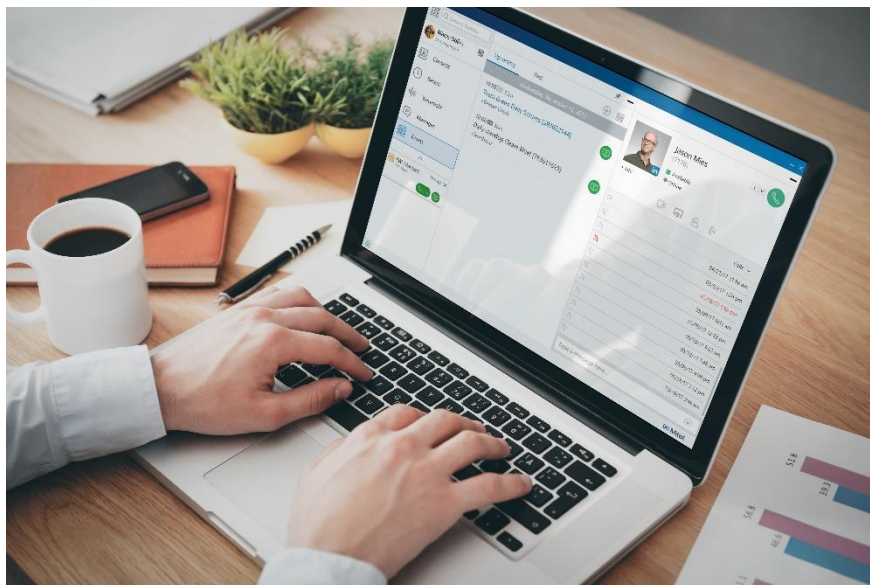


# MiVoice Connect

A Communications Solution for Every Department

## Benefits

- Exceptional user experience
- Robust system features
- Business communications continuity
- Outstanding management interface
- Lowest total cost of ownership



MiVoice Connect is easy for IT, delivers great financial returns & unifies team communications to improve business performance

MiVoice Connect brings a fundamentally different approach to business communications. We focus on your most important assets—your people—and remove impediments to free-flowing communications so your team can focus on relationships, ideas and growth - not on getting technology to work. The result is a reliable, flexible and intuitive communications solution that seamlessly delivers services and applications that will work for you today and adapt gracefully as your business needs change in the future.

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## The MiVoice Connect Difference

MiVoice Connect delivers an intuitive user experience, business continuity and simple management. Our robust feature set is easy to use and navigate, eliminating the need for IT. Plus, training and support can be accessed directly through the UI or Mitel Connect IP phone. MiVoice Connect's distributed architecture assures uptime and reliability to ensure your critical system is always running at top performance. The Connect Director is a simple management interface that makes it easy for you to manage user permissions, features and billing - saving you time and money.

## Exceptional User Experience

MiVoice Connect offers call transfer, extension dialing, conference calling and other features straight from a the MiVoice Connect IP phone or mobile app. Its collaborative unified communications (UC) features simplify the way you work with functionality such as instant messaging, audio conferencing, video calling and desktop sharing to save time, reduce travel, and allow you to communicate and collaborate with ease.

Built-in collaboration tools via the Connect client make meetings more productive, ensuring your team will get more done faster and with less hassle. Communicate how you want, with immediacy and ease—the tools appear in the Connect client as you need them. You never need to launch a new app, or new window, or retrieve a complicated code to make things work.

With MiVoice Connect, users can change their call routing or schedule an event in real time. Plus, 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 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 with others without taking up your entire screen.

### Event Features

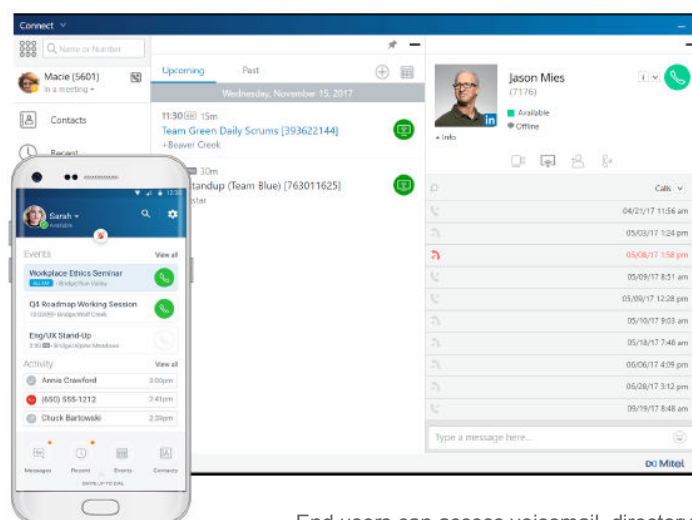
- **Action icons** that trigger calls, video, web sharing, call recording, raise hand, mute self, mute all and add a participant
- **Contact timeline** that shows all past communications with a co-worker, including a drill down into detail
- **Favorites** to quickly access the people and groups you need 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** that 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.

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## 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 point 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, Workgroup monitoring, enhanced contact center reporting, and more
- **Workgroup:** Functionality for both supervisors and agents for additional call routing capabilities
- **MiContact Center Business:** Omnichannel 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.

department.

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

