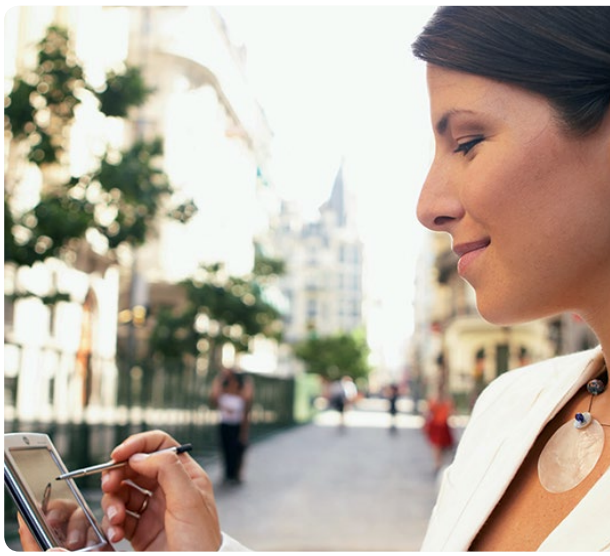
Mitel MiCollab Advanced Messaging

Unified Messaging

A powerful suite of UM applications including advanced call processing, voice mail, e-mail integration, personal assistant, fax, speech and notifications



With Mitel MiCollab Advanced Messaging Unified Messaging you turn your Mitel communications system into a productivity tool. Users can communicate more efficiently, respond more quickly and increase productivity

MiCollab Advanced Messaging main functions

INTEROPERABILITY

MiCollab Advanced Messaging has the unique ability to leverage both IP and traditional TDM communications systems. This is a very cost-effective solution and it works with what you already have: your existing telephony system, e-mail and data infrastructure. No other solution offers such a higher level of interoperability.

- *Native SIP integration with MiVoice MX-ONE*
- *Support for multiple telephony integration protocols*
- *Simultaneous integration with multiple telephony systems*
- *Support for multiple e-mail clients and stores*
- *Support for all types of data network topologies*

NETWORKING AND GLOBAL USER ADMINISTRATION

MiCollab Advanced Messaging meets your scalability challenges and consolidation objectives through sophisticated system networking and global user administration capabilities. With this handy feature, administrators can manage the subscriber and distribution list databases of all MiCollab Advanced Messaging servers from a single global view.

EASY ADMINISTRATION

- *Single admin interface for voice, speech, UM and fax*
- *Global user administration*
- *Single point of administration with Provisioning Manager*
- *Networking (AMIS, VPIM, Avaya Message Networking Server Support)*
- *Active Directory MMC Snap-In*

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VOICE MAIL, UNIFIED MESSAGING AND CALL PROCESSING

MiCollab Advanced Messaging offers a variety of interfaces so your employees can use the same keystrokes they use now to access and process their messages.

MiCollab Advanced Messaging offers an alternative Telephone User Interface (TUI) that mimics many of the legacy voice mail systems. It offers the most robust voice mail and call processing feature set, including customized front-end call handling, personal menus and advanced message notification. MiCollab Advanced Messaging Automated Attendant acts as a virtual call center, routing incoming calls and providing your customers with around-the-clock access to everything, from pre-recorded information and faxable documents to account inquiries and survey questionnaires.

A FULLY FEATURED UNIFIED MESSAGING SUITE

- *Full set of legacy call processing and messaging features*
- *Alternate TUI: Octel Aria/ Serenade, Avaya Intuity AUDIX, Nortel Meridian Mail/CallPilot, and Mitel NuPoint with Centigram Interface, AVST Kinesis & Repartee, Adomo TUI emulation*
- *Interactive Voice Response (IVR)*
- *Speech and DTMF Automated Attendant*
- *Integrates e-mail, voice mail and fax into a single view*
- *Unified Messaging (UM) access via web interface, speech or DTMF via the telephone, e-mail client, and any mobile device*
- *UM e-mail client integration (Microsoft Outlook, IBM Notes, Novell GroupWise, Google Gmail, Microsoft Office 365 or any IMAP4 compliant e-mail system)*
- *Text-To-Speech*
- *Unified Messaging architectures: server-based, client-based, secured, and simplified*
- *Multi-language client support*
- *Multi-language support for system prompts*

PERSONAL ASSISTANT

Whether you are in the office, in your car or someplace else without an Internet connection, Personal Assistant is at your service. PA is a speech recognition engine, which uses your voice to manage your messages, calendar, calls and availability from anywhere.
Some of the Personal Assistant features are:

- *Presence and availability*
- *Find-me / Follow-me*
- *Contact access and dialling*
- *Calendar access and management*
- *Call waiting (whisper notification)*
- *Call recording*
- *Continuous connection*
- *Acknowledge, call divert and call transfer*
- *Missed call message notification*
- *Visual VM on smartphone or tablet*

MICOLLAB ADVANCED MESSAGING MOBILE CLIENT

The MiCollab Advanced Messaging Mobile client is an application specially designed for mobile devices running on Android and iPhone. This application is very useful for Personal Assistant users who want to access their voice messages while on the move. Instead of calling the Voice User Interface or running Web PhoneManager, they can quickly and visually manage their voice mailbox from anywhere. The MiCollab Advanced Messaging Mobile client can also provide location-based presence.

VOICE INTERCEPT MESSAGING (VIM)

Voice Intercept Messaging (VIM) handles the presence and availability of the user. With VIM, MiCollab Advanced Messaging is aware of the presence of a user and plays to the caller a variable greeting, giving information about the presence of the user. This greeting contains two elements: the reason of the diversion and the expected return time. After having announced the user's availability, VIM proposes actions to the caller. The VIM presence is synchronized with the MiVoice MX-ONE call manager, via the CMG server.
VIM provides the following:

- *User selected absence message*
- *Callers can leave a message or be transferred to an operator or a user's mobile phone*
- *Pre-recorded messages set by numeric key pad*

MICOLLAB ADVANCED MESSAGING FAX

If documents are key to your business, then MiCollab Advanced Messaging Fax/RightFax is the right solution for you. MiCollab Advanced Messaging Fax/RightFax from OpenText together with MiCollab Advanced Messaging brings increased efficiency, flexibility and security to faxing and electronic document delivery. It's the ideal solution for companies in such fields as healthcare, financial services, manufacturing, education, law and government.

- *True Unified Messaging with the ability to electronically receive, send and manage voice, fax and e-mail at a single location*

- *With MiCollab Advanced Messaging Automated Attendant any information stored in a Fax library is available to your customers around-the-clock*
- *Provides a single number for both voice and fax*

NOTIFICATION

MiCollab Advanced Messaging Notify is an outgoing call notification module that lets customers record and deliver outgoing messages easily. These could be anything from appointment reminders to schedule changes to emergency message notification. The information can be personalized by customer. The following notifications are available:

- *One to many - message broadcast*
- *One to one - personalized message notification*
- *Customized announcements*
- *Reporting*

Subscribers can be notified of the receipt of new messages in their mailbox using any combination of the following message notification tools:

- *MWI to the telephone*
- *Outcall (immediately or daily)*
- *SMS and e-mail*

MiCollab Advanced Messaging Main Features

UNIFIED MESSAGING

- *Deliver UM to multiple e-mail systems (premises and public Cloud) including Microsoft Outlook, Office 365, Lotus® Notes®, Google™ Gmail™, Novell® GroupWise® and IMAP 4 Complaint Email*
- *Integrates e-mail, voicemail and fax into a single view*
- *Access via mobile device, e-mail client, Web interface, speech or DTMF telephone*
- *Flexible UM storage models to meet security and compliance needs: server, client, secure and simplified UM*
- *Voicemail-to-Text (3rd party service)*
- *Text-to-Speech*
- *Localized desktop clients: English, Spanish, Danish, Dutch, Finnish, French, German, Italian, Norwegian and Swedish*

MULTI-LINGUAL PERSONAL ASSISTANT

- *English (AU, UK and US), Spanish (ES and US), French (CA and FR) and Swedish*

MOBILE CLIENT

- *iPhone and Android native client*
- *Segments personal and professional workflows*
- *Secure access to corporate data*
- *Call screening of incoming calls*
- *Contact management and dialing*
- *View and manage voicemails*
- *Settings management*

VOICEMAIL, CALL PROCESSING AND AUTOMATED ATTENDANT

- *Full set of voicemail, call processing and Automated Attendant features*
- *Alternate Telephone User Interfaces (TUI) – Octel® Aria®, Octel Serenade® (VMX), Mitel® NuPoint with Centigram Interface, Avaya® Intuity™ AUDIX®, Nortel® Meridian Mail/CallPilot, AVST Kinesis and Repartee®, Adomo TUI*
- *Interactive Voice Response (IVR)*
- *Speech and DTMF Automated Attendant*
- *Message notification*
- *Multi-language support*

BUSINESS CONTINUITY AND DISASTER RECOVERY

- *Survivability achieved using call servers at multiple sites*
- *High Availability, fully-synchronized uninterrupted hot standby system server and port distributions across multiple call servers*
- *Disaster recovery, fully-synchronized warm standby system server*
- *Redundant server components*
- *Built-in system reliability*

ADMINISTRATION

- *Single admin interface for voice, speech, UM, and fax*
- *Web-based mobile administrative client*
- *Global user administration*
- *Supports popular single point of administration tools*
- *Networking (AMIS, VPIM, Avaya message networking server support)*
- *SNMP support*
- *Active Directory MMC Snap-in*
- *User initiated password reset*
- *Message archiving, retention policy, discovery, and disposal (3rd party application required)*
- *Virtualization - certified with VMware® vSphere™ and Microsoft Hyper-V*
- *Migration Wizards for Kinesis and Repartee® for Windows*

MICOLLAB ADVANCED MESSAGING NOTIFY

- *Out-of-box call notification services*
- *Communicates pre-recorded announcements*
- *Customized announcements (dates, numbers, monetary amount, names)*
- *Campaign results reporting*

WEB SERVICES

- *Web services (SOAP/XML) for integration into Web portals, directories and applications*
- *Message access from a Web portal, availability status, and click-to-call*

FEDERATED PRESENCE AND IDENTITY

- *Federated presence to calendar including Microsoft® Exchange, Office 365 and Google Calendar*
- *Federated presence to Microsoft Skype for Business*
- *Federated identity: Web PhoneManager supports single sign-on using SAML with Microsoft Active Directory Federation Services*
- *Location-based services: Geofencing and Wi-Fi*

EMAIL INTEROPERABILITY

- *Delivers UM to multiple e-mail systems both premises-based and public Cloud*
- *Flexible UM storage model options*

BUSINESS APPLICATION AND DATABASE INTEROPERABILITY

- *Delivers automatic information access and delivery*
- *Ability to deliver automatic notification based upon information*
- *Utilizes Web services to embed communications into Enterprise business applications, for example, click-to-call, availability status, and message access via a Web portal*

Technical Specifications

EMAIL ACCESS

Server:

- *Microsoft Exchange 2007, 2010, 2013, 2016, Microsoft Office 365*
- *IBM Notes/Domino R8.0, R8.5, R9.0*
- *Google Gmail, Novell GroupWise, Mirapoint Email Server, and any IMAP4 compliant Email System*

Client:

- *Microsoft Outlook 2007, 2010, 2013, 2016*
- *IBM Notes R8.0, R8.5, R9.0*

MICOLLAB ADVANCED MESSAGING SKYPE FOR BUSINESS SUPPORT

- *Skype for Business 2016 Client support*
- *Skype for Business Server 2015 support*

MICOLLAB ADVANCED MESSAGING SINGLE SERVER

- *Up to 144 ports on a single server (without ASR speech resources) and 120 with speech on all ports*
- *Users per system:*
  - » *7,500 local store*
  - » *3,750 Unified Messaging*
  - » *3,750 Personal Assistant*
- *Up to 96 ASR resources and 5 languages*
- *Up to 96 TTS resources and 5 languages*
- *Up to 3 integrations total, limit 3 SIP integrations or 1 non-SIP IP integration*

MICOLLAB ADVANCED MESSAGING MULTI-SERVER

- *Up to 20 call servers per system*
- *Up to 144 ports on a single call server (without ASR speech resources) and 120 with speech on a single call server using ASR on all ports*
- *Up to 752 total ports (without speech) and up to 500 total ports (with speech), distributed across all call servers in the system*
- *Users per system:*
  - » *40,000 local store*
  - » *20,000 Unified Messaging*
  - » *20,000 Personal Assistant*
- *Up to 96 ASR resources per call server / 500 ASR resources total per system*
- *Up to 96 TTS resources per call server / 500 TTS resources total per system*
- *Up to 5 ASR and 5 TTS languages per system*
- *Up to 10 integrations total per system*
  - » *Up to 3 integrations total per call server, limit 3 SIP integrations or 1 non-SIP IP integration per call server*
  - » *Up to 10 DMG devices per call server*

OPERATING SYSTEM

- *Server: Microsoft Windows® Server 2008 R2 (64-bit); Microsoft Windows Server 2012 R2 (64-bit)*
- *Client: Windows Vista™ Business (32-bit), Windows 7 Professional (32-bit & 64-bit); Windows 8/8.1 (32-bit & 64-bit); Windows 10 (32-bit & 64-bit)*

MICOLLAB ADVANCED MESSAGING FAX

- *Up to 1,024 fax channels*

MICOLLAB ADVANCED MESSAGING NOTIFY

- *Up to 48 ports to-call, availability status, and message access via a Web portal*

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