MiVoice Business

Delivering everything your organization requires to ensure great guest experience

Good communication is at the heart of every successful hotel. MiVoice Business customers enjoy flexible, scalable, secure communications, optimized to meet the needs of the hospitality industry, from small economy hotels through to some of the world's most famous luxury hotels.

Britannic

Mitel
Powering connections

MiVoice Business Solution at a Glance

DELIVERS COMPLETE FLEXIBILITY

On-Premise, private or public cloud deployments, all with industry leading TCO

LEADING COMMUNICATION SOLUTION

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FUTURE PROOFED

Future proof your solution through the acceleration of new features and cloud-based Collaboration & Customer Experience applications

SINGLE VENDOR

MiVoice Business delivers seamless communication and collaboration through the best complete single vendor solution

The hospitality industry is not immune to the wave of digital transformation, and properties need to invest in a strong core network architecture that is simple, reliable, and flexible enough to keep up with guests evolving expectations, as well as staff and property needs.

MiVoice Business's core UC hospitality solutions provide this framework and flexible systems that offer seamless integration into existing hospitality processes and environment.

Mitel communication solutions allow hoteliers to focus on managing guest experience and hotel operations. Our technology has the flexibility to adapt to guest and staff requirements with a minimum of management overhead. MiVoice Business has a unique architecture to enable support of traditional and IP communications, fixed and wireless. This approach allows hoteliers to benefit from IP communications whilst protecting investment in traditional telephony.

HOW DOES MIVOICE BUSINESS MEET THE NEEDS OF HOSPITALITY

- *Property Management System interface*
- *Room Status, Wake Up, DND*
- *Guest Name Display on Staff Phones*
- *Mobility Options for Staff and Guest – Cell Phone Twinning*
- *911 Direct Dialing (Supports both 911 and 9911 guest dialing)*
- *911 Reporting to Hotel Device with Concurrent Pass Through to Emergency Services*
- *Suite and Group Suite services*
- *Embedded Voicemail, Auto Attendant*
- *Embedded Recorded Announcements and Music on Hold*
- *Content to Display Set option via Mitel AppBuilder*

MiVoice Business offers a Complete Communications Solution

Businesses of all sizes are looking for comprehensive communications that ensures continuous personal and team productivity. MiVoice Business Subscription provides a complete communication, collaboration & customer experience solution to ensure employees can not only call, chat & video securely, but vitally in today's new way of working, feel connected regardless of whether they are sat next to each other in the office or mobile within the resort.

Embedded mobility solutions deliver employees greater freedom to communicate from wherever their business takes them, without the burden of escalating mobility costs:

- *Single Number – select up to 8 devices (regardless of design type) to act as their business phone, so all their phone numbers collapse into a single business extension.*
- *Hot Desking – Enable your employees to log into any Mitel MiVoice Phone, located at any of your offices, so they continue to be accessible and productive by having their calls routed to the device they are logged into.*

Deployment Flexibility

MiVoice Business has a deployment model to fit your organizations individual requirements. In addition to providing you a path to the cloud when the time is right for your organization.

In fact, with MiVoice Business as your organization's IT strategy evolves (for example: from distributed servers in multiple sites to a single private cloud) it to can evolve with your business – delivering a strong and futureproof total cost of ownership (TCO).

ON-PREMISE

- Choice of Mitel 3300 Controllers
- Mitel EX Controller
- Industry Standard Services

VIRTUAL

- VMware and Hyper-V virtualization

PRIVATE CLOUD

- Private cloud deployment within your own data center

MiVoice Business Solution Highlights

- Global Platform designed to meet the needs of businesses in a single site or a multi-site network that spans the globe
- Scalable from 5 to 130,000 users
- Flexible deployment option – on-site, virtualized or private cloud
- IPv6 (dual stack), FQDN and SNMPv3 support
- In-Office Experience from anywhere
- Business Continuity
- Mobility applications
- Extensive Phone portfolio
- Video Conferencing
- Omni-channel contact center
- Multi-media collaboration
- Single Number reach

WHY PRIVATE CLOUD

A private cloud can leverage virtualization and converged infrastructure for cloud-like scale and efficiency, but in a private, dedicated system within your own data center. The protected nature of a private cloud provides an extra layer of security

and control to meet industry-specific compliance requirements.

Supercharging business productivity

MiCollab brings together voice, video, chat, messaging, web conferencing and team collaboration tools into a single solution. Making it easier for employees to connect with others and break down the silos associated with organizational departments.

Whether it's from their desktop or mobile devise, with MiCollab employees can easily collaborate ideas and tap into the knowledge of others across the organization, regardless of their location.

With MiCollab your employees can benefit from:

- *Unified Communications (UC) services that make connecting with others an intuitive, seamless experience*
- *Team Collaboration services (MiTeam) that enable virtual, collaborative workspaces for group-based projects of any size*
- *Unified Messaging (UM) services that make message retrieval and management simple*
- *Collaboration services (Audio, Web and Video Conferencing) to power scheduled or ad-hoc teamwork between colleagues, and customers.*

Versatile family of Mobile First IP Phones

The Mitel 6900 IP series is a powerful family of 'Mobile First' IP phones that offer advanced integrations with mobile devices and applications.

Mobile integration capabilities allow users to pair their mobile phone directly to the 6900 IP phones to allow the management of both mobile phone and IP calls on a single device. The Mitel 6900 IP phones deliver crystal clear audio through the unique corded or cordless voice optimized handset and high-performance hands-free speakerphone

Unparalleled flexibility is achieved through a broad array of user installable accessories that tailor the phone to the specific user's need for increased mobility, improved workflows and enhanced communications.

The 6900 IP family has the functionality and flexibility to meet the needs of today's demanding work environment.

Today's customer is omnichannel – are you?

One-third of the population is comprised of millennials and there are now almost 5 Billion mobile phone users in the world. These shifts have brought new challenges to the way your business delivers customer experience. 90 percent of consumers check your website before interacting with your company, and most customers would rather interact through digital channels like email, chat, and social media.

Mitel's MiContact Center Business platform is designed to give your customers the freedom to interact with you on their preferred device, using the media that works best for them while giving agents and supervisors the tools to manage today's omnichannel customer journeys.

MiContact Center Business comprises the following applications and tools:

- *Contact Center Management*
- *Interactive Contact Center and Interactive Visual Queue*
- *Workforce Scheduling and Schedule Adherence*
- *IVR Routing*
- *Omnichannel Contact Center*
- *Softphone and PhoneSet Manager*
- *Screen Pop*
- *Predefined Response Templates*
- *Outbound Dialing*
- *Remote Agents*

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