

The following tables compare the supported features for MiCollab Desktop Client, MiCollab Web Client and the MiCollab for Mobile application.

CONTACT MANAGEMENT FEATURES

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
Corporate contacts	✓	✓	✓
Personal contacts	✓		✓
Non-employee corporate contacts	✓	✓	
Contact card	✓		✓
Search contacts	✓	✓	✓
Create contact groups	✓	✓	✓
Favorites contact group	✓	✓	✓
Add contacts to multiple groups	✓	✓	✓
Edit / Create groups	✓	✓	✓
Add caller to contacts option	✓	✓	✓
Search contact list	✓	✓	✓
Call from search results	✓	✓	✓
Dial from highlighted number	✓		
Drag and drop into call / conference from contact list	✓		
Initiate email from contact list	✓		✓

CONTACT SYNCHRONIZATION

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
Contact synchronization with Outlook	✓	✓	✓
Contact synchronization with Google	✓	✓	✓
Corporate directory – LDAP sync (including Active Directory)	✓	✓	✓
Corporate directory – sync to IPT Platforms	✓	✓	✓
corporate directory – sync to Active Directory	✓	✓	✓
Personal Directory	✓		✓
Presence federation - MiVoice Business Console	✓	✓	✓
Presence federation - Lync / Google	✓		

CALL FEATURES

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
ACD features	✓		
Agent Login/out / Make busy/Busy cancel	✓		
Agent based console	✓		
Global DND & Forward control	✓		✓ Dynamic Status - DND
Personal ACD Status	✓		
Call Duration Display	✓		
Call Hand-off – Move call to any personal device	✓	✓	✓
Call Forward	✓	✓	
Cancel All	✓	✓	
No answer	✓	✓	
Busy	✓	✓	
Call history – Missed calls	✓	✓	✓
Call history – Dialed calls	✓	✓	✓
Call history – Received calls	✓	✓	✓
Make call from call history entries	✓	✓	✓
Recent call list	✓	✓	✓
Record call – Deskphone	✓		N/A
Call annotation notes	✓		N/A
Dialed number editing	✓		✓ ¹
Direct Outward Dialing (DOD)	✓		✓
Multiline / Basic multicall	✓		
Speed call keys	✓		✓
Deskphone call control	✓	✓	✓
Callback on no answer			✓
Accept call	✓	✓	
Transfer	✓	✓	✓
Supervised Transfer	✓	✓	✓
Conferencing	✓	✓	✓
Hold	✓	✓	✓
Hang Up	✓	✓	✓
Hand-off to other devices	✓		✓
Hand-off to Softphone	✓	✓	✓
IPT based multi-party conference	✓	✓	✓
Send IM to Caller	✓		✓

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
Softphone Call Control	✓		✓
Accept call	✓		✓
Transfer	✓		✓
Supervised Transfer			✓
Conferencing	✓	✓	✓
Hold	✓		✓
Hang Up	✓		✓
Hand-off to other devices	✓		✓
Hand-off to Softphone	✓		✓
IPT based multi-party conference	✓		✓
Send IM to Caller	✓		✓
Speed Call - Personal	✓		✓
Auditory alerts (accessibility/disability)	✓		✓
Do Not Disturb (DND) setting	✓	✓	✓
Screen pop-provides ability to forward/VM	✓		✓ ²
Screen pop-shows caller ID	✓		✓
Screen pop-opens PIM contact record	✓		N/A
Ability to type name or number to place call	✓	✓	✓

- 1. Last dialed
- 2. Softphone only

USABILITY

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
Handset receiver volume control	✓		✓
Redial	✓	✓	✓
Incoming call audio notification	✓		✓
System tray status icon	✓		N/A
Ability to switch modes(desk/softphone)	✓	✓	✓
Speaker phone deskphone mode	✓		✓
Avatar support	✓	✓	✓
Calls go to VM when softphone not running	✓ Dynamic Status		✓ Dynamic Status
Select dialed device preference - Member of PRG	✓		✓
Message waiting indicator (MWI)	✓	✓	✓
Active call window	✓	✓	✓
Visual Voice Mail – Play, delete messages ¹	✓	✓	✓
Voice Mail – Sync MWI	✓	✓	✓
RSS Feeds – User defined	✓		N/A
Program Mitel desktop phones – Favorite Contacts / Speed Dial	✓		✓
Control membership status of Ring Groups from MiCollab Client			✓
Launchpad – Speed-dial / Application launch	✓		✓
User Log-in notification	✓		N/A
Phone button programming from client	✓		N/A
Preferential contacts ²	✓		✓
Console	✓		N/A

1. MiCollab Desktop Client also supports Callback, Forward to email and Playback call. MiCollab for Mobile Client also supports Callback and Forward to email.

2. Preferential Contacts can only be set on MiCollab Desktop Client, but is available in Dynamic Status for MiCollab Desktop Client and MiCollab for Mobile Client.

COLLABORATION

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
Invite contact to Audio Conference	✓		
Invite contact to Collaboration/ Video session	✓		
Invite contact via IM message	✓		
Accept incoming collaboration invites - single click to join	✓		

INCOMING CALLS

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
Incoming call notification	✓	✓	✓
Incoming call handling Send to VM / transfer / device selection	✓	✓	
Dynamic status (presence based Call routing)	✓	✓	✓
Send to Voice mail	✓	✓	

PRESENCE AND STATUS

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
Voice Presence – On/Off Hook, ringing	✓	✓	✓
Presence of any device in Ring group - i.e. Softphone	✓	✓	✓
IM Presence	✓	✓	✓
Video Presence – available to receive video calls	✓	✓	
Dynamic Status – control incoming call based on Presence	✓	✓	✓
Dynamic Status change based on Calendar (Exchange / Google)	✓	✓	✓
Dynamic Status change based on Time of Day			✓
Dynamic Status change based on Geo-location			✓
Auto IM responder – based on Dynamic Status	✓	✓	✓
Advisory message – free form	✓	✓	✓

SECURE INSTANT MESSAGING

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
Far-end typing notification	✓	✓	✓
Emoticons	✓	✓	✓
Multi-party chat	✓	✓	✓
Avatars/Display pictures	✓	✓	✓
Tabbed Chat – Multi-Chat Sessions		✓	
Transfer a file	✓	✓	N/A
Send IM to active caller	✓	✓	✓
IM screen pop	✓		✓
Conference (multiparty chat) IM	✓	✓	✓
Search within IM message	✓	✓	

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
IM to Voice escalation	✓	✓	✓
Presence Advisory – Available	✓	✓	✓
Presence Advisory – Busy	✓	✓	✓
Presence Advisory – Away	✓	✓	✓
Presence Advisory – On the phone	✓	✓	✓
Presence Advisory – Not available for calls	✓	✓	✓
Presence Advisory – Do not disturb	✓	✓	✓
Presence Advisory – Offline	✓	✓	✓
Presence Advisory – Custom personal	✓	✓	✓
Location setting			✓

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MOBILITY

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
Wi-Fi Softphone	✓		✓
Wi-Fi cellular hand-off	✓		

DESKTOP VIDEO CONFERENCING

Feature Name	MiCollab Desktop Client	MiCollab Web Client	MiCollab for Mobile
Video – Peer to peer	✓		✓
Initiate video call from contact list	✓		✓
Seamlessly escalate from audio to video	✓		✓
Escalate from 1 to 1 to 1 to many	✓		
Record video	✓		
Integration with Vidyo - Meeting Room (HD) Video system	✓		