

# Mitel MiVoice Business.

A system that grows with your business  
and improves customer service.





## Mitel MiVoice Business.

Every contact your business makes is crucial. No matter where they are, or what device they're using, callers want immediate answers from your team. Great service means putting them through to the right person instantly. Mitel MiVoice Business is a smart IP communications system that helps your people work together more productively and give your customers better service.

### The benefits.

- Improve service to win and keep more customers.
- Speed up decision making and boost productivity.
- Remote workers can still communicate with colleagues using intra-business calling, without costs spiralling.
- Keep your business agile and control costs.

Essential to the  
growth of your business

### Key features.

#### Win and keep more customers.

Mitel MiVoice Business makes it easier to manage calls and have productive conversations.

- Put customers through to the right person instantly with intelligent call handling.
- Make it easier to contact employees (wherever they are) by giving them a single contact number and voice mailbox.
- Lose fewer calls and keep more business with slicker call management.
- Show colleagues who is available to take calls, through unified communications.
- Prioritise voicemail and email messages, so they can be dealt with in the right order.
- Display missed calls at the touch of a button.

#### Control and reduce costs.

Mitel MiVoice Business helps control your costs:

- You only need one network for your voice calls and data.
- You can be more flexible with office space because your staff will be able to work from anywhere.
- You manage mobile and homeworkers without any additional cost through BT inclusive calling packages.
- As your business grows, you can save on the costs of a new building by making it simple for staff to work from home with Mitel Teleworker.

#### Boost productivity.

The easier it is for staff to collaborate and make decisions the more productive they are. 87% of businesses that offer flexible working believe it has improved productivity.<sup>1</sup> Mitel MiVoice Business features help employees work smarter:

- **Flexible working** – staff can use office systems securely from home or on the move.
- **Hot desking** – calls are routed to an employee's number wherever they're sitting in the office.
- **Better collaboration** – employees in different places can still work as a team through collaboration and conferencing features.

#### Attract the best people.

- People want more freedom and flexibility to choose where they work. Giving them more choice makes you more attractive as an employer, and helps you attract and keep the best people.
- More and more staff expect home working as an option – 13% of staff now work from home, up 21.4% since 2012<sup>2</sup>
- Recruit staff from a wider catchment area. Mitel Teleworker enables staff to work from home, so you can employ the best person for the job.



## Stay flexible and agile.

Mitel MiVoice Business keeps your business agile. MiVoice Dynamic Extension and MiVoice Teleworker boost your ability to adapt to changing market conditions and business growth.



## Reach the right person every time.

### Dynamic Extension routes calls intelligently.

Businesses rely increasingly on staff being available on their mobile. However, multiple numbers and voicemails can be frustrating for your customers and time consuming for your employees.

### Dynamic Extension can overcome this.

With a single number, calls are automatically routed to all the devices in an employee's Personal Ring Group when they are out of the office. (Up to seven other numbers can be added to your Ring Group, including mobiles.)

For example, without Dynamic Extension a customer may phone an employee's desk phone and leave a message. Five minutes later, they might call the employee's mobile and leave another message. Dynamic Extension enables all the employee's phones to ring at the same time, whether it's their desk phone, mobile, personal mobile or home phone – making employee's easier to reach first time, every time.

## Why use MiVoice Dynamic Extension.

- **Easier to manage voicemails** – staff no longer need to check multiple voicemail inboxes. They can even have voicemail messages delivered to their email inbox as attachments and listen to voice messages wherever they access email, including smartphones.
- **Transfer calls at the touch of a button** – makes it simple to transfer phones as staff dash out of the office.
- **Anywhere, any device** – Dynamic Extension works with any mobile model and any number.

## Work anywhere and still be in the office.

### MiVoice Teleworker means staff can work anywhere and still make and receive calls as if they were in the office.

Productivity shouldn't stop just because someone's not in the office. MiVoice Teleworker means employees can work from home, or anywhere with a broadband connection. Employees simply take their phone with them, plug it into broadband and then any calls from their work number go straight through to them, as if they're in the office. All calls to and from the office are made over the internet with no additional cost. This reduces overheads and could improve satisfaction, as well as productivity.

With a BT calling package, calls routed to a mobile via Mitel MiVoice Business could be inclusive.

### Stay flexible with Mitel Teleworker.

- If your business only needs cover at certain times of the day, you can hire part-time employees who work from home.
- Sales people on the move can save time by working anywhere with a broadband connection, rather than going back to the office between meetings. This means they can squeeze in an extra visit or two a day.

## Handsets – designed to improve communication and productivity.

A handset is no longer there to merely take calls. Packed with features, it's now a tool for business that can enable your employees to do so much more.

### Features.

#### Conferencing.

Bring in the experts at the touch of a button.

#### Duplex loud speaker.

Have two-way loud speaker conversations.

#### Hot desking.

Log into any phone in the office and calls to your number are automatically routed.

#### Cordless headset.

Move around the office while you talk.

#### Directory.

Find contacts quickly and easily.

#### Voicemail.

Access missed calls and respond to voicemails.

We offer a wide range of MiVoice IP Phones designed to improve the way you do business. We can also provide additional extras including conferencing units, cordless headsets and cordless handsets.

### MiVoice 5360 – an executive class handset.

Aimed at senior executives and employees, this handset gives you access to a range of advanced features at the touch of a button.

- 7 inch, high-resolution touch screen display.
- 48 programmable keys for one touch access.
- Real-time access to applications and services including Microsoft Outlook directory.



## Get more from your investment.

Make even more of your Mitel MiVoice Business with products and services that add more value to your investment.

- **Maintenance** – BT offers a range of service care options to suit the needs of your business. With 65% of faults fixed remotely, without the need for engineer call out, you can depend on us to keep your business up and running.
- **Structured cabling** – replace multiple wiring with one cable for voice, data and video allowing you to be more efficient, as you're managing one infrastructure. Plus you can change desks just by plugging in, making life that little bit easier.
- **Power** – keep working in the event of a power cut or simply give you time to properly close down critical equipment.
- **Finance** – control costs by either renting or buying a system. A range of flexible payment options is also available.
- **BT Unified Communicator** – make calls from your PC and see whether a colleague is available to take your call before you make it. You can also see details of your last 50 calls, incoming or outgoing.
- **Additional services** – make the most of your communications system with a range of services that includes: LAN, door entry systems, call recording, external music on hold, call accountant and online training.



### Why BT and Mitel?

- **We help you meet your business challenges** – our products and services support and compliment Mitel MiVoice Business, from inclusive calling packages to broadband, mobiles and data networks.
- **A truly integrated combination** – with Mitel and BT you can integrate your traditional business landline and mobile communications, saving call costs and improving efficiency.
- **The best support** – 70% of faults are fixed without having to call anyone out, often before you even notice there's anything wrong. And we have over 1800 engineers if you do need someone in a hurry.
- **Unrivalled experience** – BT is a strategic partner of Mitel. Together we have the know-how, experience and technology to meet your business requirements both now and in the future.
- **BT Local Expertise** – BT's expertise and reputation with a local knowledge and understanding of small to medium sized businesses. Your account team works with you to tailor a solution to meet the needs of your business.

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#### Things you need to know:

1. Executive Offices Group survey, 2011. 2. Office for National Statistics Labour Force Survey 2011 in Financial Times, 07/05/2011.

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