



The Cloud UC system of choice

Use the flexibility of the MiCloud UC to give customer service and productivity a boost



Better communication and collaboration can lead to great things

Successful businesses rely on good communication. With the secure MiCloud UC cloud-based unified communications platform, your teams will have the flexibility to effortlessly communicate with customers – and each other. Conference calling. Desktop sharing. Mobile apps. And more. All to help them stay in touch, wherever they're working.

It's all possible because everything's hosted in the cloud. With a team of experts looking after security, and automatic tech updates. So you don't have to worry about a thing.



Get it right for your customers and teams

Built for you and the future

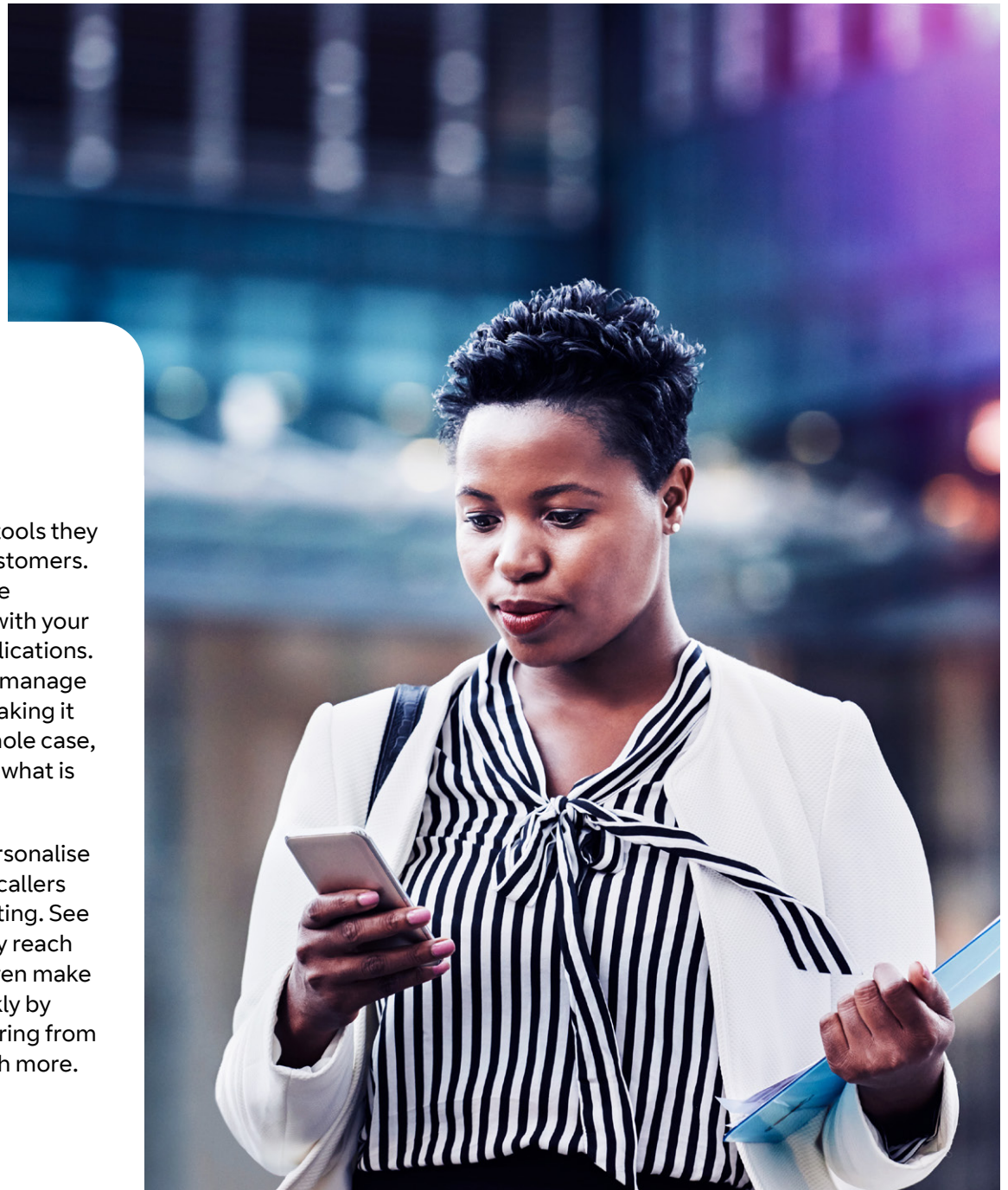
Businesses change daily. So you need a Cloud UC system that can flex as your work does. MiCloud UC lets you mix and match features for your different teams. For example, your desk-based people get the basics. While your field sales team get the tools to work on the go. What's more, you can make feature changes 24/7 using the online portal.

More sales. Happier customers.

Customers demand quality service. And that means giving them options when they want to reach you. From calls and emails to web chats and SMS. The optional Contact Centre (MiCloud CC) gives you the flexibility to easily do it all.

It also gives your agents the tools they need to get closer to your customers. Such as giving them real-time information by combining it with your CRM and other business applications. Plus, it can track, record and manage multiple communications. Making it simpler for them to view a whole case, and easier for you to find out what is and isn't working.

But that's not all. You can personalise messages to customers. Let callers know how long they'll be waiting. See who's calling and why, so they reach the right person first time. Even make sure calls are answered quickly by setting up several phones to ring from a single number. And so much more.





Get the peace of mind that comes from our expertise

Phone systems and the cloud. Our experience in both is unrivalled. We'll use it to help you every step of the way. From picking the right solution and installation, to billing and ongoing support. Our UK-based experts and engineers are there for you.

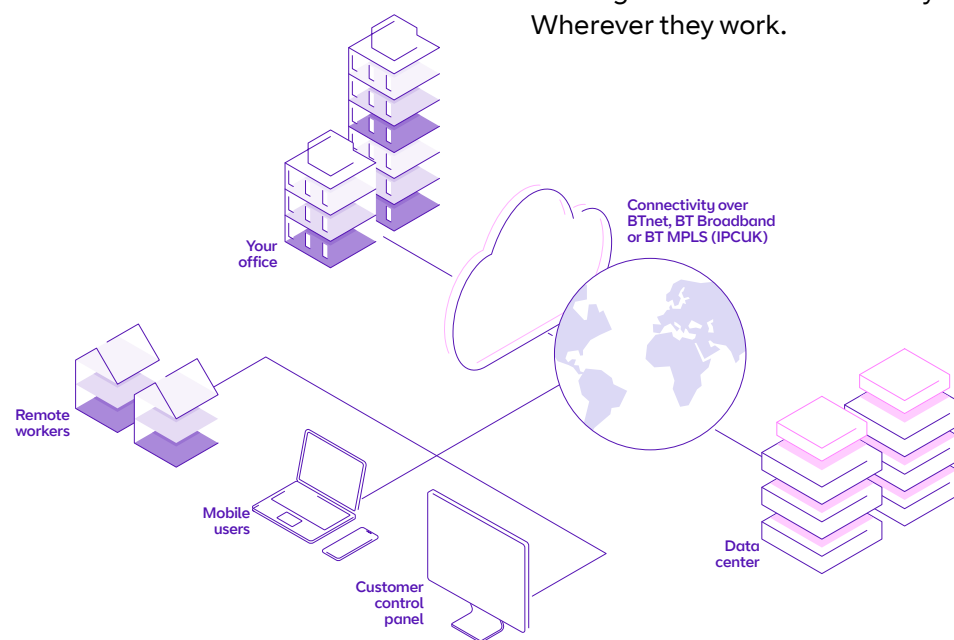
Here's how it all works

The platform sends what you say, and your data traffic, over your BT network connection. So you can make calls using a desk phone or a computer and headset, and all your teams get the same functionality. Wherever they work.

We run it all from secure, geo-resilient dual data centres as standard. MiCloud UC and CC also offer dual access points to the PSTN, adding a further layer of resilience.

One supplier, a choice of numbers

To use MiCloud UC, you'll need BT Broadband, BTnet or BT MPLS (IPCUK). You'll get BT One Voice SIP bundled in; choose a prearranged number of channels (Packaged SIP) or the exact number you need (Unpackaged SIP). What's more, you can select new numbers or move your existing ones to keep things consistent for your customers.



Giving your teams the tools to work smarter

Unified communications (UC) offer you more ways to talk to your customers, suppliers – and each other. To give productivity and customer service a boost.

Save time on arranging meetings

Presence lets you quickly find out who's available and who's out of the office. So you can decide on the best way to reach them.

Work more efficiently

With instant messaging, you can ask a colleague a quick question, even when you're on the phone.

Receive your messages, your way

Check voicemails, fax and call recording services on your desktop or mobile app. You can even receive voice messages as audio files by email.

Easily schedule a conference call, from anywhere

Then chat using the desktop or mobile app. The choice is yours.

Avoid interruptions

Ensure people only contact you when you're free. Simply synchronise your presence info with a Microsoft Exchange calendar.

Get the same features from anywhere

You can use key collaboration tools from any internet-connected computer. And get all the same phone features you can access in the office using a software-based IP phone (softphone).

Enjoy more privacy

Get a single number to ring on the devices you want – including your personal mobile phone.

Work smarter everywhere

With the MiCloud UC iOS or Android app, you can use the features wherever you are. From redirecting your calls to someone else when you're not available, to quickly finding somebody using the office directory.



Choose your features

High Level Features Feature	Single Line SIP or Analogue	Basic IPT	UCC Entry	UCC Standard	UCC Standard Plus
Basic Voice Calling	•	•	•	•	•
Rich Voice Features		•	•	•	•
Auto Attendant	•	•	•	•	•
Directory	•	•	•	•	•
Voicemail, Unified messaging and Outlook integration			•	•	•
Twinning			•	•	•
Desktop & Web UC			•	•	•
Desktop Softphone				•	•
Mobile UC & Softphone				•	•
Audio, Web collaboration				•	•
MiTeam Meetings					•

Pick ‘n’ mix your phones

Easy-to-use desktop and DECT phones

Get great call quality with a simple interface. These phones are perfect for everyday calls.

Ultra-efficient management phones

Designed for executives and frequent phone users, these handsets have additional programmable keys.

Crystal-clear conference phones

Built with the latest technology, conference calls sound like everyone’s in the same room. So you can get more done in meetings.

Take a look at our [handset brochures](#) to find out more.

1 One port for every Standard UCC User; One port for every Five Premium UCC Users; Nine ports in base.

2 Available as an option only with the MiCloud Business Multi-Instance deployment model.

3 You can choose a PC Softphone or Mobile Softphone. If you’d like both, make sure you get an extra license for your optional mobile softphone.

How to get in touch

Discover more about how MiCloud UC gives you the flexibility to improve your customer service and teams' productivity. Get in touch, or visit www.bt.com/micloud-uc



Offices Worldwide

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