Mitel MiCollab Client

Revolutionize communication and collaboration with colleagues, customers, and business partners

Mitel® MiCollab Client provides a single access point for all your business communication and collaboration needs. It gives you unprecedented control over your communications and allows real-time access to everyone in the organization regardless of location, with rich presence information that makes every phone call or instant message (IM) count.

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Powering connections

MiCollab Client is a core component of the MiCollab solution, which unifies business critical applications, promotes user agility and collaboration, and simplifies and streamlines administration.

Key Benefits

- Increase workday efficiency
- Broaden your communication choices
- Stay connected, wherever you are
- Improve customer responsiveness
- Simplify mobility
- Reduce costs across the board

Increase Workday Efficiency

With MiCollab Client (formerly Mitel Unified Communicator Advanced) users are more accessible and able to respond immediately to the needs of others through real-time communication methods. Contact information can be launched from caller ID screen-pops, while secure chat and web and video collaboration sessions can be initiated with a single click. By integrating widely-used PC applications with a single access point for all communications and collaboration needs, you can improve the speed and efficiency of your employees, while also maximizing the value of your technology investments.

Broaden Your Communication Choices

MiCollab Client enables smarter communications between colleagues, customers, and business partners. With MiCollab Client, you can choose the best method of communication like instant messaging, voice, or desktop video before you even initiate contact, thereby improving the efficiency of your interactions with others. MiCollab Client incorporates communications and collaboration capabilities into popular business applications so you can further enhance your productivity with click-to-call from personal information managers (PIMs), Microsoft® Internet Explorer®, Apple® Safari®, and Microsoft Office.

Stay Connected, Wherever You Are

Using MiCollab Client's simple interface, you are able to quickly setup and modify how your calls are routed with Dynamic Status, including any preferential treatment for certain callers. You can use your mobile phone, residential set, or any phone to make and receive calls as if you were at your desk, so you are always within reach. You can use a mobile device or a web site to access the MiCollab Client Web Portal to edit Dynamic Status, edit the Dynamic Extension number, and check corporate contact details, presence information, and voice mail message details. Wherever you are, you have access to the entire organization and its toolset. MiCollab Client also provides the ability to dial through your organization's PBX, from wherever you are, using our OfficeLink feature.

Improve Customer Responsiveness

Employees that deal with your customers are the face of your company. Their ability to process requests and queries as quickly and completely as possible reflects on the whole organization. With MiCollab Client, frontline staff can easily check the presence and availability of a subject-matter expert, and contact that person in the most effective way. Collaboration tools can be used to quickly establish a conference call or a web conference, including the ability to share documents quickly and securely, resulting in a quick resolution to your customer's inquiry.

Simplify Mobility

The complexities of many mobile technologies too often present a bigger barrier than the problems they're meant to solve. Going mobile with Mitel is simple and you get a solution that moves with you from moment to moment to ensure that you're in touch with the latest decisions and can react instantly. With MiCollab Client you can easily and seamlessly move a call from desk phone to your mobile (cell or wi-fi) with just one mouse click, so that you can continue the conversation while on the go. And with MiCollab Mobile Client's integrated SIP softphone, it's like having your Mitel desk phone with you wherever you go.

Reduce Costs Across the Board

Everything you spend doing business comes off your profit margin. Hosted services, employee travel, facilities expenses, and long-distance communications charges add up. User communities involved in regular conference calls or meetings can benefit from MiCollab audio, web and video conferencing services, fully integrated with MiCollab Client, so that any phone call can become an audio or web conference with the click of a mouse. This easy-to-use option eliminates the need to pay for hosted external conferencing services.

Key Features

- Presence
- Messaging
- Softphone
- Mobility
- Web access
- Collaboration
- Attendant console
- Integration with business applications
- Flexible deployment

Presence

Save time when contacting people by knowing whether they are on the phone, away from their desk, or available for a video call, instant chat, or collaboration.

Easily manage your presence status with Dynamic Status and specify IM presence, and call routing options with a single status. Your status can be changed from within MiCollab Client for the desktop, MiCollab Mobile Client for BlackBerry, Android and iOS based devices, remotely from the MiCollab Web Portal, or automatically updated based on the user's Microsoft Outlook® or IBM® Lotus Notes® calendar information.

Messaging

With visual voice mail, you are able to quickly view the details of your MiCollab unified messaging or Mitel NuPoint Unified Messaging™ voice mail messages and see the presence information of the person who left the voice mail. UCA provides an intuitive interface with a range of options to contact the caller or simply play, delete, or forward the voice mail to another person.

MiCollab Client's secure IM and file sharing features offer a highly usable chat experience. Initiate a single or multiparty chat at the click of a mouse and, at the same time, share documents by dragging and dropping files into the chat session. This creates a more cohesive team work environment while providing a secure and encrypted IM history log.

Softphone

Road warriors and teleworkers can enjoy the same intuitive communications management from a remote PC or laptop by using an embedded software-based IP phone. When remotely connected to Mitel MiVoice Business (formerly Mitel Communications Director) or the MiVoice Office (formerly Mitel 5000 Communications Platform) via a secure network connection, mobile users can make and receive calls as though they were inside the corporate network. A SIP softphone option allows even greater flexibility for point-to-point voice and video calling with other MiCollab Client users and the MiVoice Video Unit (formerly Mitel UC360™ Collaboration Point).

Mobility

MiVoice Mobile Client installs as a client on supported BlackBerry®, Android™, and iOS® devices and extends key MiCollab Client features to mobile users. This includes the ability to manage their presence status, view corporate contact details and presence information, view call history information, view voice message details, and place calls through their corporate communications system. It also lets the organization and the user define GPS, Bluetooth®, and Wi-Fi® network locations to automatically update presence status based on based on location, or even time of day. For Android and iOS devices, an integrated SIP softphone allows calling over Wi-Fi or 3G/4G to stay connected while reducing cellular usage and roaming charges.
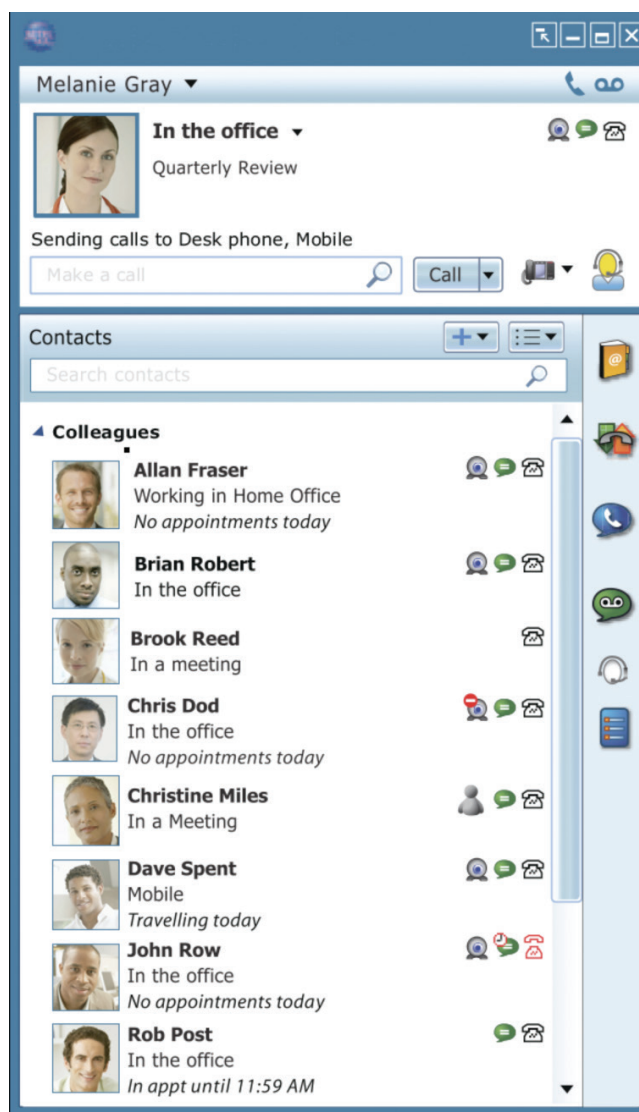
MiCollab Client for the desktop

Web Access

The MiCollab Web Portal provides access to key MiCollab Client features, perfect for users who are remote from the office. Users can access portals from any internet-connected computer or web enabled mobile device. The user can control their presence with Dynamic Status, view corporate contact details and presence information, view call history information, view voice message details, instant message, and place calls through the corporate communications system with in-call capabilities like hold and transfer.

Collaboration

With the growing number of mobile and geographically dispersed teams, video conferencing is now a crucial tool for facilitating rich communication. Point-to-point video provides a personal experience that builds stronger working relationships and allows more effective communication. Integration with MiCollab audio, web, and video conferencing services allows users to easily place a video call with the click of a button and easily schedule collaboration sessions or create them instantly on the fly. In addition, MiCollab Client users are able to perform point-to-point voice and video calling with the MiVoice Video Unit.

Attendant Console

The MiCollab Client console is designed for environments where the attendant, receptionist, or administrator has multiple job functions and requires their telephone and PC to conduct daily tasks outside of call answering. It provides rich Mitel presence information to the console user, helping to process calls more efficiently.

Integration with Business Applications

MiCollab Client integrates with popular communications and productivity tools such as Outlook and Microsoft Office. Users can dial from their Outlook contact list, integrate their Dynamic Status with their Outlook calendar, and click-to-dial using smart tags. MiCollab Client also integrates with IBM Lotus Notes, allowing users to dial from their contact list, launch web/video collaboration sessions, and integrate their Dynamic Status with their calendar. An applications programming interface (API) enables customers and channel partners to integrate MiCollab Client into popular business applications including customer relationship management (CRM), enterprise resource planning (ERP), and vertical applications.

Flexible Deployment

Mitel offers customers the deployment option of their choice. MiCollab Client as part of MiCollab, or as a standalone application that can be deployed as software on an industry standard server or into a virtual environment (VMware vSphere). MiCollab Client can also be deployed in Teamwork Mode without the need for a connection to a communications platform. This makes it easy to deploy to users during a platform migration or to team members outside of the organization like contractors, consultants, and partners.

For additional technical specifications, please refer to the MiCollab Client Data Sheet, available on mitel.com.

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