Mitel Phone Manager

Call Control, Presence & IM for MiVoice Office 250

Overview

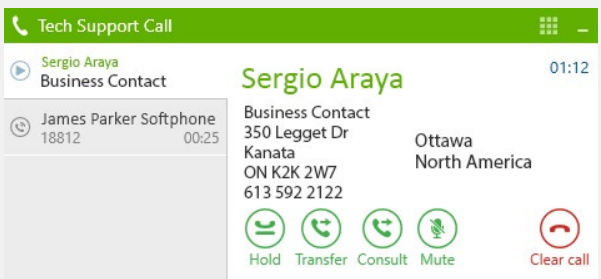
Mitel Phone Manager makes day to day office communications simple by giving users complete control over their telephone. Not only does this reduce the need for training but also means users can make the most effective use of their time.

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.

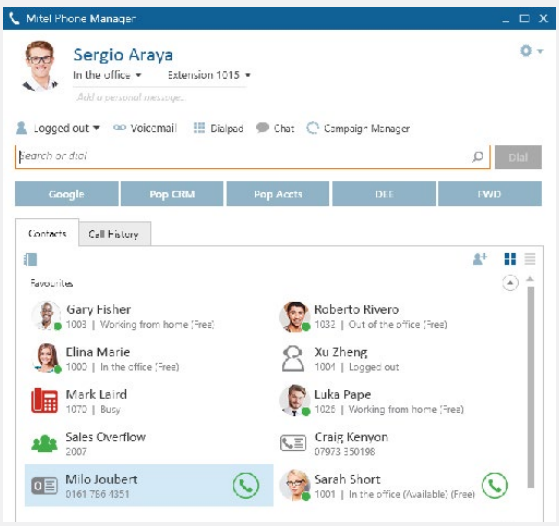
Call Identification

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, endpoints 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.

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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 onfiguration*

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

- *Windows 7, 8, 10 (Professional / Enterprise / Ultimate) 32/64-bit*
- *OS: Windows Server 2008 SP2, 2008 R2, 2012, 2012 R2 (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: 3.5 & 4 Extended*
- *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

- *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 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*

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Powering connections

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