

MITEL MiTEAM COLLABORATION SOFTWARE

A better way for teams to work together

Work doesn't have to be a disconnected disarray of messages and tools. Teamwork should be personal, flexible, and simple. Because better teamwork means success, we've created MiTeam.



KEY BENEFITS:

COLLABORATE IN THE CLOUD

Collaborate anywhere, anytime. Whether you're in the office, at home or on the road, MiCloud Connect is always there with you.

DECIDE AND ACT FASTER

Break down silos and cut out wasted time flipping between different apps. Get voice, video, group chat and collaboration all within a single application—across teams and organisations.

MANAGE PROJECTS WITHIN THE SAME SOLUTION

Keep up to date on projects, assign to-do's with deadlines and track the progress of project activities with team members all within a single application.

SEEING IS SOMETIMES JUST MORE POWERFUL

If a picture is worth a thousand words, then a video must be worth millions. Simply record your screen with voice and get your message or content review across to your team with a video annotation on documentation.

STORE IT - FIND IT - SHARE IT

In a sea of data, MiTeam is your life preserver. You can store data by project, subject or person and instantly retrieve information including emails, IM conversations, documents and more—all from a single screen.

ENHANCE TEAM EFFECTIVENESS

Work by nature is dynamic and fast paced, so don't let disjointed or disconnected communications impede your ability to get the job done.

Harmonise the flow of communications within a group by centralising all group interactions into a single, synchronised workspace.

OPERATE ANYWHERE

From small, simple call centers to the largest, most sophisticated contact centers, MiContact Center Business is flexible enough to tackle any customer engagement challenge and grow with you as your customer sales, service and support needs evolve.

WORK ACROSS ORGANISATIONS

Give agents and supervisors the tools to make informed decisions and provide prompt service. Agents efficiently handle voice and digital media contacts from a "single pane of glass" – handling phone, email, Web chat, SMS, and social media. Supervisors monitor and manage agent and queue performance and are alerted when service levels are below target.

MiTEAM FEATURES

- Available on iOS and Android devices
- Store/archive data by project, subject or person
- Instantly search and retrieve information, including emails, IM conversations, documents and more
- Create automated alerts
- Seamlessly import content
- Annotate files
- Conversations mirrored across all devices in real time
- Mobile-first design
- Meetings
- Videoconferencing
- Chats
- Group chats

At 4Sight we have the tools and the expertise to help you with your Cloud needs, with a full range of cloud deployment methods to fit your goals and your budget. To find out more, please contact your 4Sight Account Manager, or alternatively give us a call us on + 44 (0)20 3668 0444 or email info@4sightcomms.com.