



Hosted Telephony

# Introducing MiCall UC Office

## What is Unified Communications?

Businesses today communicate using a whole host of tools including landline and mobile telephones, emails, instant messages, voicemail, video conferencing and web conferencing.



When all of these tools are integrated into a single system, it's called Unified Communications, or UC, for short.

## How will it benefit my business?

Improved communications enable you to deliver more informed, responsive customer service. This will lead to improved customer satisfaction and advocacy, sales and profitability.

A common theme from our customers is that their business could benefit from improved internal communications. By having one single system for all your tools you can reduce bottlenecks and improve the efficiency of your business.

Unified Communications enable departments and sites to seamlessly collaborate, regardless of location, time or device. This allows you to make decisions and progress projects more quickly.

## What solutions are available to me?

### MiCall+

Spire's MiCall solution provides you with a seamless, feature rich solution to benefit your business.

MiCall+ is a hosted phone system that combines all the functionality of a traditional PBX with all the benefits of a cloud-based solution.

The system uses IP handsets to register to the cloud based phone system, allowing you to use all the standard features associated with an on-premise system while providing a whole suite of products to improve productivity.

For example, Outlook and CRM integration allow Click2Dial and screen popping, while Mobile Office, our softphone solution, allows a remote worker to be part of the phone system using their PC or smartphone device.

### MiCall+ Advanced

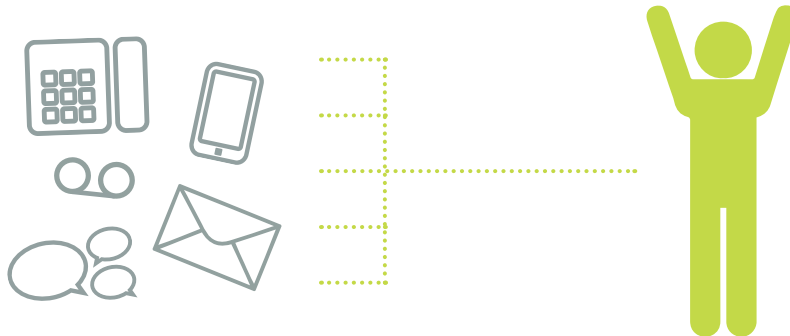
All of the MiCall+ Basic features, plus voicemail with email notifications and the toolbar feature for call control through Outlook or web browsers. This solution would suit an office worker who is regularly away from their desk so needs to be able to control call features and have access to voicemail.



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**MiCall UC Office**

MiCall UC Office is available as an add-on to MiCall+ Advanced. This is the Unified Communications element of MiCall, the tool which unifies all forms of communication.



MiCall UC Office offers rich media conferencing that combines voice, data and video. You can use it to integrate contact centres, multiple departments and sites. It simplifies communications regardless of location, time or device.

Spire provides two options: UC Business and UC Team.

**MiCall UC Business**

Desktop application

Voice and video calling

- make and receive voice and video calls on a PC or mobile

Instant messaging and presence

- securely send and receive instant messages, hold a group chat, show a presence and monitor availability of other UC colleagues

Contact and feature management

- integrates with contacts and calendars in MS Outlook, so if the end user is scheduled to be in a meeting, their presence will automatically be set to reflect their 'busy' status.

**MiCall UC Team**

All of the features of MiCall UC Business, plus:

Smartphone application

Personal audio conferencing and web collaboration

- automatically configures your team with their own 'room' to hold audio conferences and / or web collaboration sessions

Personal desktop sharing

- your team can share what's on their screen, for example to host a Powerpoint presentation - they can even hand over control to their colleague, to allow for simple, easy editing. There's also a whiteboard feature to brainstorm ideas together.

**How can I find out more?**

If you'd like to know more about MiCall, your Account Manager will be happy to help. Just email us at [info@spirecom.com](mailto:info@spirecom.com) and we can arrange a meeting or provide more information.