

Mitel MiCollab Audio, Web and Video Conferencing

Enhance any meeting with collaboration - anytime, anywhere



The speed of business is getting faster, no matter what size your company is. So less time wasted on trying to connect with others, means that more time can be spent on driving business success

Today employees can often be found almost anywhere but at their desk or in the same office, making effective communications challenging.

This is why enabling your business to connect and collaborate more effectively, regardless of location or who they need to work with - is more essential than ever.

Mitel® MiCollab provides your business with an integrated suite of conferencing and collaboration tools designed to help improve the sharing of information that ultimately leads to well informed, timely decisions.

When combined with Mitel's MiCollab UC desktop clients your employees can quickly escalate a regular voice call into a collaborative session supporting the sharing of documents, presentations, and more, with only a click of a button.



Key Benefits

- Provides enhanced collaboration that is accessible from anywhere, at any time
- Enables the sharing of knowledge, insights, and experiences with others allowing for higher quality, more timely business decisions being made
- Enables colleagues located in different locations to collaborate more effectively without having to travel and meet face-to-face
- A connected workforce working together to increase the satisfaction of customers
- Create meetings within Outlook® with collaborative conference services with a click of a button
- Large-scale conferencing with desktop & document sharing to enhance scheduled or in-the-moment communications, while minimizing the need to use/pay for external services

Improving customer responsiveness

Employees who interact with customers are not only the face of your company but play a pivotal part of the customer experience with your business. Their ability to process requests and queries as quickly and entirely as possible reflects positively on the whole organization. Through MiCollab, your employees can quickly establish a multi-party conference with desktop sharing, between the customer and key internal subject matter experts so that the issue can be resolved the first time.

Reducing business costs

Outside hosted conferencing services can often charge high contract fees or per-minute charges on top of their service connectivity charges which can add up quickly the more your business uses these external services.

However, with MiCollab there are no limits on the number of conferencing hosts, no special event connection costs, and no expensive add-ons to worry about. Furthermore, MiCollab collaboration services are always available to address your in-the-moment needs with no extra costs or hassle for the business.

MiCollab audio, web and video conferencing can provide your business with comprehensive audio conferencing and collaboration capabilities including:

Key Features

- Scheduled and Ad-hoc Conferences
- Participant Management
- Desktop and Application Sharing
- Multi-point Video Conferencing
- Private and Public Chat
- Outlook Plug-in
- Web-based Collaboration Viewing and Sharing
- Meeting Center on MiVoice 6800 & 6900 phones
- Polling
- Conference Recording
- Custom Access Codes

Scheduled and ad-hoc conferences

Users can create a variety of collaborative meetings, from scheduled events (one-time or recurring), to ad-hoc sessions. Participants can call in to join a conference, have the solution call them, or choose to stream their voice and content over their Chrome or Firefox web browser simplifying the process and providing greater convenience.

Participant management

With integrated moderator controls for audio-only and collaboration participation within the conference. New participants can be added with ease and individual participants can be managed with mute, hold and drop controls. Moderators can easily gauge participant interaction, monitor who joins or drops, and ensure the meeting runs smoothly.

Desktop and application sharing

During an active session, participants can easily share their entire desktop, a region of their desktop, or a specific application / document, allowing for spontaneous content sharing at any point whether connected via a MiCollab conferencing desktop client or web-based connection.

Multi-point video conferencing

No need to book the video conferencing meeting room equipment to have a casual 'face-to-face' meeting. Using regular PC web-cams, up to eight participants (at a time) can share their video, with session leaders being able to selectively enable or disable web-cams.

Public and private chat

Instant messaging enables group and private side-bar interactions to occur between participants without disrupting the overall meeting. All participants can save a transcript of the instant message session enabling them to obtain a copy of the discussion.

Outlook® plug-in

With a click of their mouse employees can add MiCollab audio and collaboration services to any meeting request created within their Outlook desktop calendar with audio bridge and web collaboration details automatically added to meeting invite. If the meeting needs to be rescheduled, the MiCollab conference is automatically adjusted to match the change made to the calendar entry.

Web-based collaboration viewing/sharing

External participants do not require any client software loaded on their desktop to participate in a session. Once connected to the Conference web client, they can choose to call in, have the system call them, or using a Chrome or Firefox browser stream voice, audio, and view the shared content. Through the web client, they can interact by raising their hand, express their opinion with a thumbs up or down, or have a sidebar discussion using embedded chat. If they need to share content, a simple browser extension enables them to share their entire desktop or specific content to the other participants.



Meeting Center

Integration between MiCollab and your Mitel MiVoice communications platform enables employees to view, access, and be notified of a MiCollab conference that is about to begin on the display of their MiVoice 6800 and MiVoice 6900 series phones. With Meeting Center all conferences scheduled within the next 12 hours can be quickly accessed with the touch of a button on their phone.

Polling

Moderators can easily solicit feedback from the session audience with targeted polling questions. These can be used at the end of a session to gain feedback on the topic just discussed or used throughout the session to maintain participant focus. The results can be shared with everyone or kept hidden from view.

Conference recording

Each session can be recorded, saved and easily distributed to session participants, whether it's a conference call or collaboration session. Playback supports bookmarks and a flexible progress slider that lets users start, stop or resume playback at any point.

Custom access codes

For added simplicity users can set up "reservation-less" conference events and create their own four-digit access codes for their guests. No more looking for access codes when a fast decision is needed – the conference call is ready when they are.