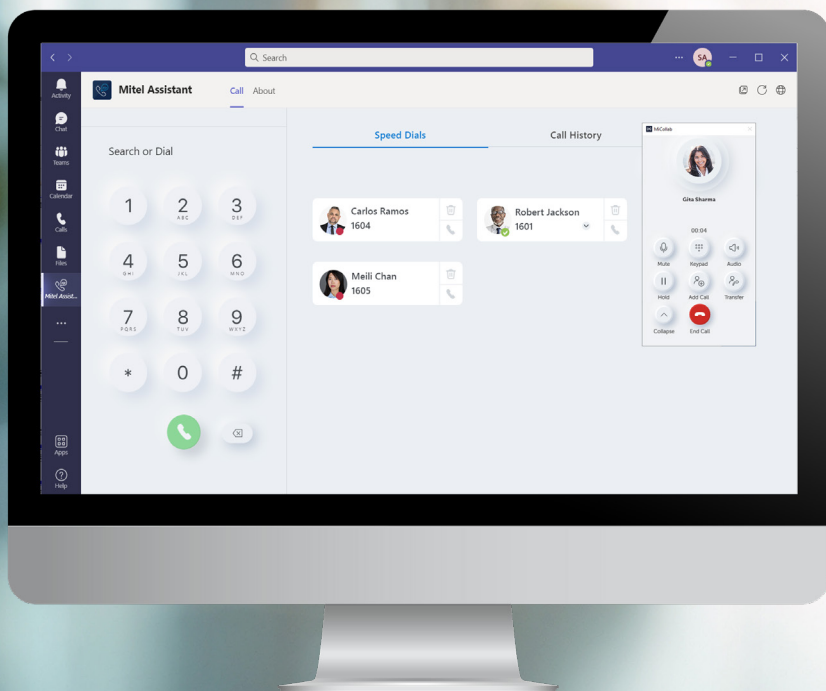


Delivered now. Connected to what's next.



MiCollab

Connect. Communicate Collaborate



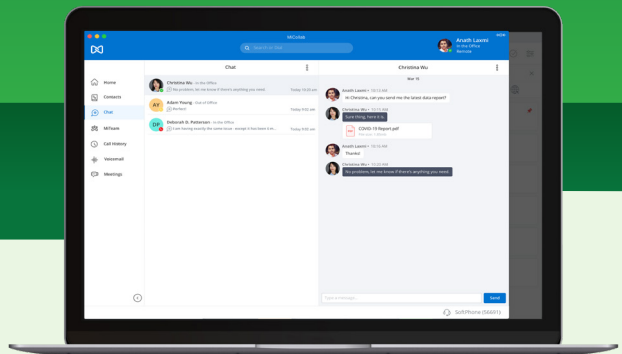
One partner. Every solution.

OVERVIEW

Help your employees make better decisions faster by providing them with everything they need to connect, communicate, and collaborate from any place, at any time.

Flexible, elegant and easy to use:

- A single application for voice, video, messaging, presence, conferencing, mobility, and team collaboration.
- Keep up with projects and boost the sharing of knowledge and ideas across business silos with integrated team collaboration services.
- A communications experience that is consistent across desktop and mobile devices.
- Flexible deployment options: on-site, virtualized, public or private cloud - that can evolve with your business as needs change.
- A connected workforce working together to increase the speed of interactions and satisfaction of customers.
- Presence and communications connectivity within Microsoft® Outlook and Teams to streamline communications workflows.
- Seamlessly move from calls or chat to video conferencing right within MiCollab or by crosslaunching third-party video platforms..
- Integrations with key vertical apps to streamline employee tasks.



MITEL'S COLLABORATION SOLUTION FOR CALL MANAGEMENT PLATFORMS

- **Messages** - Chat with individual colleagues or with groups in streams for optimal speed and efficiency.
- **Meetings** - Start live video sessions in seconds from a chat, a call, or schedule video meetings from Microsoft Outlook.®
- **Softphone** - All the benefits of a business phone directly from your PC or laptop.
- **Mobile** - Work from anywhere on any device staying connected while on the go.



SUPERCARGING BUSINESS PRODUCTIVITY

MiCollab is the engine that provides the collaboration experience for Mitel Unified Communications platforms including **MiVoice Business & MiVoice MX-ONE**.

MiCollab brings together voice, video, chat messaging, web conferencing and team collaboration tools into a single solution making it easier for employees to connect

with others and break down internal silos, so that they can interact efficiently and productively with colleagues, customers, or partners.

Quick, easy access to messaging on mobile devices, enabling mobile employees to remain connected - wherever they happen to be.



SUPERCHARGING BUSINESS PRODUCTIVITY



With MiCollab, employees benefit from:

- Unified Communications that connects them with others in an intuitive, seamless experience.



- Team Collaboration that enables virtual, interactive workspaces for group-based projects.
- Video-Based Collaboration for face-to-face meetings and conversations.



- Unified Messaging that makes message retrieval and management simple.
- Integrations with MS Teams and key third-party video applications.

Communications

A single access point for all your communications and collaboration:

Presence – know instantly whether people you need to connect with are on the phone, away from their desk or available for a chat.

One-to-One and Group Messaging – instant message with others using Mitel's web-based resilient, persistent, and secure chat services.

Visual Voicemail – quick and direct access to voice messages using visual message handling, including current presence information of the colleague who left the message.

Softphone – enjoy the same modern desktop communications experience on any device (PC, Mac, tablet or smartphone).

Mobility – whether on iOS or Android[™] devices, the MiCollab Mobile App extends office-based communications and team collaboration capabilities to mobile users wherever they are.

Web Client – access unified communications and collaboration features from remote locations using a web browser.

Voice Quality Control – see a quick view of the quality of voice on devices and softphones.

Streams – virtual workspace for groups to discuss topics, share files, and return to team content over time – improve efficiency by eliminating hunting through multiple locations or applications to find important information.

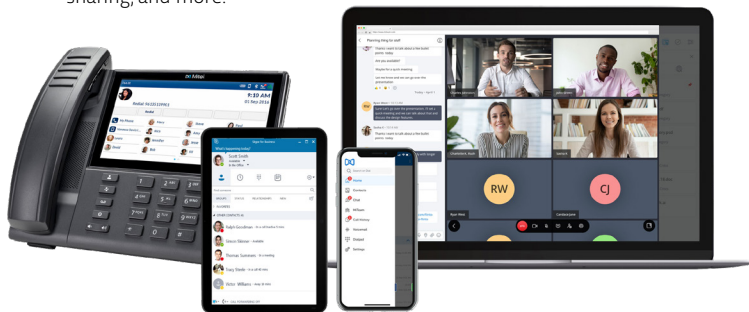
Share – jointly create and share content.

VIDEO AND WEB COLLABORATION

Real-time video collaboration capabilities with features including:

- **Point-to-Point Video** – Place a video call to colleagues with the tap of a button from any contact card or direct chat message.
- **Calendar Integration** – schedule meetings in advance with calendar integrations.

- **Robust Features** – active speaker window, screen sharing, and more.



UNIFIED MESSAGING

MiCollab streamlines the management of voicemail, email, SMS and fax messages:

Edit and delete Messages – with just a couple of clicks, easily edit or delete one or multiple messages.

SMS Text Messaging - send and receive a text or media message with internal and external participants through an SMS service provider.

Message Retrieval – retrieve voice, text and fax messages.

Integration with Microsoft Teams®

MiCollab integrates easily with Microsoft Teams,® supporting customers who use it for collaboration but need a top-

tier communications platform. Highlights of the integration include:

- **Bi-directional presence synchronization**
- **Access to corporate / organizational directory**
- **Access to personal contacts**

Mitel adds unique value that only a world-leader in Unified Communications and Collaboration solutions can deliver, like optimized Total Cost of Ownership, unrivalled voice quality and an enhanced user experience.

Other Integrations

Cross-launch of third-party video applications - Launch a preferred video meeting application from MiCollab with a click of the mouse.

Mitel offers several integrations with Microsoft® products, such as Microsoft® Dynamics 365 (CRM), Outlook, Calendar, Active Directory, Microsoft® Entra ID, Power BI and others.

Mitel's Outlook client plug-in allows you to manage voice messages from the mail client and add meeting access details when creating an Outlook calendar invite.

Apps and Integrations with Other Vendors Mitel showcases a wide-range collection of apps and integrations with key applications in vertical markets.

Mitel Assistant, available on the Microsoft App Store enhances robust integration of all Mitel platforms with Microsoft Teams.



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