automated Attendant
• Full set of voicemail, call processing and Automated Attendant features developed over three decades
• Alternate Telephone User Interfaces (TUI) – Octel® Aria®, Octel Serenade® (VMX), Mitel® NuPoint with Centigram Interface, Avaya® INTUI™ AUDIX®, Nortel® Meridian Mail, AVST Kinesis and Repartee®, Adomo TUI
• Interactive Voice Response (IVR)
• Speech and DTMF Automated Attendant
• Message notification
• Multi-language support

Business Continuity and Disaster Recovery
• Survivability achieved using call servers at multiple locations
• High Availability, fully-synchronized uninterrupted hot standby system server and port distributions across multiple call servers
• Disaster recovery, fully-synchronized warm standby system server
• Redundant server components
• Built-in system reliability

Administration
• Single administration interface for voice, speech, UM, and fax
• Web-based mobile administrative client
• Global user administration
• Supports popular single point of administration tools
• Networking (AMIS, VPIM, Avaya message networking server support)
• SNMP support
• Active Directory MMC Snap-in
• User initiated password reset
• Message archiving, retention policy, discovery, and disposal (3rd party application required)
• Virtualization - certified with VMware® vSphere™
• Migration Wizards for Kinesis and Repartee® for Windows

Fax
• Fax over IP
• Unified Messaging with the ability to electronically receive, send and manage voice, fax and e-mail
• Automated Attendant fax library
• Provides a single number for both voice and fax

UC BUSINESS PROCESS

MiCollab Advanced Messaging Notify
• Out-of-box call notification services
• Communicates pre-recorded announcements
• Customized announcements (dates, numbers, monetary amount, names)
• Campaign results reporting

Web Services
• Web services (SOAP/XML) for integration into Web portals, directories and applications
• Message access from a Web portal, availability status, and click-to-call

UC INTEROPERABILITY

Telephony Interoperability
• Supports over 400 traditional TDM, IP-PBX, Centrex and IP Centrex integrations
• Supports multiple protocols
• Up to 10 telephony integration types simultaneously on a single system
• Intelligent gateway for Microsoft Skype for Business

Federated Presence and Identity
• Federated presence to calendar including Microsoft® Exchange, Office 365 and Google Calendar
• Federated presence to Microsoft Skype for Business
• Federated identity: WebPhoneManager supports single sign-on using SAML with Microsoft Active Directory

Email Interoperability
• Delivers UM to multiple e-mail systems both premise-based and public Cloud
• Flexible UM storage model options

Business Application and Database Interoperability
• Delivers automatic information access and delivery
• Ability to deliver automatic notification based upon information
• Utilizes Web services to embed communications into Enterprise business applications, for example, click-to-call, availability status, and message access via a Web portal
Technical Specifications

MICOLLAB ADVANCED MESSAGING MULTIPLE SERVERS
- 4 to 500 ports on multiple servers, network for larger capacity
- 3 system servers (incl. 2 additional Neverfail servers) and up to 20 call servers. Each call server supports up to 3 separate telephony integration types, maximum of 10 telephony integration types
- Maximum 40,000 users

EMAIL ACCESS
Server:
- IBM Lotus Notes/Domino R8.5, R8.0, R7.0
- Google Gmail, Novell GroupWise, Mirapoint Email Server, and any IMAP4 compliant Email System

Client:
- IBM Lotus Notes R8.5, R8.0, R7.0

MICOLLAB ADVANCED MESSAGING SINGLE SERVER
- 4 to 144 ports on a single server (without speech resources) and 96 with speech (using a dual 6-core server). Network for larger capacity
- Up to 96 ports (using a dual 6-core server) on a single server (with speech resources). Network for larger capacity
- System server and call server on a single server
- Supports up to 3 separate telephony integration types
- Maximum 7,500 users (using a dual 6-core server)

OPERATING SYSTEM
- Server: Microsoft Windows® Server 2008 R2 (64-bit); Microsoft Windows Server 2003 (32-bit)
- Client: Windows 8 (32-bit & 64-bit); Windows 7 Professional (32-bit & 64-bit); Windows Vista™ Business (32-bit)

MICOLLAB ADVANCED MESSAGING FAX
- Up to 1,024 fax channels

MICOLLAB ADVANCED MESSAGING NOTIFY
- Up to 48 ports