

Mitel Phone Manager - Outlook

Call Control, Presence & IM for MiVoice Office 250

Overview

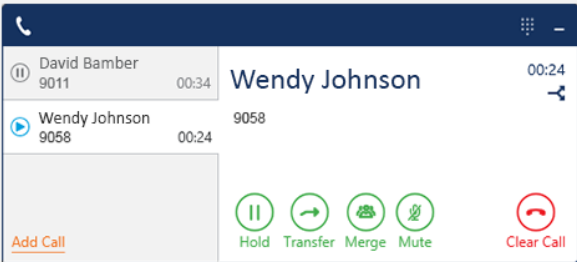
Mitel Phone Manager makes day-to-day office communications simple by giving users complete control over their telephone. Not only does this reduce the need for training but also means users can make the most effective use of their time.

Call Control, Call Forward & Do Not Disturb

Making and transferring calls is a simple process using Mitel Phone Manager: a single mouse click replaces a multistep process on the handset. Up to 4 calls can be easily controlled at any one time with clear information showing which call you are connected to. In addition, users can easily manage their forward, divert and do-not-disturb status.

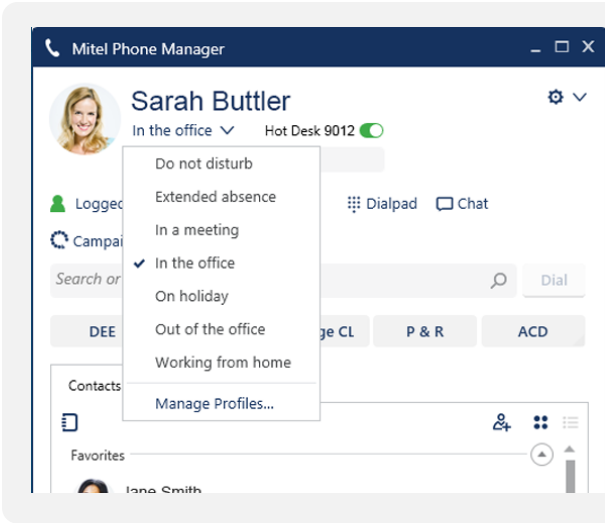
Call Identification

Not every call a user takes will be about the same topic and in some circumstances you may want to prioritize certain calls over others. Mitel Phone Manager gives you this ability by clearly showing users the source of each call they take with a colored title bar and caption. If required, the caption can be expanded to include more information about the call to enable them to answer it in a specific way.



Presence

Clear visibility of other users within the organization makes it much easier to find colleagues to help with queries. Mitel Phone Manager displays the status of other users, extensions and agents on the system as well as presenting preconfigured views based on departments and teams.



Call History

Each user is presented with a comprehensive history of all calls they have been involved with and can redial any with a button click. Missed calls are clearly defined as are calls from contacts in the centralized or personal directories.

Key Features

- Highlight & dial numbers from desktop and web applications
- Mitel hot desk status and control
- Call control from the desktop (answer, hold, transfer...)
- Microsoft Outlook add-in for dialing & meet-me conference booking
- Control of do-not-disturb and forward state
- Real-time presence of all users in the organization, grouped by department
- Detailed individual call history
- Searchable directory of internal and external contacts
- Windows integrated logon with minimal user-side configuration

Key Benefits

- Reduce training requirements & speed up telephony tasks
- User status visibility makes it easy to find other users
- Clear identification of call types and VIP customers
- Shared contacts for quick access to commonly used numbers
- Eradicate misdials by using highlight & dial
- Reduced total cost of ownership with simplified administration and centralized configuration
- Improve customer service

Host System Requirements

- OS: Windows 7, 8.1, 10 (Professional / Enterprise / Ultimate) 32/64-bit
- OS: Windows Server 2008 SP2, 2008 R2, 2012, 2012 R2, 2016 (Standard / Enterprise / Datacenter) 32/64-bit
- CPU: Intel Core Duo 1.8GHz or faster (or equivalent)
- RAM: Minimum: 1GB, Recommended 2GB
- Network: IPv4, 100Mb/1Gb
- Graphics: Minimum: DirectX v9 compatibly graphics cards with 120MB RAM. Recommended DirectX v9 compatibly graphics cards with 1024MB RAM
- .NET Framework: 4.5.2
- Supports Terminal service environments (except TAPI & softphone features, RAM, CPU & Graphics requirements need assessment)
- Active Directory Integration by Organisation Unit (OU) for user configuration

Upgrade Requirements

- Mitel Phone Manager Softphone (not available in terminal environments)
- Integration available to Microsoft Dynamics CRM, Goldmine, Salesforce.com, Zendesk and many more
- Customizable toolbar for task automation
- APIs available for .NET, COM & event-driven VBScript Macros
- Play calls directly from call history with MiVoice Office Call Recorder or Xarios Call Recorder
- 1st party TAPI driver (not available in terminal environments)
- Team Leader licence offers control of other users on the system and visibility of hunt groups

Mitel Phone Manager - Professional

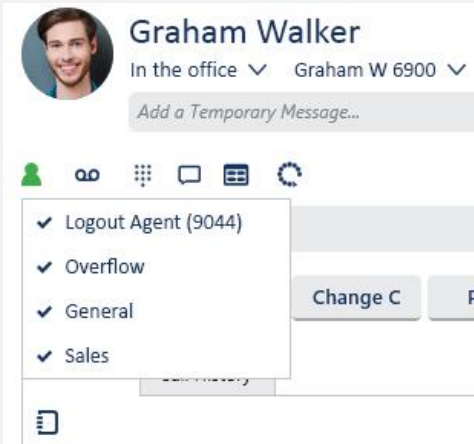
Call centre ACD control & CRM integration for MiVoice Office 250

Overview

The Professional version of Mitel Phone Manager builds on all the great features of Mitel Phone Manager Outlook and introduces a range of features designed to put all your contact center tasks at your fingertips.

ACD Agent Control

Whether you belong to 1 or 10 inbound hunt groups, Mitel Phone Manager Professional gives you a simple way to see which groups you are logged into and then change the status in any group with a simple mouse click. Only groups you are a member of will be displayed so there is no need to remember hunt group numbers or feature codes anymore.



Soft Keys

To automate common telephony and other tasks, 5 user configurable soft keys are included with the software. These allow users access to the phone system feature codes and speed dials which helps to streamline interaction with the telephone.

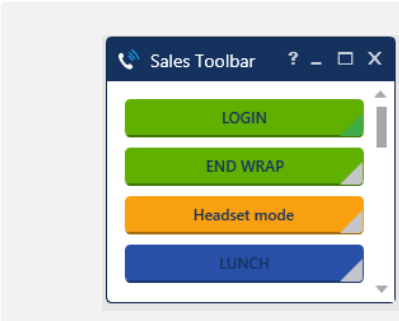


CRM Integration

As well as support for 1st Party TAPI, the Professional license provides screen pop integration to more than 15 of the most popular CRM applications on the market. Simply configure the user's login credentials and set to pop when ringing or on answer. In most cases the Mitel server database can be configured to synchronize with your CRM to display your customer data on the Mitel Phone Manager call control toaster which can change color to alert staff to incoming VIP calls.

Toolbar Features

In more formal call center scenarios, multiple configurable toolbars can be centrally designed and assigned to users to maintain a standardized interface for all users. Buttons can be designed to dial popular numbers with one click, launch your Windows applications quickly and easily or be set-up to use any of the 100+ MiVoice Office 250 features.



Macro and API support

If you have a custom or in-house designed CRM then take advantage of the Professional license's integration tools such as VB Script Macro Design, .NET DLL and COM controls. If your CRM user interface is a browser it's even easier to screen pop with the use of a query string.

Key Features

- All the features of Mitel Phone Manager Outlook license (see Mitel Phone Manager datasheet)
- ACD agent control (hunt group Login)
- UCD status notification and control
- Integrated soft keys (5 buttons), user customisable
- Multiple toolbar support, centrally configured
- 1st party TAPI, (call control events)
- Macros, vb scripting engine for custom integration work
- CRM application support (see CRM datasheet for more details)
- API access (.Net dll/com/vbscript)

Key Benefits

- Improved efficiency, gain complete control of your MiVoice Office 250 endpoint from your computer
- Integrate with common CRM application or use the development tools to cti enable your own applications
- Streamline training requirements & speed up telephony tasks

Host System Requirements

- OS: Windows 7, 8.1, 10 (Professional / Enterprise / Ultimate) 32/64-bit
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- .NET Framework: 4.5.2
- Supports Terminal service environments (except TAPI & softphone features, RAM, CPU & Graphics requirements need assessment)
- Active Directory Integration by Organisation Unit (OU) for user configuration

Upgrade Options

- Add a Mitel Phone Manager Softphone (requires a CAT F device license on MiVoice Office 250)
- Upgrade to the Team Leader license if you manage other staff in your contact centre. This gives greater visibility and control of other user's status

Playback calls directly from the Mitel Phone Manager call history using the MiVoice Office Call Recorder

Mitel Phone Manager – Team Leader

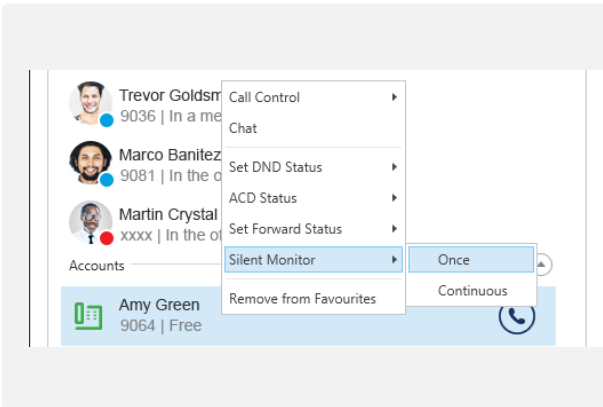
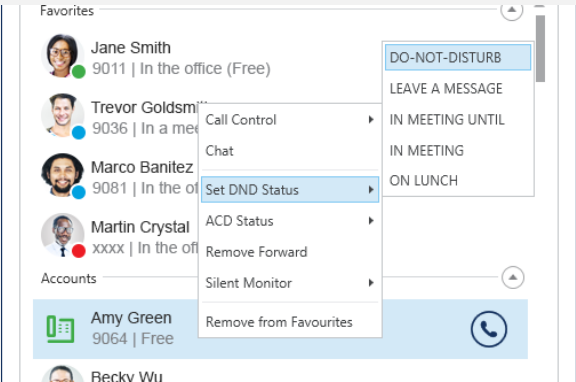
User control, alarm notification & hunt group visibility for MiVoice Office 250

Overview

With the Mitel Phone Manager Team Leader license you can build on the features of the Professional license to view, manage and interact with your team more efficiently.

User Control

If your staff belong to more than one MiVoice Office 250 ACD Agent hunt group, you can use your Mitel Phone Manager Team Leader license to log your team into the groups, straight from your desktop. If they forget to set Do Not Disturb (DND) when they leave for lunch, you can manage their DND state remotely. If necessary you can remotely change their call forwarding for non ACD Agent calls.

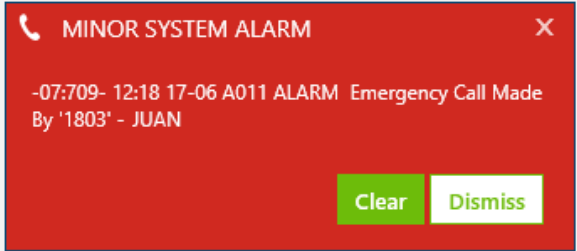


Alarm Notification

As a Team Leader you may be responsible for support and safety and the Alarm Notification feature will provide you will a pop up alert should staff dial an emergency number or if your MiVoice Office 250 system reports alarms. If configured you can clear the alarms and take the appropriate action.

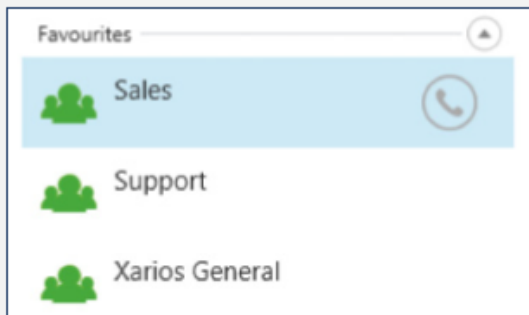
Silent Monitoring

If quality monitoring is a regular part of your role, take advantage of the silent monitor feature to listen to calls in progress. The silent monitor function can be set for a one time or continuous silent monitor. If you need to send your team member a message, use Mitel Phone Manager's Instant Message feature to start a chat session.



Staff, Hunt Group and Message Visibility

In addition to the ability to see the status of your staff in icon or detail views, Team Leader allows you to display the status of all the ACD Agent hunt groups you manage, so that you can see when all staff logged in to a group are busy on calls. If your MiVoice Office 250 ACD Agent group has an outstanding voicemail message, your Mitel Phone Manager software will alert you in addition to your personal voicemail notification.



Key Features

- MiVoice Office 250 alarm notification, real-time popup alerts of phone system and CT gateway alarms
- Hunt group status icons, view quantity of calls waiting
- 3rd party ACD agent status, DND & FWD control
- Silent monitoring, one off or continuous mode

Key Benefits

- Gives your team leaders the tools they need to be more effective
- Improve customer service
- Streamline staff training
- Improve reaction time to call service levels
- Maximize system uptime with alerts about potential issues

Host System Requirements

- OS: Windows 7, 8.1, 10 (Professional / Enterprise / Ultimate) 32/64-bit
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Upgrade Options

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Playback calls directly from the Mitel Phone Manager call history using the MiVoice Office Call Recorder

Mitel Phone Manager – CRM Integration

Release 5.1 CRM Integration

APPLICATION	VERSIONS	SCREEN POP	CALENDAR SYNC	CALL HISTORY
OUTLOOK PLUGINS				
Microsoft® Outlook®	2010, 2013, 2016	•	•	•
Microsoft Office 365™	N/A	•	•	•
PROFESSIONAL PLUGINS				
Goldmine	2015.1, 2016.1, 2017.1	•	•	•
Maximizer	2015 (v13.0) Desktop Client	•		•
Microsoft® Dynamics CRM	2011, 2013, 2015, 2016	•	•	•
Microsoft® Dynamics NAV Classic Client	4.0 SP2, 5.0 and 6.0 (2009)	•		
Microsoft® Dynamics NAV Role Tailored Client	7.0, 8.0, 9.0, 10.0	•		
Microsoft® Dynamics NAV Web Client	7.0, 8.0, 9.0, 10.0	•		
Microsoft Internet Explorer	9, 10, 11	•		
Microsoft Office 365™	N/A	•	•	•
Microsoft® Outlook®	2010, 2013, 2016	•	•	•
Netsuite	2014.1	•	•	•
Sage CRM	5.7-7.0, 7.1, 7.2 Note: Sage CRM Essentials Edition (Cloud) is not supported	•		
Salesforce	Professional, Enterprise, Performance (Group and Contact Manager versions not supported)	•		•
SalesLogix	7.0 – 7.5 SP2, 8.1	•	•	•
Swiftpage Act!	15 (2013), 16 (2014), 17 (2015), 18 (2016), v19 (2017)	•	•	•
SugarCRM	6.4 – 7.9 (on-premise & cloud)	•		•
Tigerpaw CRM	14.1.20, 16.1.07	•	•	•
ZenDesk	N/A	•		
Zoho CRM	Version 2014	•		•

Mitel Phone Manager – License Comparison

Release 5.1 License Comparison

Feature	Outlook	Professional	Team Leader
Call control (up to 4 calls)	•	•	•
Highlight & Dial	•	•	•
Desktop presence	•	•	•
Presence Profiles	•	•	•
Call History	•	•	•
Do not disturb & Forward control	•	•	•
Hot Desk Control	•	•	•
Instant Messaging (chat)	•	•	•
Personal Directory	•	•	•
Call Recorder Playback *	•	•	•
Group Mailbox Notification	•	•	•
Hot Keys	•	•	•
Call banners including profiles	•	•	•
Softphone †	•	•	•
UCD Control	-	•	•
Integrated Toolbar	-	•	•
Full Toolbar	-	•	•
TAPI (1st Party)	-	•	•
Macros	-	•	•
Application Support	Outlook Only	•	•
API Access (.NET/VB)	-	•	•
Alarm Notification	-	-	•
Hunt Group Status	-	-	•

* Requires MiVoice Office Call Recorder or Xarios Call Recorder 3.0 or higher

† Requires add-on licence, also includes integrated toolbar