Mitel MiCollab Audio, Web and Video Conferencing

Enhance any meeting with collaboration - anytime, anywhere

Mitel

Powering connections

The speed of business is getting faster, no matter what size your company is. So less time wasted on trying to connect and communicate ideas 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 easily and effectively, no matter where they are located or who they need to work with - is more essential than ever.

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

When combined together with Mitel MiCollab your employees are able to easily escalate a regular voice call into a full collaboration session supporting the sharing of documents, presentations, web pages, etc. with a click of a button.

Key Benefits

- Provides enhanced collaboration that is accessible from anywhere, on any device
- Enables easy 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
- Connected workforce working together to increase customer satisfaction
- Create meetings within Outlook® with collaborative conference services with a click of a button
- Large-scale conferencing with desktop & document sharing enhancing in-the-moment communications and minimizing the need to use/pay for external services

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 that results in the quick resolution of their inquiry or issue.

Reduce business costs

Outside hosted conferencing services often charge high contract fees or per-minute charges on top of regular connectivity charges that add up quickly 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 or fuss for the 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
- Meeting Center on MiVoice 6800 & 6900 phones
- Polling
- Conference Recording
- Custom Access Codes

Scheduled and ad-hoc conferences

Users are able to create a variety of collaborative meetings, 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 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 make travel arrangements or book expensive videoconferencing meeting room equipment just to have a casual 'face-to-face' meeting to build stronger team bonds. Using regular PC web-cams, up to eight participants at a time can add video to a collaboration session, 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 an 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

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 desktop participants to share their 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. 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 "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.