Mitel OfficeSuite

Control and management at a single click

Use the PC to manage calls and messages, swap easily between telephony and standard PC functions

Wherever telephony is key, the Mitel OfficeSuite is the ideal tool. It offers the user full control of calls and messages, as well as an overview of the status of all team members. Numerous options allow the application to be enriched with additional functions to offer true added value, tailored to the individual business requirements of MiVoice Office 400 users.

The Windows-based CTI (Computer Telephony Integration) client benefits from a new modern design. The interface is designed to easily integrate with other computer applications and offer access to powerful features in an easy to use package.

Clearly structured and arranged

Above all, communication systems must be flexible and able to rapidly adapt to changing conditions.

The OfficeSuite offers an abundance of options and functions that simplify telecommunications and improve efficiency. The user interface is clearly structured so that even novice users quickly get their bearings.

The user interface is designed so that information is clearly available, but presented in such a way that does not interfere with other applications the user may be working on. Information is displayed only when required, so that even during incoming calls, there is no interruption to what the user is working on.

A wealth of functions

The Mitel OfficeSuite offers a range of functions that make call and message management even easier:

- *The phone window provides full on-screen control of your phone including access to call lists, directories, redial etc.*
- *The "presence indicator" shows the presence, busy and availability status of all subscribers or work groups.*
- *The clearly laid-out journal permits rapid access to call lists, messages and personal notes.*
- *The telephone book integrates all available contacts from corporate directories and personal contacts in one place.*
- *OfficeSuite also offers a vast range of options to individually configure the Mitel terminals such as setting key functions, ringtones and label printing.*

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Call manager, journal, telephone book

The journal provides live view of all incoming and outgoing calls, missed calls and messages. This includes, for example, a view of messages in the user's mailbox along with the date and the time left. The various tabs for the different options allow the user to access the appropriate information quickly, whilst filters can be used to easily see only the desired information.

A notepad is even available so that notes can be taken during a call – no information is forgotten and the notes can be processed conveniently on the PC.

Highly useful presence indicator

The presence indicator clearly displays the actual presence status of other members of the company or workgroup. This information is graphically displayed on the desktop, either as an open window, or in a transparent mode, overlaid over other work on the user's screen. Icons can be displayed at different sizes to save space on the desktop or show the status of additional subscribers. Furthermore individual subscribers, for example members of one's own team, can be created as a shortcut icon directly on the desktop.

Individual profiles

Every user has the possibility to define various presence profiles. In this way, colleagues can know immediately whether they are on holiday, on a business trip or in a meeting and when they will be back at their desk.

The following settings can be made:

- *Presence status*
- *Call forwarding rules*
- *Notifications*
- *Alarm tones*
- *Ringing tones (type of signal, volume, interval, etc.)*
- *Various notifications*

Using this option it is also possible to define how the various incoming messages are to be forwarded, processed or allocated to a destination: Whether e-mail, missed or answered calls, voicemails, text messages and calendar entries, they can all be displayed as required either as an e-mail or as a display message on a desk or a DECT telephone.
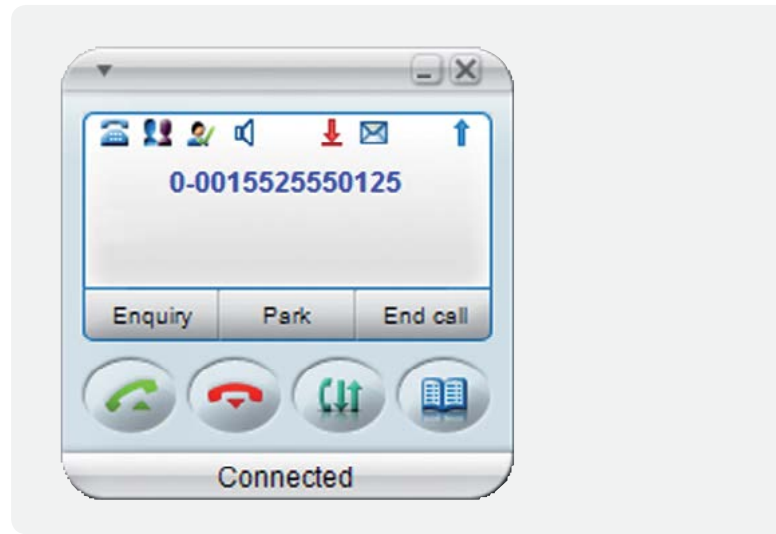
By setting filters with rules, calls from a particular telephone number (e.g. the immediate superior or a VIP customer) can be displayed as an e-mail. Private calendar alarms can be sent as messages to the display. This ensures that no important appointments are forgotten!

Practical yet sophisticated

But the Mitel OfficeSuite is capable of even more:

- *Dialling using a hotkey: Using any freely definable key combination, calls can be accepted and cleared directly from the computer keyboard.*

- *Using the clever highlighting function, numbers can be set up directly from a document: Simply highlight the relevant number which can be on the web, in a document etc. press the defined hotkey and the call is made!*

- *The OfficeSuite operates with both fixed and cordless handsets; it switches automatically to whichever telephone is currently in use.*

- *Linking to Microsoft® Outlook® provides even greater convenience: Using the Exchange Connection (additional licence required), you can for example, dial from your Outlook contacts, and the system will screen pop all available information on an incoming caller from your Outlook Contacts too. In addition, the calendar and the presence indicator can be connected so your colleagues can always see when you will be back from an external appointment or when a meeting is due to finish.*