



EBOOK

MiVoice Business by Mitel

Effortlessly connect with colleagues, customers,
and partners - no matter where your day takes you.



MiVoice Business

MiVoice Business is the perfect foundation for building a flexible, real-time communications landscape that allows employees to remain connected with colleagues and customers— on any device, no matter where their day takes them.

MiVoice Business's single, cloud-ready software stream can be implemented on any network, within any infrastructure, or any platform. It can deliver the seamless integration of voice, mobility, unified messaging, presence, conferencing and collaboration, enabling faster, more effective business communications.

With MiVoice Business, companies are provided with the best path to the cloud, since MiVoice Business allows you to move from one deployment model (on premise) to another (in the cloud) easily and without compromises to voice quality or business solution support

Flexible Deployment Options

- MiVoice Business can be deployed using a range of deployment models, including distributed centralised, private and public cloud, or hybrid.
- The MiVoice Business communications software can be deployed on a variety of hardware platforms including purpose-built Mitel Controllers and virtualised or non-virtualized industry standard servers.
- MiVoice Business software licenses are portable from one deployment model to another—delivering a strong and future-proof total cost of ownership (TCO) for your business.

Key Capabilities

- A single, cloud-ready software stream that can be implemented on any network, any infrastructure, or any platform, providing the best path from on-premises to a private cloud.
- An in-office experience from anywhere, on any device.
- A solution tailored to your unique business needs.
- Easily move from an on-premises MiVoice Business deployment to the cloud with minimal disruption. You can move phones, migrate licenses, and have access to familiar management of the system and consistent user experience.



Key Business Solutions

Mobility

With MiVoice Business's mobility solutions give users access to the same "in-office" communications experience from anywhere with a single identity, phone number, voice mailbox, and extension.

Dynamic Extension

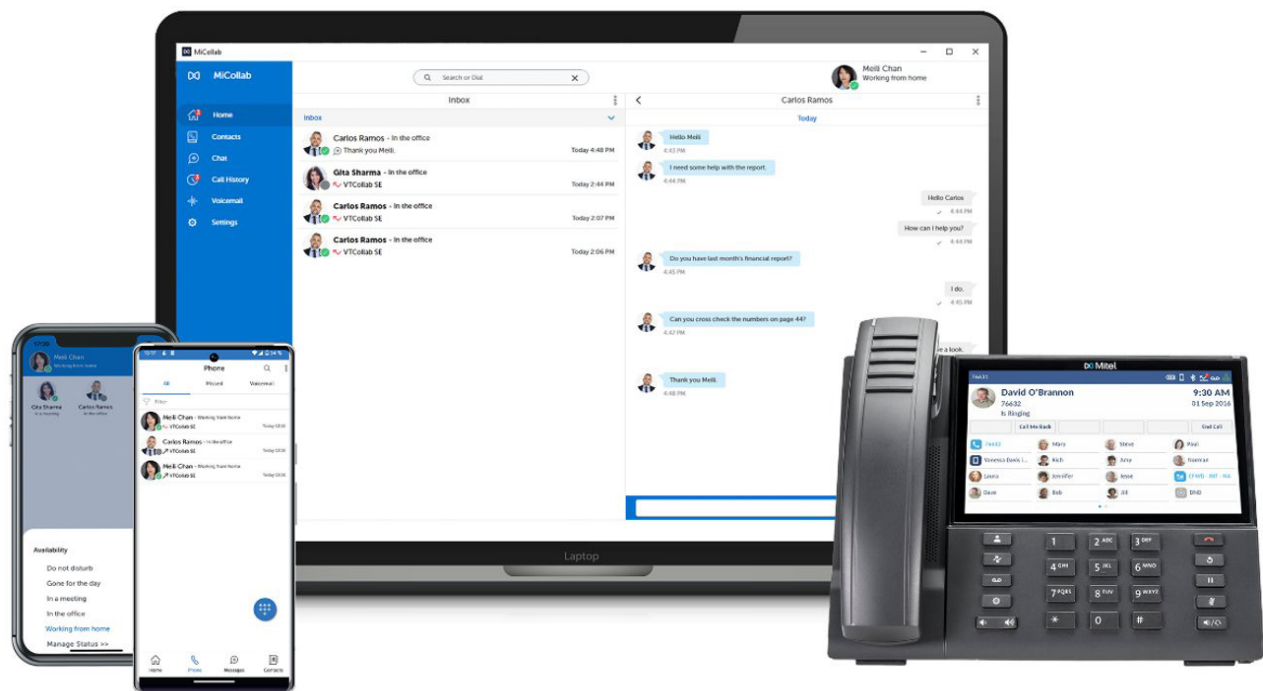
Select up to eight devices (any device type) to act as your business phone, so all of your phone numbers collapse into one, giving you a single identity regardless of which of your devices you have chosen to use.

Hot Desking

Log into any Mitel MiVoice IP Phone, located at any of your offices, or even at your home, so you continue to be accessible and productive by having your calls routed to the device you are logged in to. With the External Hot Desking function you can even log into an external communications device, such as your home phone, in order to take calls as if you were using a Mitel IP desk phone in the office.

Teleworker

The Mitel MiVoice Border Gateway teleworker solution provides remote and mobile employees with seamless, secure access to the full set of MiVoice Business communications capabilities wherever they are, using any Mitel IP desk phone or MiCollab Client soft phone.



Unified Communication and Collaboration

MiCollab provides an integrated suite of unified communication and collaboration solutions and is comprised of the following key components:

- Unified Communication clients for the desktop and mobile device with a consistent communication experience
- Softphone clients for desktop and mobile devices
- Audio, Web and Video Conferencing services for both the office-bound and mobile users
- Secure, remote communications from anywhere

MiCollab Client

MiCollab Client for desktop provides you with a single access point for all your communications and collaboration needs including real-time access to people in your organisation.

MiCollab Client for mobile devices can be installed on Android™ and iPhone® / iPad® to extend the key unified communications capabilities such as presence and availability of colleagues, single number identity, instant messaging, visual voice mail, to the mobile worker. Android and iOS devices, additionally benefit from an integrated SIP softphone that allows voice over Wi-Fi or 4G/5G and point-to-point video so that they can remain connected, while on the move.

MiCollab audio, web, and video conferencing

MiCollab audio, web, and video conferencing provides access to conferencing and collaboration tools, both inside and outside of the business, that make it easy to create scheduled and ad-hoc conferences on the fly, sharing applications and documents during a meeting, and conducting multi-point video conferencing with others using a standard PC webcam.



Unified Messaging

Unified messaging gathers communications from different platforms and formats and compiles them into a single interface where they can be read and prioritised without having to switch between two or more programs. Most often, unified messaging combines voicemail and email inboxes and uses text-to-speech converters (or vice versa) to allow employees to either read or listen to their messages, depending on their preference.

With MiVoice Business your employees have anywhere, anytime access to messages with an integrated, fully-featured voice mail system, that provides unified messaging and automated attendant capabilities.

Mi Contact Center Business

Contact centers can help to ensure that calls always go to the right agent – anytime, anywhere, and by any means. In fact to meet the needs of internal “customers,” some departments within your organisation may even perform a contact centre role without thinking of themselves as a contact centre.

MiContact Center Business delivers real-time and historical reporting on all Automatic Call Distribution (ACD) activity and advanced call routing functions. It also adds non voice media and AI to the contact center with omni channel capabilities for any media type, to enable the freedom to interact with on any preferred device, using the media that works best.

MiContact Center Outbound is a preview, progressive, and predictive outbound dialing solution that includes tightly integrated Customer Relationship Management,

MiContact Center Business comprises the following applications and tools:

- Contact Center Management
- Interactive Contact Center and Interactive Visual Queue
- Workforce Scheduling and Schedule Adherence
- IVR Routing
- Omnichannel Contact Center
- Softphone and Phone Manager
- Screen Pop
- Predefined Response Templates
- Outbound Dialling
- Remote Agents



IP Desktop and Accessories

Full Range of IP Desktop and Accessories

MiVoice Business offers a full range of IP desktop devices, accessories, and meeting room solutions that deliver advanced applications when and where you need it. For staff who can spend their whole day on the phone, having the right desktop equipment for convenient access to the features they need can make their jobs easier to perform well.

MiVoice 6900 Series IP Desktop



6940W IP PHONE

- 7" (800x480 pixel) colour LCD Touch Display
- 12 programmable keys
- Wi-Fi dual band 802.11 a/b/g/n
- Bluetooth 5.2
- Mitel PC Link
- Mobile Integration
- Mobile phone charging port
- Cordless handset
- Enhanced full-duplex speakerphone
- Programmable personal and Context sensitive soft keys



6930W IP PHONE

- 4.3" (480x272 pixel) colour display
- 12 programmable keys
- Wi-Fi dual band 802.11 a/b/g/n
- Bluetooth 5.2
- Mitel PC Link
- Mobile Integration
- Mobile phone charging point
- Support for optional Cordless handset
- Enhanced full-duplex speakerphone
- Programmable personal and Context sensitive soft keys



6920W IP PHONE

- 3.5" QVGA (320x240 pixel) colour display
- 6 programmable keys
- Wi-Fi dual band 802.11 a/b/g/n
- Bluetooth 5.2
- Mitel PC Link
- Mobile Integration
- Mobile phone charging point
- Native DHSG/EHS analogue headset support
- Full-duplex speakerphone
- USB port for headsets and accessories

MiVoice Peripherals and Accessories



Integrated DECT

Headset: A 300-foot (100 meter) range, rechargeable battery, up to 8 hours talk time. For the 6930 and 6940 IP Phones.



Bluetooth

Speakerphone:

A range of 10 meters (30ft) and a 360° microphone that picks up a two-meter (6ft) range.



Bluetooth Cordless

Handset: Roam freely up to 30 feet (10 meters) from your desk. For the 6930 IP phone.



Expansion Module:

28 programmable function keys and 3 page buttons



Mitel WLAN Adapter:

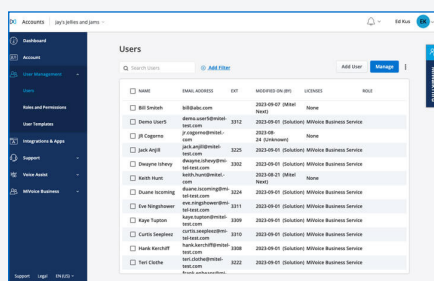
Wireless 802.11 a/b/g/n dual band (2.4Ghz / 5Ghz) network connectivity

Optional Add-ons

Whether it's to provide audio conferencing services or drive video collaboration, MiVoice meeting room solutions enable you to extend effective conferencing and collaboration throughout your entire business, from the personal office and huddle room to the Executive Boardroom.

MiVoice Conference Phone

- Built-in four party conference bridge.
- 360-degree sound pickup from an array of 16 microphones for superior audio performance.
- Automatically locates the prime speaker in the room and reduces the noise from the other microphones.
- Directly connects to a projector or monitor via an HDMI cable, for users access & display meeting materials, without eliminates the need for a participant's laptop to be tethered to the projector for the entire meeting, which can inhibit their ability to take notes & access emails.



Web-Based Management

MiVoice Business in conjunction with the Mitel MiVoice Enterprise Manager provides administration and provisioning functions within a simplified web-based management architecture. System changes are automatically synchronised across the solution, and tasks can be delegated across the organisation, rather than relying on a centralised point.

Administrators can create and provision new employees with preformatted departmental role-based templates. Integration with Microsoft® Active Directory® means administrators can configure a user once in Active Directory, and the user will automatically be configured within MiVoice Business.

MiVoice Business Console

MiVoice Business Console is a PC-based call-handling solution with an intuitive graphical user interface for the department or office operator/receptionist. It offers quick access to call processing and telephony features. Teleworker support enables operators to work from home or anywhere, anytime to deliver a professional corporate answering point experience.

- Incoming Calls Queue: Provides visual indications of all incoming calls, allowing operators to prioritise calls and customize their greeting.
- Transfer Assistant: Displays the results of an automatic and dynamic search for each caller, allowing quick, efficient transfers.
- Quick Transfer / Answer: Allows operators to select how they want to transfer calls.
- Busy Lamp Field (BLF): Allows operators to monitor the status of up to 5,000 extensions.
- Multiple BLF Lists, Customizable BLF Views, and Tile-Based BLF: Provides at-a-glance phone status of contacts in a customisable view.
- All Console Call History: Provides all operators with a complete history of all calls that have been handled by the answer point, giving the operators the ability to track down difficult transfers.
- Home Operator Support via the Mitel Border Gateway (MBG).

MiVoice Business Subscription

MiVoice Business Subscription delivers the benefits of a cloud solution in combination with the benefits of a private on-site solution allowing you the freedom to easily scale up the number of users and functionality depending on your current business situation, without paying for the maximum usage.

- MiVoice Business subscription licensing reduces upfront communications cost with the flexibility of monthly recurring payments.
- MiVoice Business offers subscription seat plans for voice, video, collaboration and customer experience features that your employees require for their individual roles, into a single subscription offer.
- While all your employees will require collaboration, not all require contact centre features so you can mix and match the user levels depending on the individual needs of your staff.
- Premium Software Assurance is included in the monthly subscription so you will always have access to support and the most up-to-date software and security software.
- Hardware (including phones) is not included in the subscription price and will remain a CapEx purchase.

Licensing

Mix and match user levels

UCC Entry	UCC Standard	UCC Standard + Meetings
Enables Office Workers with rich voice features, messaging, chat, presence, call history with support for up to 2 devices.	Designed for on-the-go mobile workers and remote workers with basic collaboration needs, providing support for up to 3 devices with included softphone for PC and Mobile devices	Designed for optimum Team Collaboration where teams can collaborate virtually via audio/web/video, chat, store and share files.
Optional Add-ons:		
- Business Attendant Console - Microsoft Teams Integration - Mitel Business Analytics	- Customer Interaction - Interaction Recording - Quality Monitoring & Analytics	- Business App Integrations - Extension / Lobby License

UCC Licensing

			MiTeam Meetings Video Collaboration	
			Audio/Web Collaboration	
			PC Softphone & Mobile UC Client w/Softphone	
			PC and Web UC Client	
			Voice Mail w/Unified Messaging	
Auto Attendant, Corporate Directory				
Core Voice Calling		Enterprise Voice Calling Features		
1 Device		Up to 2 Devices		Up to 3 Devices
Single Line SIP or Analog (Lobby)	Basic IPT	UCC Entry	UCC Standard	UCC Standard Plus Meetings

MiVoice Peripherals and Accessories

	True Media Blending – Omnichannel
Messaging & Routing IVR Functions	SMS Interactions
MiVoice Integration for SFDC Advanced with Contact Center Integration	Web Chat Interactions
Desktop & Web Unified Communications, Mobile Client, PC or Mobile Softphone	Email Interactions
Contact Center Agent / Supervisor Desktop Client & Web Client	
Queuing, Skills Based Routing, Agent / Client Status & Management Features, Supervisor Functions, Agent Forecasting, Real Time Statistics, Silent Monitor, Whisper, Barge-In, Flexible Reporting	
1 Concurrent Voice CC/ACD Agent (up to 3 Named CC Reporting Seats)	1 Concurrent Omnichannel Agent Seat
Voice Concurrent Agent*	Omnichannel Concurrent Agent**

* Requires 1 Basic seat for each CC named reporting seat, not included

** Omnichannel is an add-on to Voice or can be purchased on its own for non-Voice Contact Centers

Wavenet Support Services

A Wavenet specialist engineer will work with you to design the MiVoice Business solution to suit your needs, providing you with the necessary knowledge and training to setup, configure, maintain and use the solution efficiently, for future sustainability and fast onboarding of new users.

Porting of any existing services will be completed by Wavenet's in-house porting team, in a two-stage process to ensure that service interruption is minimised during change over, to a matter of minutes, if any.

Mitel MiVoice solutions are supported by an in-house Wavenet UK team. You will be provided with a direct phone number for access to technical support and maintenance, with a high level of service expertise and responsiveness.

A Wavenet support contract is available in 2 variations.

Standard Care: Wavenet will respond to a request for incident support received during the hours Mon to Fri, 09:00 – 17:00, excluding UK Public/Bank holidays.

Enhanced Care: Wavenet will respond to a request for incident support received during the hours Mon to Fri 08:00 – 20:00, excluding UK Public/Bank holidays.



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Networking
& Connectivity



Unified
Communications
& Voice



Contact Centres



Mobile Solutions
& IoT



IT, Cloud
& Technology



Network
Intelligence



Cyberguard