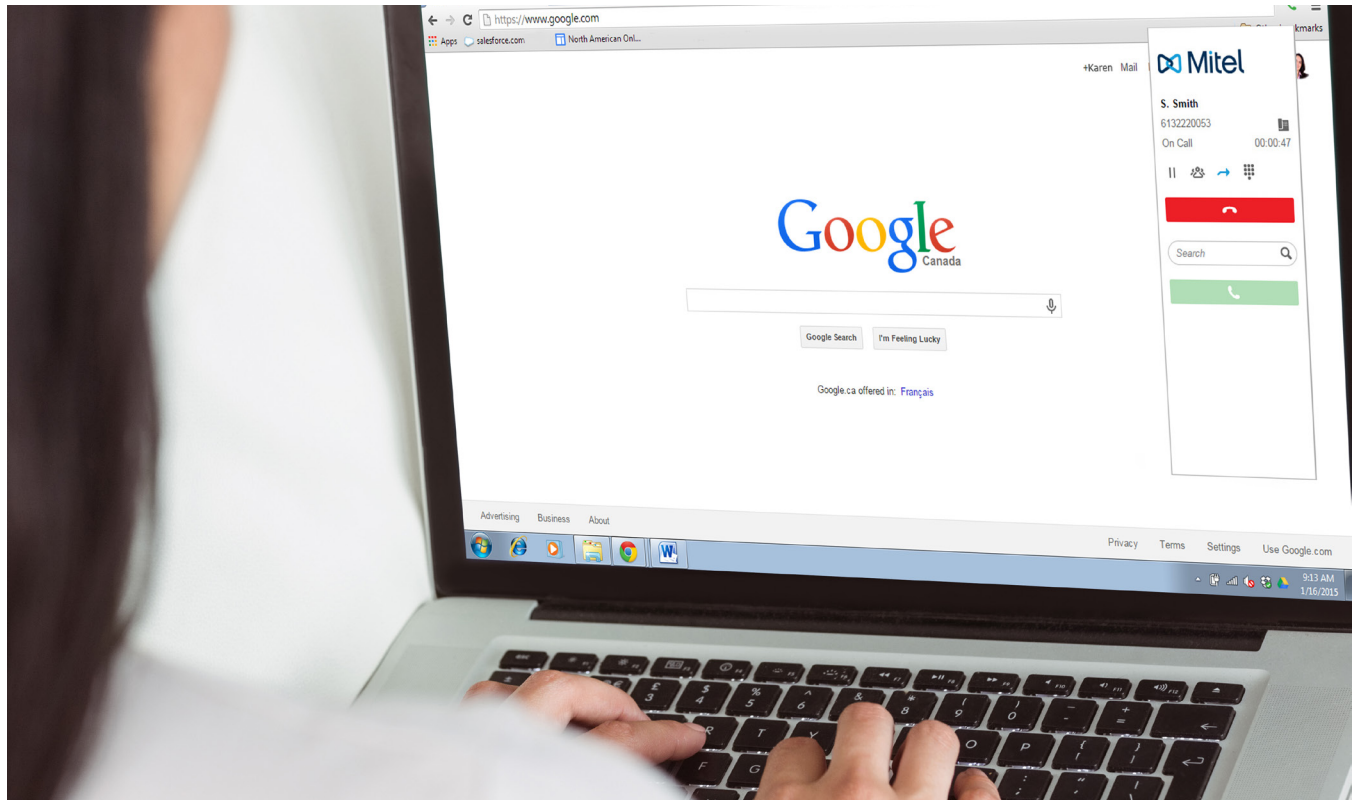# Mitel MiVoice Integration for Google

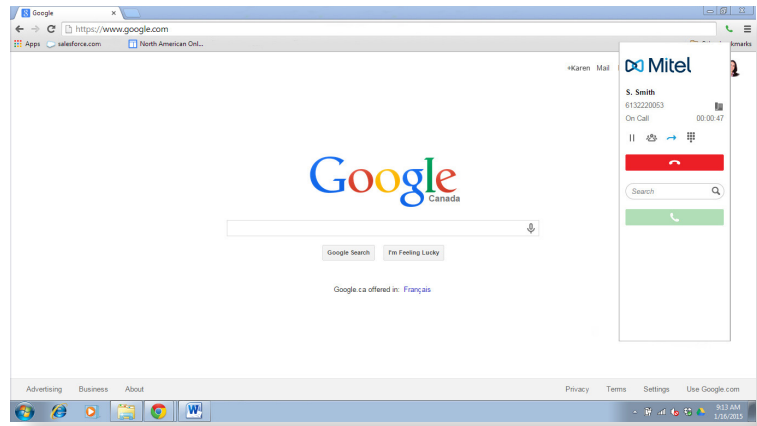## Bringing Productive Business Communications to Your Google Environment

MiVoice Integration for Google enables employees within your business to experience communications efficiencies through the integration of your Mitel MiVoice communications solution with Google applications.

Everything they require for making and taking business calls is now a single click away – right inside Google Chrome.

Mitel®

Key Benefits

- Boost employee productivity
- Easier, more spontaneous communications
- More valuable and informed client conversations

Mitel MiVoice Integration for Google embeds rich communications functions directly within the Google Chrome browser.

As one of the largest cloud-based services and brands in the world, Google has grown to offer products beyond search, making it easy for employees to get things done. With many enterprises today choosing to utilize Google's cloud-based email services, an integration uniting Mitel communications and Google applications is squarely directed towards helping your business maximize the value of both your investments – Mitel MiVoice Business and Google applications.

MiVoice Integration for Google offers corporate Google Applications users the ability to use MiVoice Business communications capabilities directly within their Chrome web browser, providing quick, convenient access to inbound, outbound and in-call features – efficiently and with minimal distraction.

Boost Employee Productivity

In today's fast paced business landscape efficiencies in how we interact with others helps drive business success. With MiVoice Integration for Google, employees gain convenient access to their business communications solution by having core PBX features from the Mitel MiVoice Business communications solution overlayed within their browser, making call controls visible and instantly accessible. Incoming call details such as caller name and number are popped on screen, and can be attended to with a click, without having to leave the browser. Lower-priority or misdirected calls can be readily routed to another employee or to voice mail minimizing workflow disruptions.

The embedded communications capabilities provided by MiVoice Integration for Google let your employees search their

Google Contact directory and then click to call the contact, making interactions fast and efficient. Integrated activity tracking features are also just a click away – providing them with quick, convenient access to saving call notes, while also logging call details to their Google Contact Notes field.

Within this unified workspace, your employees are now able to initiate, attend to and resolve their inbound and outbound calls more quickly, saving time and boosting productivity.

Easier, More Spontaneous Communications

With MiVoice Business communications capabilities embedded within the Google Chrome browser, a single sign-on to Google gives employees quick, convenient access to their favorite Google business applications and the MiVoice communications solution. MiVoice Integration for Google helps create greater efficiencies for your employees when communicating with and documenting their client interactions – leading to more spontaneous communication and streamlining client interactions within your business.

Moreover, greater efficiencies in communications and client interactions for employees are achieved by minimizing the need to repeatedly switch back-and-forth between desktop applications to access pertinent information located within Google applications (including history and call notes), and to evoke core mid-call functions when interacting with the client.

More Valuable and Informed Client Conversations

The more informed your employee can be on a call with a potential or current customer, the greater likelihood that the sales transaction and ongoing relationship with that customer will be valuable.

Those familiar with Google and its array of productivity and business tools know the benefits a single location for all business data can provide – especially the ability to collaborate, and quickly share/access information around the world.

Through MiVoice Integration for Google, employees can add notes about the call - before, during and after the call ends. Important call details captured by the employee are then automatically saved to the Notes field associated with that Google contact record ensuring efficient, consistent and reliable documentation of client communications.

By integrating your MiVoice Business communications phone system into Google Chrome, you are able to create an environment that is more conducive to informed client interactions that enable each interaction to be more efficient & effective.

About Mitel

Mitel® (Nasdaq:MITL) (TSX:MNW) is a global leader in business communications that easily connect employees, partners and customers -- anywhere, anytime and over any device, for the smallest business to the largest enterprise. Mitel offers customers maximum choice with one of the industry's broadest portfolios and the best path to the cloud. With more than US$1 billion in combined annual revenue, 60 million customers worldwide, and #1 market share in Western Europe, Mitel is a clear market leader in business communications. For more information, go to www.mitel.com.

Key Features

Simple install from Google Chrome web store adds as an extension directly to Chrome toolbar

Easily accessible from any Google Chrome webpage via a click of the MiVoice Integration Phone icon

Quick access to personal and corporate contact directory using the MiVoice Integration search bar

Pop-up window provides caller details and click-to-answer functions

Rich set of in-call telephony features, such as call redirect, call transfer, conference call, call hold, and retrieve call

Create Favorites list and call contacts directly from Favorites, Recent, Missed, and Dialed call lists

Call activity tracking, with the ability to enter quick call notes into the Notes field of the Google contact

Call history saved to the Google contact Notes field

Automatic new Google Contact record creation with pre- populated caller ID details for new callers, that users can choose to save or discard

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