

# 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 trying to connect and communicate ideas with others, means that more time can be spent being productive

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 easily and effectively, no matter where they are, how they work or who they work with - is more essential than ever.

Mitel® MiCollab provides a suite of conferencing tools - *audio conferencing, video, and web collaboration* - designed to help organizations improve communications and information sharing among employees and with customers, partners, and suppliers. When combined together your employees are able to easily enhance a regular call or team meeting with the sharing of documents, presentations, web pages, their desktop and collaborate on them in real-time.

No matter their location, participants can connect, view and share with others, enabling them to share insights, discuss new ideas, and ultimately make well informed, more timely decisions.

## Key Benefits

- Single business tool providing enhanced communications and collaboration anywhere, on any device
- Enables easy sharing of knowledge, insights, and experiences with others allowing for higher quality, more timely business decisions being made
- Colleagues located in different locations communicating more effectively without having to travel and meet face-to-face
- Large-scale conferencing with desktop & document sharing enhancing in-the-moment communications, minimizing the need to use/pay for external services
- Connected workforce working together to increase customer satisfaction
- Automatic collaborative conference creation upon meeting creation within Outlook®



## Improve customer responsiveness

Employees who interact with customers are the face of your company. Their ability to process requests and queries as quickly and completely 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 subject matter experts who are on the road, that results in the quick resolution of the customer's inquiry or issue.

## Reduce business costs

Typical hosted conferencing service providers charge either high contract fees or per-minute charges on top of regular connectivity charges for "pay as you use" services. These costs can quickly add up the more employees use these services.

With MiCollab there are no limits on to the number of conferencing hosts, no special event connection costs, and no expensive add-ons to worry about. Furthermore, MiCollab conferencing services are always available to address your in-the-moment needs or handle your weekly team meeting at no extra cost to your business.

MiCollab audio, web and video conferencing can provide your business with comprehensive audio conferencing and web interaction 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
- File Transfer
- Document Management
- Polling
- Conference Recording
- Custom Access Codes

### Scheduled and ad-hoc conferences

Users are able to initiate a variety of collaboration sessions, from scheduled calls (one-time or recurring), to ad-hoc sessions. Participants can call in to join a conference, or have the solution call them, simplifying the process and providing greater convenience.

### Participant management

With integrated moderator controls for audio-only and full collaboration participants of the conference, the moderator can easily gauge participant performance, monitor who joins or drops, and manage both participant types to ensure a smooth session. New participants can be added with ease and individual participants can be managed with mute, hold and drop controls.

### Desktop and application sharing

During an active session, participants can easily share their desktop, an application or a region of their desktops or applications with a mouse-click, allowing for spontaneous content sharing. A toolbar provides all of the annotation tools presenters need to increase interaction and collaboration.

### Multi-point video conferencing

No need to book expensive videoconferencing meeting room equipment or make travel arrangements just to have a casual 'face-to-face' meeting and build stronger team bonds. Using regular PC webcams, up to eight participants can connect using video or choose to add video to a web collaboration session, with session leaders being able to selectively enable or disable webcams among participants.

### Public and private chat

Instant messaging enables public and private interaction with all or select meeting participants. All participants can save an archive transcript of the instant message session.

### Outlook® plug-in

With a single mouse click, when employees create a new meeting request in Outlook Calendar MiCollab automatically creates a conference room for the meeting with audio bridge and web collaboration services. If the meeting needs to be rescheduled, the MiCollab conference is automatically adjusted when the change is made to the Calendar meeting.

### Web-based collaboration viewing/sharing

Mobile and external participants do not require any client software loaded on their desktop to participate in a session. Participants can choose to call into the session or use a standard web browser to stream the session's audio, view the shared content, and interact by raising their hand to ask a question or express their opinion with a thumbs up or down. If they need to share, a simple browser extension enables participants to share the desktop or specific content to the others in the session.

### File transfer

File transfer allows the meeting host to transfer files to all or select participants. This is especially helpful when files are modified during an interactive collaboration session.



## Document management

Important files associated with a session can be placed in public or private areas for future use. When accessed by the session leader during a web conference, all participants are able to view and download files stored in the public area, making it easy for dispersed teams or meetings to access important information.

## 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. Recordings are saved in industry-standard formats and optimized for a small file size. 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 "reservationless" conference calls and select their own four-digit access codes for their conferences. No more looking for access codes when a fast decision is needed – the conference call is ready when they are.