

# MiVoice Business Express

Real-time Communications Made Simple



A flexible, affordable real-time communications solution that combines today's essential unified communications tools into a single package.

# The right business communications solution is critical to the growth of a business.

In today's fast-paced, competitive business environment, business success is built upon establishing and maintaining relationships, providing exceptional levels of service and connecting with customers in a timely manner.

## Key Features

- Single virtual appliance to address all your business unified communications and collaboration (UCC) needs
- In-office experience for employees anywhere, anytime, using any device
- Smarter, more efficient communications between employees
- Enhanced client engagements driving stronger, more profitable relationships



Having the right business solutions in place can make all the difference in helping a business remain competitive and able to respond quickly to the ever changing business environment.

This could include addressing the demand for more freedom in the way employees can work, to the ability for them to bring and use their own devices for work.

Mitel's MiVoice Business Express provides the foundation for building a flexible, real-time communications environment that can help your business with addressing the different needs of your employees. This can include addressing situations such as unique job roles, varying levels of mobility within or outside of the business, or the daily use of different business applications.

MiVoice Business Express is an all-in-one, real-time communications solution that provides your employees with access to a complete set of UCC services.

## Rich Virtual Communications Experience

MiVoice Business Express was developed from the ground up to provide businesses with a comprehensive suite of UCC services in a form factor that is easy to deploy and maintain.

MiVoice Business Express wraps all its rich voice, mobility, unified communications, web collaboration, unified messaging and contact center capabilities into a single, virtual software solution that can be deployed alongside your other business applications in your virtualized environment.

And since MiVoice Business Express is a single virtual appliance (OVA file) it requires 50% less virtual resources as compared to other individual virtual appliances on the market today.

## An In-office Experience Anywhere

The reality of the current business landscape is that work often takes employees away from their desks, and their desk phone, each day.

With MiVoice Business Express, employees are provided with access to an “in-office” communications experience from anywhere, all with a single business identity - voice mailbox and extension.

Through MiVoice Business Express not only can your mobile employees, corridor warriors, and remote workers benefit from the freedom to communicate from wherever their business day takes them, but it removes the burden of having to standardize on or buy specific mobile phones since employees are able to use any device as their work phone, including their own personal phones.

## Inherent Unified Communications and Collaboration Capabilities

Each day organizations are faced with a number of challenges. From how to get employees to efficiently and effectively work together to how to improve client interactions that help drive increased revenue for the business.

With MiVoice Business Express unified communications and collaboration capabilities are available out of the box, enabling employees to effectively and effortlessly connect with colleagues, customers, and partners - no matter where they are.

By integrating many forms of real-time communications into a single, unified solution, MiVoice Business Express makes it easy for your business to deploy the tools required by your employees that make connecting with others easy and makes every interaction as productive and efficient as possible.

Furthermore, with the unified communications and collaboration tools provided by MiVoice Business Express your employees will be able to respond faster to clients and colleagues. With single message storage and access your employees have anywhere, anytime access to messages with an integrated, fully-featured voice mail system, that provides unified messaging and visual voice mail capabilities for employees and automated attendant capabilities for the business



## Enhanced Client Engagements

Exceeding customer expectations in a highly competitive landscape can be increasingly challenging. As the first touch point to your business, contact centers offer the opportunity to improve your customers' experience by ensuring that calls always go to the right person – anytime, anywhere, and by any means.

MiVoice Business Express's fully integrated automatic call distribution (ACD) software can assist your business with the delivery of excellent customer service that helps nurture relationships and ensure operational efficiency.

Mitel's ability to unify communications between front-line employees and back-office employees provides contact center workers with the ability to instantly locate, message, or conference in subject matter experts to obtain immediate answers.

With intelligent routing, business wide presence and availability, and a unified workforce the front-line employees within your business will be able to answer customer inquiries in a single transaction.

When MiVoice Business Express is enhanced with MiContact Center Business and MiVoice Call Recording software, your organization will be able to quickly view, capture, archive, organize, playback and share important client interaction details that can provide valuable, actionable insight into customer behavior, driving increased quality and identifying new trends occurring within your business.

### Further Information

[mitel.com/solutions/unified-communications](http://mitel.com/solutions/unified-communications)