



- **The advantages of using a Mitel phone system**

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## ● Who is Mitel?

When it comes to business communication tools, Mitel possess one of the market's most comprehensive portfolio of products. As an industry leader, the organisation creates high-quality, feature-rich solutions that enable businesses to interact effectively and efficiently, while dramatically reducing its call costs.

Designed with modern office aesthetics in mind, the solutions give users easy, intuitive access to IP telephony and advanced desktop applications. Mitel phones are suitable for all employees, from a receptionist right up to a director. Featuring advanced functionalities, the software is competitively priced and matches business' individual needs.

## ● Advantages of a Mitel business phone system

### Increased productivity

Mitel phone systems can help increase a business' productivity by enabling employees to work effectively together. A phone system needs to be simple and comfortable to use, minimizing the time it takes for staff to manage calls effectively. A Mitel solution allows businesses to assign its staff a single number and mailbox, ensuring they can answer a call at any time.

### Improved efficiency

Possessing an array of value-added features, a Mitel phone allows you and your employees to work easily and efficiently wherever you may be – regardless of whether users are inside or outside the office. The advanced systems ensure that you can respond to a company or client issue effectively. Features such as Presence provide the ability to see who is available to take a call; while applications like unified messaging and auto attendant help make handling a call as simple as possible.

### Smarter working

In an age where remote working is on the rise, employees shouldn't be tied down to their desks. Instead they should be able to take their work with them wherever they go. Mitel systems feature hotdesking, teleworking and twinning which prevents the user from missing important calls by routing their preferences to any IP enabled phone within the building. These features are particularly useful for managers or remote workers, for example, freeing them from any location constraints.



**Suitable for all employees, from a receptionist right up to a director.** ”



**...allows businesses to assign its staff a single number and mailbox, ensuring they can answer a call at any time.** ”

### Flexibility

Mitel phone systems are designed to accommodate businesses that range in size, from five employees to thousands. The solutions enable workers to work remotely, helping reduce overhead business costs. This in turn will provide more office space. Concerns over the availability of staff when they are outside the office are reduced thanks to dynamic extension. Customers will be able to reach an employee without having to dial different numbers because up to eight devices can be linked to that number.

### Stay within your budget

Although a comprehensive business phone system doesn't come cheap, the initial investment is paid off relatively quickly as the systems grow alongside the company. Using a Mitel phone system enables the business to use just one network for all its communications and data needs. This helps to significantly reduce call costs and is particularly useful for multi-site organisations.

### Improved customer experience

Mitel phone systems feature automatic call distribution which ensures customers will efficiently and easily get through to the desired person best placed to deal with their request. Pre-recorded messages ask the callers which department they want to be transferred to and the phone will then automatically connect them. This feature will help to display a professional image for the business utilising its services.



**Pre-recorded messages ask the callers which department they want to be transferred to and the phone will then automatically connect them.**



#### Available Daisy handsets:

##### MiVoice IP Phones

- 5324 IP Phone
- 5312 IP Phone
- 5360 IP Phone
- 5320 IP Phone
- 5320E IP Phone
- 5330E IP Phone
- 5340E IP Phone
- 5304 IP Phone

##### MiVoice digital phones

- 8528 Phone
- 8568 Phone

# ● Mitel phone systems

Two Mitel phone systems that are available on the market include:

## MiVoice Office

This phone system twins a desk phone with a mobile device ensuring calls are never missed and customers never receive an 'out of office message'. Additional advanced features include transferring, conferencing, auto-attendant and voicemail capabilities, all of which help improve business productivity. Perfect for small to mid-sized businesses.



## MiVoice Business

This system is designed to be flexible and meet the needs of businesses with a handful of employees to those with thousands of users; where they have a single site or multi-site network. Highly scalable, the system has many embedded features that complement unified communications solutions. This flexible platform is manageable from a web browser so system changes can be synchronised across the solution. This allows management control and tasks to be delegated across the organisation, rather than relying on a central centralised point.

Features such as dynamic extension allow the user to experience the same communications wherever they are – regardless whether they are office based or working remotely. Auto-attendant and unified messaging capabilities are two more features which make it a highly desirable business platform.

