MiCloud Connect

Services Overview

Your Complete Business Communications Solution in the Cloud

Talk. Chat. Collaborate. Interact.

MiCloud Connect is a full-featured communications and collaboration solution that empowers users to work more efficiently and productively no matter their location. Our focus on ease-of-use and the mobile workstyle delivers streamlined features and intuitive interfaces so users can easily interact with each other and not have to focus on making the software work.

MiCloud Connect solutions are easy to deploy and deliver simple pricing as well as flexible licensing so you're never overpaying for features you don't use and can easily evolve your solution as business needs change.

The MiCloud Connect Difference

MiCloud Connect combines telephony, conferencing, IM, video, collaboration and contact center to deliver a complete businesses communications solution. It is designed to address the needs of every department in your organization so you don't need multiple vendors. Users can select from our flexible phone options such as IP desk phones, soft and web clients, mobile apps as well as telephony integrations with leading providers. Our clean and intuitive UI lets users interact and multi-task in ways that they prefer without having to install plug-ins or deal with multiple windows and pop-ups. Plus, it's so easy to provision that it's practically plug-and-play. To ensure business continuity and security, MiCloud Connect has built-in operational redundancies and Secure Real-time Transport Protocol (SRTP) so your system is always running at top performance.

Benefits

- Fully hosted, end-to-end solution
- Consistent and intuitive user experience across all devices
- Easy switchover & provisioning
- Reliable & secure
- Business continuity
- Robust system features
- Premium customer service

Simple User Experience, Robust Features

MiCloud Connect blends traditional phone system features such as call transferring, extension dialing and more with instant messaging, conferencing, video and screen sharing, allowing you to save time, reduce travel and efficiently collaborate with others.

By consolidating these features into a single client, you can get more done faster and with less hassle. Communicate how you want with ease—interacting with others can be done directly from the MiCloud Connect client with a few simple clicks. You never need to launch a new app, new window or waste time configuring it to make things work. Plus, with the ability to make changes in real time, you can change your call routing or presence on the fly. MiCloud Connect also offers the same collaborative web conferencing experience to external participants via their web browser so they can benefit from tools such as screen sharing and instant messaging.
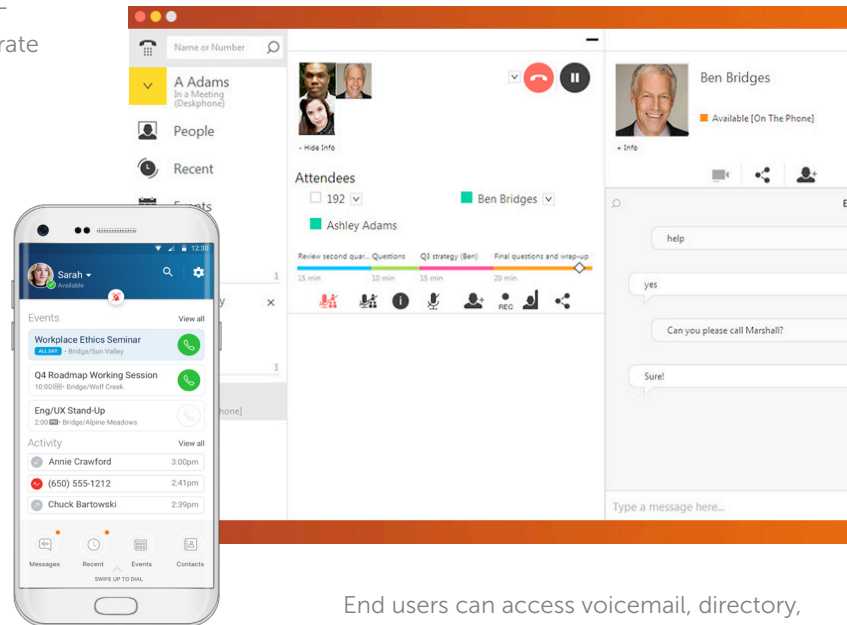
Client Event Features

- **Action Icons:** Trigger calls, video, web sharing, call recording, raise hand, mute self, mute all, and add a participant

- **Contact Timeline:** Revisit past communications with individual co-workers and filter by calls and messages

- **Favorites:** Quickly access the people and groups you interact with the most

- **Event Wizard:** Schedule calls and conferences and add presenters, agendas, invitations and more

- **Add Participant:** Easily conference others into a meeting to eliminate the need for follow ups and duplicate meetings

- **Agenda Timer:** Monitor agendas in real time to help participants keep conferences on track

- **Raise Hand:** Eliminate talking over one another and easily manage conversations with large groups

- **Visual Audio Monitoring:** Mute participants who have distracting background noise

- **Integration:** Outlook, G Suite and ICS calendars for presence, scheduling, meeting invitations and conferences

- **No VPN:** Join instantly without the need for VPN

Client Dashboard Experience

The MiCloud Connect client is there when you need it, and stays out of the way when you don't. The slim control panel can be compressed to fit your needs making it easy to interact and collaborate with others without taking up your entire screen.

Dashboard Features:

- **Directory:** Quickly locate contacts by name, number or extension and place a call

- **Personal Preferences:** Set presence (availability status) and personal call handling

- **People:** View co-workers' presence and organize contacts into favourites and groups

- **Recent:** See previous and missed communications with co-workers and quickily call them back

- **Events:** Create and schedule meetings, view upcoming events and quickly join meetings

- **Voicemails:** View, delete and listen to voicemails directly from the client

- **Messages:** Chat with individual users or create group chats

End users can access voicemail, directory, conference calling, park, transfer and other features from the MiCloud Connect client or mobile app.

Phone Solutions Built In-House

MiCloud Connect is an end-to-end solution. We design and develop our own phones, voice switch technology, solution software and advanced applications to ensure all components are optimised for peak performance so you never need to worry that a system upgrade or new feature might cause an unexpected issue. Our complete suite of business phone system features deliver traditional telephony solutions, plus seamless integrations and mobile solutions.

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Robust Tools That Make Team Collaboration Simple

❯ **Mitel Teamwork:** Increase productivity and enable your users to collaborate in real time with workspaces that serve as virtual rooms for teams to share files, message and create tasks via their smartphone or web browser

❯ **Multi-Point Video Conferencing:** Improve collaboration, increase communication accuracy and enhance customer experiences with real-time, face-to-face video interactions

Easy to Provision, Easy to Manage

MiCloud Connect makes business phone systems easy to deploy with plug-and-play functionality. We serve as a part of your team by managing your move to the cloud, providing the circuits and porting your phone numbers from your current carrier. Ongoing account management is easy via the MiCloud Connect Portal, our browser-based administrative interface that manages billing, account levels and user permissions. Scale up or scale down as needed to accommodate new locations or seasonal staffing fluctuations.

Business Phone Features:

❯ **IP PBX Telephony Services:** Call control, call routing, voicemail, music on hold and automated attendant

❯ **Mitel Desk Phones:** System directory, intercom, conference calling, transfer, redial, hold and other options; soft keys for presence status, pick up, park and more

❯ **Mitel Connect Mobile App:** Bring MiCloud Connect with you wherever you go with our iOS and Android mobile app that extends full call handling and UC capabilities to your smartphone

❯ **Third-Party Integrations:** Increase efficiencies with seamless, native integrations with leading providers such as Salesforce®, NetSuite®, Google® and Microsoft®, plus most popular CRMs

❯ **Productivity Apps:** Streamline workflows with web dialers, our Chrome™ browser extension and other app dialers

❯ **Operator:** Make it easy for supervisors to monitor calls and contact status with hover and drag-and-drop functionality, plus detailed caller information

❯ **Softphone:** Turn your computer into a phone by simply plugging in a headset

Additional Services:

- **Mitel Connect Fax:** Send and receive faxes over the Internet from your computer and mobile device
- **Mitel Connect Scribe:** Have voicemails sent via email so you don't have to waste time dialing in and can easily review voicemails at a later date
- **MiCloud Connect Contact Center:** Multi-channel solution for sales and customer service operations
- **MiCloud Connect Connectivity:** Ensure uptime with our scalable "private network" offerings including E1, Multiprotocol and DSL

Continuity, Security & Scalability You Can Depend On

Your business deserves the highest level of service availability. As an enterprise-class, managed hosted solution, Mitel understands that businesses demand enterprise-class data integrity, application reliability and physical safeguards. That's why we invest in several levels of redundancy and load balanced system hardware to ensure business continuity and maximum uptime for your business. Mitel also offers a service level agreement (SLA) guarantee with our private cloud circuit connection, E1 or MPLS prioritized for voice carriage.

MiCloud Connect is built with a secure access layer to protect our phones, carriers and Mitel Connect apps against security risks. Our secure voice and app transport is built-in right "out of the box" with secure remote transport protocol (SRTP) for secure voice and secure app access.

MiCloud Connect Utilizes:

- ILBC codec for landline call quality
- A range of Tier 1 voice and data providers to deliver significant redundancy, enhanced call completion and data connectivity capabilities
- Connectivity with individual telephone and data carriers that spans multiple locations so calls can be rerouted if issues arise
- Multi-tenant data centre that scales network capabilities while independent, modular hardware isolates any issues to a population subset
- A shared customer information database that is replicated to additional data centers and is backed up daily off site

Premium Customer Service

MiCloud Connect is a premium, managed service. Our mission is to deliver a communications experience that our customers love. By owning our own software, we can easily streamline the support experience and provide users with immediate access to our support department. With a simple click of a button from their desk phone, users can be connected to a live operator from our team of experts. Our team can answer technical questions, resolve problems and even help you develop a strategy for maximizing the impact of our business phone system. For additional support, a variety of Mitel Expert Start, Jump Start and Network Services programs are offered to deliver rack and stack or physical connections of equipment, set up of data monitoring tools, post-installation networking maintenance support, and the purchase and/or resale of non-Mitel equipment.

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