MiVOIP Business Phone System

Communications in the Cloud

offered by: ABSi Telecom

MiVoIP is an affordable and feature-rich phone system for small to mid-sized businesses. Fully hosted, maintained and supported by Aastracom. You receive great call quality, industry-leading reliability and an easy-to-manage phone system with no upfront costs. Everything is included in one low monthly rate.

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More than a typical phone system, MiVoIP extends the cloud-based telephony delivery model to include everything your business needs to communicate efficiently and cost effectively. Built using Mitel's award-winning telecommunications technology and designed with simplicity and everyday business use in mind, MiVoIP offers an excellent selection of monthly plans and phones from which to choose. Our consultants work with you to customize a phone system that precisely fits your needs and budget.

Built For Reliability, Productivity and Convenience

Business communications are a critical part of your business, which is why MiVOIP Business is hosted in Mitel's secure, Class 4 data centers and is designed, optimized and maintained according to industry best standards for high availability (HA) computing facilities. Managed by a team of highly experienced Mitel data and Unified Communications engineers, our data centers deliver exceptional performance with unparalleled service reliability.

EASY TO USE

With MiVoIP Business it's never been easier to get up and running quickly. Simply plug your Mitel phones into your network, log in with your provided access information and start making calls. It's that simple. For qualifying customers that need assistance, our trained professionals will come to your location and install the phone system at no cost.

SIMPLE TO ADMINISTER

Through a simple and intuitive web portal you can quickly create new ring groups, move extensions, edit users and much more. Changes can be made by office administrators in seconds rather than requiring expensive IT support that takes days.

COMMUNICATE ANYTIME, ANYWHERE

With MiVoIP Business you can make and receive your calls anytime, anywhere. MiVoIP gives you the option of using a desk phone, a PC softphone or your mobile device while enjoying all the features of your business phone system. You can assign a single number with one voicemail that works on all devices, transfer calls between your desk and mobile device, extension dial and more. The MiVoIP client also allows you to instant message with colleagues.

UNIFIED COMMUNICATIONS AT YOUR FINGERTIPS

MiVoIP Business offers a Unified Communications application that provides easy access to your colleagues right on your desktop. Through either a desktop client, or a browser, users have access to their company contacts, desktop control of their phone, can see presence status and chat with colleagues. This client is also available for mobile devices, including a mobile softphone, and as a softphone for the PC.

BUSINESS CONTINUITY

In the event of a natural disaster, power outage or other disruption to your office, the MiVoIP Business Auto Attendant will manage your calls for you, and with Mobile Twinning you can still receive all your calls on your mobile phone. In addition, the MiVoIP data centers supporting your communications are of the highest survivability standards in the industry. Your MiVoIP Business solution will be supported out of two ego-redundant Class 4 data centers with resilient networking between them and the public switched telephone network in our order to provide the maximum level of core network resilience.

ONE ALL-INCLUSIVE, LOW, MONTHLY PRICE

MiVoIP Business eliminates the expensive upfront costs of buying phones and investing in an expensive on-premises PBX system. For a single, all-inclusive, low monthly price, enjoy state-of-the-art MiVoIP IP telephones, Mitel's award-winning call control features and 100% lifetime support.

NO MORE SURPRISES OR UNEXPECTED SUPPORT COSTS

When you need help, simply call our support team and we'll answer any questions or solve any problems related to your MiVoIP Business phone system quickly, friendly and with no additional expense.

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A Versatile Approach to Enterprise-class Communications

MiVoIP Business offers seven convenient seat types – by choosing the combination of each that best fits your business needs, you can customize a system that ensures you pay only for the features that you need.

PROFESSIONAL

Ideal for small companies with 1 to 90 employees that need an easy-to-use phone system. You receive MiVoIP Business's most popular features such as Mobile Twinning, Hot Desking, intuitive web-based administration and more.

BUSINESS ADVANCED

The feature-rich Mitel Cloud Communications system coupled with the flexibility of unlimited local and long distance calling plans to the U.S. and Canada. Includes Mobile Twinning, Hot Desking, Corporate Auto Attendant, Voice Mail to Email, Contact Dialing and more.

LITE

For businesses that want the flexibility and power of Mitel telephony cloud applications but don't spend enough time on the phone to require unlimited local and long distance dialing, minutes accrued in excess of the bundled amounts are billed at a low, per-minute flat rate.

EXTENSION ONLY

MiVoIP Business Extension Only enables a drop-in, four-digit extension number extended from the main MiVoIP Business system. Outbound calls initiated from this extension are billed at an affordable per-minute rate.

EXTENSION ONLY WITH VOICE MAIL

Our MiVoIP Business Extension service, with voice mail service enabled to the four-digit extension. Voice mails can be retrieved through the MiVoIP Business system or through convenient Voice Mail to Email service.

AGENT

A robust suite of ACD and contact center functionality that will empower your customer service representatives to focus on improving response times and delivering excellent customer service. When not logged in as an ACD agent, these users have access to all Advanced user features.

NOW WITH ADDITIONAL COLLABORATION FEATURES

Now MiVoIP Business power users can upgrade their user experience to include the optional client. MiViEW allows up to 1000 users in an organization to add optional additional integration with their Android or iOS device. This upgrade includes approximately twenty additional features detailed in the separate MiViEW feature table included herein. Key features include presence, instant messaging and mobile softphone amongst others.

Feature	Availability
Click to Call from Corporate Contacts	•
Auto Answer	•
Do Not Disturb	•
Call Forwarding	•
Web Window (RSS)	•
Dial From External (External Dial)	•
Search (Compact Mode)	•
Phone Button Programming	•
Import Contacts (Outlook, Google)	•
Incoming Call Notification	•
IM/Chat	•
Chat Presence	•
Telephony Presence (Mitel Sets)	•
Hotdesking from Client	•
OfficeLink (User Originates Calls from Mobile Phone using Client)	•
Smart Status (Dynamic Status)	•
Handoff	•
Mobile Softphone	•
PC Softphone	○
MiVoIP Business Console	○

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MiVoIPBusiness Contact Center

MiVoIP Business Contact Center provides your company with the sophisticated yet easy-to-use tools you need to manage, measure and optimize call center performance. Contact Center combines the Mitel communications platform, Automated Call Distribution (ACD) and a modular suite of feature-rich, cloud-based applications for streamlining contact center management and resolving customer inquiries from the first point of contact.

AUTOMATED CALL DISTRIBUTION (ACD)

ACD helps your business optimize resources by enabling you to handle large numbers of incoming customer calls and answer them with as few trained agents as possible. An ACD system routes incoming calls to the longest idle agent within a specific agent skills group. If no agents are available, calls are queued and forwarded to an agent when one becomes available.

FIRST CALL RESOLUTION

Create multiple skill groups then prioritize and route calls to the most appropriately skilled agent based on pre-defined skill proficiency levels. This ensures each call gets to the best available resource to meet the customer's needs. Agents appearing in more than one skill group may be assigned a different skill proficiency level for each group.

MONITOR AND MANAGE

Real-time and historical reporting provides contact center supervisors with the information they need to manage resources efficiently and optimize response times. Identify problem areas, analyze trends in performance and make smart decisions.

REMOTE AGENTS

MiVoIP Business Contact Center optimizes business processes by providing home-based and remote workers with complete access to ACD voice and data capabilities.

MiVoIP Business Feature List

Product / Service	PROFESSIONAL	BUSINESS				CONTACT CENTER	
		EXTENSION ONLY	EXTENSION ONLY WITH VOICE MAIL	LITE	ADVANCED	AGENT	SUPERVISOR
Local Phone Number	•	–	–	•	•	•	•
Unlimited Local Calling	•	–	–	–	•	•	•
Unlimited 1+ U.S./ Canada Long Distance	–	–	–	–	•	•	•
250 Included U.S. / Canada Usage Minutes	Not Applicable	–	–	•	Not Applicable	Not Applicable	Not Applicable
Local Number Portability	•	–	–	•	•	Not Applicable	Not Applicable
Mobile Twinning	•	–	–	–	•	•*	•*
Hot Desking	•	–	–	•	•	•	•
Corporate Auto Attendant	–	•	•	•	•	•*	•*
Automatic Transition Between Day / Night Routing	–	•	•	•	•	•	•
Customized Music on Hold	–	•	•	•	•	•	•
Voice Mail with Email Forwarding	•	–	•	•	•	•	•
Hunt/Ring Groups	•	•	•	•	•	•*	•*
Audio Conferencing	–	–	–	•	•	•	•
Interoffice 4 Digit Dialing	•	•	•	•	•	•	•
Localized E911	•	•	•	•	•	•	•
Call Transfer	•	•	•	•	•	•	•
Call Forwarding	•	•	•	•	•	•*	•*
Call Park	•	•	•	•	•	•*	•*
Call Pick-Up	•	•	•	•	•	•*	•*
Call Hold	•	•	•	•	•	•	•
System Speed Dial	–	•	•	•	•	•	•
User Speed Dial	•	•	•	•	•	•	•
Direct Page	–	•	•	•	•	•	•
Individual Record A Call	•	–	•	•	•	•	•
Do Not Disturb	•	•	•	•	•	•	•
Call History	•	•	•	•	•	•	•
Outbound Caller ID Number	•**	•	•	•	•	•	•
Outbound Caller ID Company Name	–	•	•	•	•	•	•

*These features are not available while logged in as an ACD agent, but are available when logged in as an Advanced User.
**Individual caller ID only, option for company wide caller ID not supported.

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MiVoIP Business Feature List *(cont'd)*

Product / Service	PROFESSIONAL	BUSINESS				CONTACT CENTER	
		EXTENSION ONLY	EXTENSION ONLY WITH VOICE MAIL	LITE	ADVANCED	AGENT	SUPERVISOR
Access to Administrator Portal	–	•	•	•	•	•*	•*
Access to End User Portal	•	•	•	•	•	•*	•*
PC Softphone	–	–	–	–	O	–	–
Mobile Client + Softphone	–	–	–	–	O	–	–
Web Client	–	–	–	–	O	O	O
ACD Group Presence	–	–	–	–	–	•	•
ACD Agent Hot Desking	–	–	–	–	–	•	•
Queue Prioritization	–	–	–	–	–	•	•
Predictive Routing	–	–	–	–	–	•	•
Skill Proficiency Routing	–	–	–	–	–	•	•
Remote Agents	–	–	–	–	–	•	•
Queue and Individual Agent Reporting	–	–	–	–	–	•	•
Broadcast Messaging	–	–	–	–	–	•	•
Overflow	–	–	–	–	–	•	•
Predictive Overflow	–	–	–	–	–	•	•
Interflow	–	–	–	–	–	•	•
Unavailable Agent Skill Group Routing	–	–	–	–	–	•	•
Dial Out of Queue	–	–	–	–	–	•	•
Auto Answer	–	–	–	–	–	•	•
Make Busy with Reason Codes	–	–	–	–	–	•	•
Work Timer	–	–	–	–	–	•	•
Queue Status Display	–	–	–	–	–	•	•
Real-time Queue Monitoring	–	–	–	–	–	–	•
Silent Monitoring	–	–	–	–	–	–	•
Historical Reporting	–	–	–	–	–	–	•

*These features are not available while logged in as an ACD agent, but are available when logged in as an Advanced User.

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MiVoIP Business Communications Devices

Mitel offers the industry's most comprehensive portfolio of IP desktop devices. Designed with ergonomics and modern office aesthetics in mind, these business phones provide users with easy, intuitive access to the feature-rich Mitel telephony and advanced desktop applications.

Mitel 6863 SIP Phone

This 2-Line SIP phone with 2.75" graphical monochrome LCD display, programmable hard keys, and smaller desktop footprint is an ideal option for professional workers in business environments that have light telephone use requirements.

- **2.75" 128x48 pixel graphical display**
- **Up to 2 lines with dedicated line keys**
- **Wideband handset and speakerphone**
- **Dual 10/100 BaseT Ethernet ports with hardware based switch**
- **3 programmable keys pre-programmed and labeled with Callers List, Redial and Transfer**

Mitel 6865 SIP Phone

The Mitel 6865 SIP Phone offers exceptional value in a fully featured, expandable IP phone. With its eight programmable keys, XML capabilities, Expansion Module and native DHSG/EHS support, the Mitel 6865 SIP phone is ideally suited for the small to large business market that needs Gigabit throughput for PC connectivity.

- **3.4" 128x48 pixel graphical backlit display**
- **Up to 24 lines when connected to an expansion module**
- **2 dedicated line keys with LEDs**
- **Wideband handset and speakerphone**
- **Dual GigE Ethernet Ports**
- **DHSG/EHS headset and Expansion Module support**
- **8 programmable keys with LEDs**

Mitel 6867 SIP Phone

The Mitel 6867 SIP provides remarkable HD wideband audio and an enhanced speakerphone that utilizes advanced audio processing to achieve richer and clearer conversations. The 6867 offers a large color LCD display, dual port GigE, six programmable soft keys, four context-sensitive system keys, native DHSG/EHS headset and Expansion Module support.

Color 3.5" QVGA 320x240 pixel LCD display
Up to 24 lines when connected to an expansion module
2 dedicated line keys with LEDs
Magnetic Keyboard Interface
Dual GigE Ethernet Ports
DHSG/EHS headset and Expansion Module support
- 6 programmable soft keys with LEDs that can be customized to access up to a total of 20 functions
- 4 context-sensitive system keys that can be customized to access up to a total of 18 functions

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Mitel 6869 SIP Phone

The Mitel 6869 SIP phone commands the desktop with its large 4.3" color display, powerful crystal clear HD audio and 12 programmable soft keys. Dual Gigabit Ethernet ports, magnetic keyboard interface, native DHSG/EHS headset support, and choice of expansion modules make the 6869 a powerful and expandable desktop communication device.

- Large color 4.3" 480x272 pixel LCD display
- Up to 24 lines with 2 dedicated line keys
- Magnetic Keyboard Interface
- Dual GigE Ethernet Ports
- DHSG/EHS headset support-Expansion module support.
- 12 programmable soft keys with LEDs that can be customized to access up to a total of 44 functions
- 5 context-sensitive system keys that can be customized to access up to a total of 24 functions

MiVoIP BUSINESS CONSOLE

The MiVoIP Business Console is a completely PC-based call handling solution with an intuitive graphical user interface for department or office attendant. It enables operators to perform call handling tasks with the numeric keypad of a PC keyboard and to customize tool-bars with commonly used commands.

http://aastracom.com for more information

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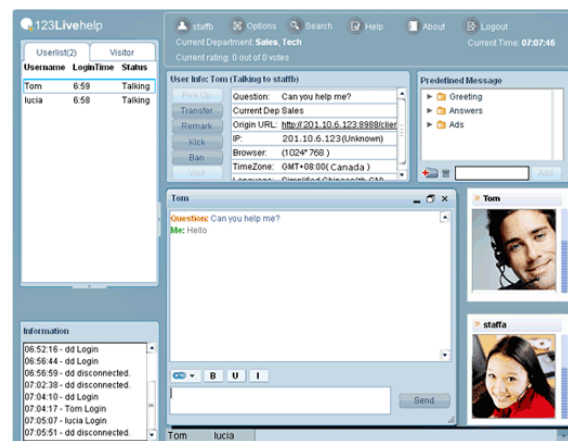
MiVoIP CLIENT

MiVoIP Client is a Unified Communications application that gives you a single access point for all your business communication and collaboration needs. It provides real-time access to everyone in the organization, on or off the premises, and enhances the effectiveness of "in the moment" communications. MiVoIP Client supports instant messaging and allows access to corporate contacts and call control. MiVoIP Client is available as a web, desktop or mobile client.