

Mitel MiCollab Audio, Web and Video Conferencing

Wherever you are around the world, share information and collaborate with co-workers, partners, and customers



As workforce roles become more varied, and workers more widespread geographically, collaboration becomes more challenging and more important than ever. Mitel® MiCollab (formerly Mitel Applications Suite) provides businesses with a comprehensive audio conferencing and web collaboration application that helps improve collaboration and information sharing among employees and with customers, partners, and suppliers.

MiCollab unifies business critical applications into a single, integration solution that promotes user agility and collaboration, simplifies and streamlines administration, and can be deployed in a traditional manner (on a single server) or in a virtualized environment (as a VMware virtual appliance).

Key Benefits

- Build stronger relationships
- Enhance productivity and innovation
- Improve customer responsiveness
- Take charge of collaboration costs



Build Stronger Relationships

Connecting with people quickly and simply, in a manner that best suits the current situation. Colleagues and teams located in different locations communicating more effectively without having to jump in their car or on a plane in order to meet face-to-face. Helping clients navigate and locate items on the business's web site when they call seeking assistance. These are just some of the benefits that your business can obtain through the audio, web, and video conferencing capabilities provided by Mitel MiCollab. When these powerful capabilities are combined with Mitel's feature-rich unified communications solutions employees are able to easily enhance a regular call or team meeting with the ability to share documents, presentations, web pages, their desktop and video.

Enhance Productivity and Innovation

These days it does not matter if your business is large or small, for the speed at which the business landscape moves for everyone is fast. So less time wasted trying to connect with others means that more time can be spent on being productive.

MiCollab audio, web, and video conferencing provides a dynamic, real-time environment for the sharing of ideas and information. It allows employees to connect with people, both inside and outside of the business, no matter where they might be located, providing the ability to quickly and easily share, discuss, and collaborate on documents, presentations and ultimately make more informed, timely decisions.

Improve Customer Responsiveness

Employees that deal with 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 audio, web, and video conferencing employees are able to quickly establish a conference call or a web conference, with key subject matter experts, resulting in a quick resolution to your customer's inquiry.

Take Charge of Collaboration 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 utilize the services.

MiCollab audio, web, and video conferencing has no limitations to the number of conferencing hosts, no special event connection costs, and no expensive add-ons. Furthermore MiCollab with audio, web, and video conferencing helps eliminates employee downtime and reduce travel expenses, such as transportation and accommodation, associated with conducting face-to-face meetings. What this provides for your business is a great return on investment, no matter what size your business is.

Key Features

- Scheduled and Ad-hoc Conferences
- Participant Management
- Desktop and Application Sharing
- Multi-point Video Conferencing
- Private and Public Chat
- Remote Control
- Web-based Collaboration Viewer
- File Transfer
- Document Management
- Polling
- Conference Recording
- Custom Access Codes

Scheduled and Ad-Hoc Conferences

MiCollab audio, web, and video conferencing provides the flexibility to initiate a variety of collaboration sessions ranging from scheduled calls (one-time or recurring) to ad hoc sessions swiftly created on the fly. Participants can call in to join a conference, or have the solution call them, simplifying the process and providing greater convenience. During an active session, participants have the control they need to ensure an effective and productive session.

Participant Management

MiCollab audio, web, and video conferencing provides a consolidated view of audio-only and collaboration participants. With integrated moderator controls for both the audio and web portions 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. With ease they can add new participants and control individual participants with mute, hold, or drop.

Desktop and Application Sharing

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

Multi-Point Video Conferencing

With globally dispersed teams, video conferencing is now a crucial tool for facilitating rich communication. It provides a personal experience that builds stronger, and more effective working relationships. With MiCollab audio, web, and video conferencing, participants can easily broadcast live video to other participants using a standard PC webcam. Additionally, session leaders have the ability to selectively enable or disable webcams for meeting participants when a group video conference is desired.

Public and Private Chat

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

Remote Control

Remote control lets participants easily take control of another desktop during a desktop or application sharing session. To request remote control of a participant's desktop, simply highlight the user and right click. If the participant accepts your request, you can then have control over that desktop. Save time during collaboration sessions, training, or resolving support issues as though you were onsite.

Web-based Collaboration Viewer

With MiCollab audio, web, and video conferencing participants in collaboration sessions do not always require a client loaded on their desktop to passively participate in a session. Using a standard web browser participants are able to stream the session's audio, view the session leader's shared desktop and / or shared applications and interact by raising their hand to ask a question or express their opinion with a thumbs up or down. For enhanced mobility, participants with tablets and smart phones can also utilize this web portal, with the screen layout being optimized for the device.

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

MiCollab audio, web, and video conferencing provides the ability to solicit feedback from the session audience with targeted polling questions. These can be used at the end of a session to gain important feedback on the topic that was just discussed or used throughout the session to maintain participant focus. The results can be shared with everyone or kept hidden from view. At any time during polling, the meeting host can save the results to a CSV file for later review. If polling is toggled on and off during a conference, it is possible to append new answers to the same CSV file when saving the results.

Conference Recording

Each session has the ability to 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 are optimized for a small file size. Playback is a breeze with support for bookmarks and a flexible progress slider that lets users start playback at any point.

Custom Access Codes

For added simplicity for very regular conference calls, 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.