

# Mitel MiCollab Audio, Web and Video Conferencing

Share information and collaborate with co-workers, partners,  
and customers, regardless of device or location



Today's enterprises can have employees spread across the globe who work in a variety of environments, making collaboration difficult. Mitel® MiCollab 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, integrated solution that promotes user agility and collaboration, simplifies and streamlines administration, and can be deployed as hardware on a single server or in a virtualized environment.

## Key Benefits

- Build stronger relationships
- Enhance productivity and innovation
- Improve customer responsiveness
- Reduce collaboration costs



### Build stronger relationships

- *Connecting with people quickly and simply, in a manner that best suits the current situation.*
- *Colleagues located in different locations communicating more effectively without having 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 combined with Mitel's feature-rich unified communications solutions, employees are able to easily enhance a regular call or team meeting by sharing documents, presentations, web pages, their desktop and video.

### Enhance productivity and innovation

The speed of business is getting faster, no matter what size your company is. So less time wasted trying to connect with others means that more time can be spent being productive. MiCollab provides a dynamic, real-time environment for the sharing of ideas and information. It allows employees to connect with others, no matter where they might be located, and to quickly and easily share, discuss, and collaborate on documents and presentations, and to ultimately make more informed, timely decisions.

MiCollab audio, web, and video conferencing provides a dynamic, real-time environment to share ideas and information. It allows employees to connect with internal and external resources, no matter where they might be located, and to quickly and easily share, discuss, and collaborate on documents and presentations, and to ultimately make more informed, timely decisions.

### Improve customer responsiveness

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

### Reduce 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 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 with audio, web, and video conferencing services always available, your business can reduce the need for employees to travel for face-to-face meetings. This provides great return on investment for your business, regardless of size.

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
- Remote Control
- Web-based Collaboration Viewer
- 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

With globally dispersed teams, video conferencing becomes a crucial tool for facilitating rich communication. It provides a personal experience that builds stronger and more effective working relationships. With MiCollab, session leaders can selectively enable or disable webcams, with participants easily broadcasting live video using a standard PC webcam when a group video conference is desired or required.

### 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.

### Remote control

Remote control lets participants take control of another desktop during a desktop or application sharing session. Once the request for remote control is accepted, the user is able to drive the remote desktop, saving time during collaboration and training sessions, or resolving support issues as though they were onsite.

### Web-based collaboration viewer

Mobile and external participants do not require any client software loaded on their desktop to participate in a session. Participants can use a standard web browser 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.

### 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.