MITEL UNIFIED COMMUNICATOR ADVANCED

REVOLUTIONIZE HOW YOU COMMUNICATE AND COLLABORATE WITH COLLEAGUES, CUSTOMERS, AND BUSINESS PARTNERS.

Mitel® Unified Communicator® Advanced (UCA) provides a single access point for all your business communication and collaboration needs. It gives you unprecedented control over your communications and allows real-time access to everyone in the organization regardless of location, with rich presence information that makes every phone call or instant message (IM) count.

UCA is a core component of the Mitel Applications Suite (MAS). MAS is a comprehensive, integrated solution that unifies business critical applications, promotes user agility and collaboration, and simplifies and streamlines administration.

KEY BENEFITS

· INCREASE WORKDAY EFFICIENCY
· BROADEN YOUR COMMUNICATION CHOICES
· STAY CONNECTED, WHEREVER YOU ARE
· IMPROVE CUSTOMER RESPONSIVENESS
· SIMPLIFY MOBILITY
· REDUCE COSTS ACROSS THE BOARD

INCREASE WORKDAY EFFICIENCY

With UCA, you are accessible and able to respond immediately to the needs of others through real-time communication methods. Contact information can be launched from caller ID screen-pops, while secure chat and web and video collaboration sessions can be initiated with a single click. By integrating widely-used PC applications with a single access point for all communications and collaboration needs, you can improve the speed and efficiency of your employees, while also maximizing the value of your technology investments.

BROADEN YOUR COMMUNICATION CHOICES

UCA enables smarter communication with your colleagues, customers, and business partners. With UCA, you can choose the best method of communication before you even initiate contact, thereby improving the efficiency of your interactions with others. UCA incorporates voice communications, conferencing, and collaboration capabilities into popular business applications so you can further enhance your productivity with click-to-call from personal information managers (PIMs), Microsoft® Internet Explorer®, Apple® Safari®, and Microsoft Office.

STAY CONNECTED, WHEREVER YOU ARE

Using a simple interface in UCA, you set up Personal Ring Groups and decide how your calls are routed with Dynamic Extension, including any preferential treatment for certain callers. You can use your mobile phone, residential set, or any phone to make and receive calls as if you were at your desk, so you are always within reach. You can use a mobile device or a web site to access the UCA Web Portal to edit Dynamic Status, edit the Dynamic Extension number, and check corporate contact details, presence information, and voice mail message details. Wherever you are, you have access to the entire organization and its toolset. UCA also provides the ability to dial through your PBX, from wherever you are, using our OfficeLink feature.

IMPROVE CUSTOMER RESPONSIVENESS

Employees that deal with your customers are the face of your company. Their ability to process requests and queries as quickly and completely as possible reflects on the whole organization. With UCA, frontline staff can easily check the presence and availability of a subject-matter expert, and contact that person in the most effective way. Collaboration tools can be used to quickly establish a conference call or a web conference, including the ability to share documents quickly and securely, resulting in a quick resolution to your customer's inquiry.

SIMPLIFY MOBILITY

The complexities of many mobile technologies too often present a bigger barrier than the problems they're meant to solve. Going mobile with UCA is simple and you get a solution that moves with you from moment to moment to ensure that you're in touch with the latest decisions and can react instantly – regardless of your location.

REDUCE COSTS ACROSS THE BOARD

Everything you spend doing business comes off your profit margin. Hosted services, employee travel, facilities expenses, and long-distance communications charges add up. User communities involved in regular conference calls or meetings can benefit from Mitel Collaboration Advanced (MCA), fully integrated with UCA, so that any phone call can become an audio or web conference with the click of a mouse. This easy-to-use option eliminates the need to pay for hosted external conferencing services.

KEY FEATURES

- **PRESENCE**
- **MESSAGING**
- **SOFTPHONE**
- **MOBILITY**
- **WEB ACCESS**
- **COLLABORATION**
- **ATTENDANT CONSOLE**
- **INTEGRATION WITH BUSINESS APPLICATIONS**
- **FLEXIBLE DEPLOYMENT**

PRESENCE

Save time when contacting people by knowing whether they are on the phone, away from their desk, or available for a video call, instant chat, or collaboration.

Easily manage your presence status with Dynamic Status and specify IM, presence, and call routing options with a single status. Your status can be changed from within the UCA client, remotely from the Web or your mobile device, or automatically updated based on the user's Microsoft Outlook® or IBM® Lotus Notes® calendar information.

UCA PC Client

MESSAGING

With visual voice mail, view the details of your Mitel NuPoint Unified Messaging™ (UM) voice mail messages and see the presence information of the person who left the voice mail. UCA provides an intuitive interface with a range of options to contact the caller or simply play, delete, or forward the voice mail to another person.

UCA's secure IM and file sharing features offer a highly usable chat experience. Initiate a single or multiparty chat at the click of a mouse and, at the same time, share documents by dragging and dropping files into the chat session. This creates a more cohesive team work environment while providing a secure and encrypted IM history log.

SOFTPHONE

Road warriors and teleworkers can enjoy the same intuitive communications management from a remote PC or laptop by using an embedded software-based IP phone. When remotely connected to Mitel Communications Director (MCD) or the Mitel 5000 Communications Platform (CP) via a secure network connection, mobile users can make and receive calls as though they were inside the corporate network.

MOBILITY

UCA Mobile installs as a client on supported BlackBerry®, Android™, and iOS® devices and extends key UCA features to mobile users. Users can manage their presence status, view corporate contact details and presence information, view call history information, view voice message details, and place calls through their corporate communications system. It also lets the organization and the user define GPS, Bluetooth®, and Wi-Fi® network locations to automatically update presence status based on based on location, or even time of day.

UCA Mobile for iPad

WEB ACCESS

The UCA Web Portal provides access to key UCA features, perfect for users who are remote from the office. Users can access portals from any internet-connected computer or web-enabled mobile device. The user can control their presence with Dynamic Status, view corporate contact details and presence information, view call history information, view voice message details, instant message, and place calls through the corporate communications system.

COLLABORATION

With the growing number of mobile and geographically dispersed teams, video conferencing is now a crucial tool for facilitating rich communication. Point-to-point video provides a personal experience that builds stronger working relationships and allows more effective communication. Integration with MCA allows users to easily place a video call with the click of a button and easily schedule collaboration sessions or create them instantly on the fly.

ATTENDANT CONSOLE

The UCA console is designed for environments where the attendant, receptionist, or administrator has multiple job functions and requires their telephone and PC to conduct daily tasks outside of call answering. It provides rich Mitel presence information to the console user, helping to process calls more efficiently.

INTEGRATION WITH BUSINESS APPLICATIONS

UCA integrates with popular communications and productivity tools such as Outlook and Microsoft Office. Users can dial from their Outlook contact list, integrate their Dynamic Status with their Outlook calendar, and click-to-dial using smart tags. UCA also integrates with IBM Lotus Notes, allowing users to dial from their contact list, launch web / video collaboration sessions, and integrate their Dynamic Status with their calendar. An applications programming interface (API) enables customers and channel partners to integrate UCA into popular business applications including customer relationship management (CRM), enterprise resource planning (ERP), and vertical applications.

FLEXIBLE DEPLOYMENT

Mitel offers customers the deployment option of their choice. UCA as part of MAS or as a standalone application can be deployed as software on an industry standard server or as a virtual appliance.

For additional technical specifications, please refer to the UCA Data Sheet, available on mitel.com.

MITEL | SIMPLY COMMUNICATING®

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