

MITEL

Your Assistant

Unprecedented Personal Control over Business Communications

Imagine controlling a telephone or conference call using simple drag-and-drop commands. Or having presence and availability capabilities to determine if someone is at their desk, on the phone or available for a secure chat.

With Mitel® Your Assistant™, enterprises using the Mitel 3300 IP Communications Platform (ICP) or the Mitel SX-200 IP Communications Platform (ICP) can improve communication with full video and collaboration features while leveraging their existing IP infrastructure and communications applications. Your Assistant dramatically improves business communications processes by providing users with a single access point for all of their communications and collaboration requirements, regardless of their physical location.

Simplified Call Management

The Your Assistant desktop control panel offers intuitive visual point-and-click access to the advanced call management features of the 3300 ICP or SX-200 ICP, and ad hoc conference calls can be managed by simply dragging and dropping the name of a participant into the conference at any time. It also automatically remembers the phone numbers the user dials most frequently, and makes them easily accessible from a centralized dropdown menu.

Embedded PC Softphone

Road warriors and teleworkers can enjoy the same intuitive communications management from a remote PC or laptop by using an embedded software-based IP telephone. When remotely connected to the 3300 ICP or SX-200 ICP via a secure network connection, mobile users can make and receive calls as though they were inside the corporate network. The softphone module also lets users record calls on their computer.



Integration with Mitel Teleworker Solution

The Mitel Teleworker Solution provides a secure solution for remote and home-based employees. Teleworker Solution allows you to connect to and access your corporate voice network through the Your Assistant Softphone from home or on the road without the need for a Virtual Private Network (VPN) connection. All Your Assistant features and functions are available, including full presence, video and data collaboration facilities. In Teleworker Mode, the remote Your Assistant Softphone establishes a secure SSL-encrypted connection with the Teleworker Solution server and proxies all communication between the Your Assistant Softphone and the Your Assistant server.

Your Assistant can also be used in desk phone mode in conjunction with a Teleworker set. In this mode of operation, a VPN connection is required from the user's PC to the corporate network where the Your Assistant server is hosted.

Data and Telephony Presence and Availability

Save time when contacting people by knowing whether they are on the phone, away from their desk, available for secure instant chat or data collaboration. Presence and availability promotes opportunistic communication – maximizing a user's likelihood of successfully communicating.



it's about **YOU**

Corporate Secure IM

Your Assistant's incorporated Instant Messaging (IM) and file sharing features offer security not typically found in IM services. Initiate a single or multi-party chat at the click of a mouse and at the same time, share documents by dragging and dropping files into the chat session. This creates a more cohesive teamwork environment while providing a secure and encrypted IM history log.

Versatile Call Forward Options

It's easy to set up multiple call forward profiles* with Your Assistant, saving users time when they are away from their desks. This feature means callers no longer need to wait for four rings before being forwarded to the next location. Your Assistant also supports real-time call forwarding to other extensions, external phone numbers and voice mail using a simple interface.

Knowledge Management

Knowledge Management extends benefits normally associated with call center solutions to all enterprise knowledge workers. This feature provides a means for a user to associate files, documents (i.e., Microsoft® Word, Excel, PowerPoint®, and PDFs) and Microsoft Outlook® emails to a contact in their corporate contacts list as well as their personal information manager (PIM) contacts. This means that when a contact calls, based on the caller line ID, the associated items will be made available to the user for quick access. The PIM supported for the Knowledge Management feature is Microsoft Outlook.

Caller ID-based Routing

Caller ID-based routing provides the ultimate in call management and flexibility. Caller ID-based routing enables users to set up automatic call-handling policies based on rules applied to specific caller IDs (e.g., forward selected calls to voice mail). Users can quickly transition from one mode of communication to the next – knowing that an important caller will be presented while all other calls are routed to voice mail. The defined forwarding rules remain in force even if Your Assistant is disconnected from the network or switched off, but is easily changed or cancelled according to the user's requirements.

3300 ICP Directory Integration*

If this option is selected, the Your Assistant corporate contacts list is populated with the data from the 3300 ICP telephone directory. The engineering guidelines recommend a limit of 5,000 telephone directory entries for this option. Customers who have a telephone directory larger than 5,000 entries are encouraged to use one of the other interfaces provided (e.g., Active Directory or LDAP).

Lightweight Directory Access Protocol (LDAP) and Active Directory Integration

This option enables integration with additional PIMs and databases that support LDAP or Active Directory®. The LDAP or Active Directory interface utility within Your Assistant provides a mechanism to map the data fields within the external database to the fields within Your Assistant. Active Directory single and multiple domains are supported.

Web Window

The web window provides a small browser window as a shutter within the Your Assistant main window. This browser window can be used to display timely notification of relevant information, or to broadcast important messages to users within the enterprise. Users would be able to access more detailed information through links within the web page that is displayed in the web window.

Federated Servers

Your Assistant servers in multiple locations can share IM and presence between servers. For example, federated servers would allow Your Assistant users in one office to view the presence and availability of Your Assistant users in another office on the same network. Federated servers enable users to initiate private and secure real-time communications with Your Assistant users across any number of servers worldwide!

Centralized Call Logging

Your Assistant server is able to log incoming calls for Your Assistant clients when the Your Assistant client software is not running. When Your Assistant is started, the Your Assistant server updates the client with all the cached call log information since the last Your Assistant client session. This information is then displayed in both the call history and the call log window.

Microsoft Outlook Synchronization

Your Assistant provides synchronization of contact data between Your Assistant and Microsoft Outlook for contacts that have been imported into the Your Assistant Personal Contacts list. Synchronization is from Outlook to Your Assistant only. That means changes made within Outlook will be reflected within Your Assistant, but changes made within Your Assistant will not be reflected within Outlook. The user can select whether they wish the synchronization to occur automatically or at a user-defined time interval.

Features marked with * are not available when YA is used on the SX-200 ICP.

Multiline Appearance and Basic Multicall

Your Assistant supports both multiline and single line types. With Your Assistant supporting multiline appearance and basic multicall, the user can take full advantage of their softphone line configuration. Multicall support allows a user that has both a desk phone and a softphone to have a line appearance of their desk phone primary number programmed on their softphone. This allows you to distribute one number (your desk phone primary number), and answer incoming calls to this number via both your desk phone and softphone. It also facilitates basic manager / secretary inter-working.

ACD Module*

The Your Assistant ACD module enables agents to control configured ACD system features from the ACD shutter on Your Assistant. Your Assistant ACD features allow agents to:

- Observe where the calls are originating from using the ACD Path
- Log in and out with an Agent ID
- View a work timer
- Make busy with reason codes
- Obtain assistance via a Help key

Video / Data Collaboration Module

The Your Assistant Video / Data Collaboration module enables users to escalate a voice call into a video and / or data conference at any time with the click of a button. Collaboration sessions can be scheduled with a meet-me URL to start a conference, or can be created during a call for on-demand collaboration. The Your Assistant multimedia collaboration module offers powerful collaboration features to users both inside and outside the enterprise, including application sharing and co-browsing, remote desktop control and multi-party desktop video conferencing.

The Your Assistant Video / Data Collaboration module with Web cam video brings distributed and integrated enterprise collaboration and voice capability to a whole new level. Now, with full presence, availability, video communication and data collaboration, real-time communication is available from the office, the home or the remote mobile location of choice, all in a secure environment and without incurring expensive hosted, by-the-minute charges.

The Your Assistant Video / Data Collaboration module removes the complexity and cost of a hosted Web conferencing solution and ties Your Assistant voice connectivity with full Web conferencing and collaboration capability. Now, anyone within your organization that has a Your Assistant license can create on-the-fly collaboration and conferencing sessions with their colleagues within the organization, or with anyone in the public, wherever they might be. Enjoy the benefits of multiparty, multi-location full collaboration and web conferencing without paying for hosted services. Its simple setup lets you kick-start your collaboration meetings within minutes. No more calling your web hosting provider, booking time, detailing the number of participants and paying for fixed periods. Simply invite as many people as you want whenever you want from wherever you want and enjoy the instant benefit of collaboration.

The following key features are provided by the Your Assistant Video / Data Collaboration module:

- PowerPoint presentation sharing
- Document sharing
- Application sharing
- Desktop region sharing
- Entire desktop sharing
- Annotation capability
- Data collaboration recording
- Whiteboarding capability
- Video conferencing (using a USB web camera)
- 10-party video maximum when in a collaboration session
- 20-party video maximum when in a video only session
- Chat capability between participants
- Ability for non-Your Assistant users to participate in a web conference via web browser
- Ability to set up a Web conference from within the Your Assistant GUI while on a call
- Ability to pre-schedule a collaboration session from within Your Assistant

Integration with Popular Business Applications

Enterprises can leverage their existing applications investment with Your Assistant, which integrates and unifies popular communications and productivity tools such as Microsoft Outlook. Users can dial from Personal Information Managers (PIMs) and launch contact information or chat sessions from incoming caller-ID screen pops. Users can schedule a recurring time to index their PIM at any time. Users can also drag and drop contact entries from their PIM to build up their personal contact entries. Your Assistant supports multiple contact number entries for each contact.

Features marked with * are not available when YA is used on the SX-200 ICP.

Your Assistant and Your Assistant Softphone Features

Call Handling Features

Support for 3300 ICP and SX-200 ICP telephony and data features

Visual conference call management of up to eight parties (five parties on SX-200 ICP)

Call forward profiles¹

Dial from PIM

Caller ID-based routing

Auto answer

Speed dial / favorites

Do not disturb

ACD window¹

Support for multiline and basic multicall operation¹

Additional Features (Available with Your Assistant Softphone)

Call recording

IP-based software telephone (Softphone)

Communication Management Features

Call timer and annotation

Call history

User-defined activity messages (i.e., "in a meeting," "away from my desk")

Data and telephony presence and availability

Chat history

3300 ICP directory¹

LDAP integration

Active Directory integration (single or multiple domains)

Messaging Features

Corporate secure single or multi-party Instant Messaging and file transferring

Integration with MSN Instant Messenger

Interface

Fully configurable user interface

Choice of languages English (U.K. and North American) French (European and Canadian), Dutch, German Italian, Portuguese (European), Spanish (European and Latin American), Chinese (simplified and traditional)²

Online Help

Built-in online help files, Your Assistant portal product support page

Your Assistant Specifications

Platforms Supported

3300 ICP, Version 5.0 or above

SX-200 ICP, Version 3.0 or above

Phones Supported

Mitel IP Phones – 3300 ICP (5212, 5224, 5230, 5235, 5240, 5330, 5340, IP DECT, Navigator IP Phones)

Mitel IP Phones – SX-200 ICP (5212, 5224, 5330, 5340 IP Phones)³

PIMs Supported

Sage Software Act! 2005, Act! 2006⁴

IBM Lotus Notes® R6.X, R6.5.X, 7.X

Microsoft Outlook 2000, 2002(XP), 2003, Exchange 2003 or greater

Microsoft Outlook Express 5, 5.5 and 6

PC and Server Specifications

Please see the Your Assistant Administration Guide for full details of PC and server specifications and any engineering guidelines

¹ NOTE: Not supported on the SX-200 ICP.

² NOTE: The SX-200 ICP only supports English (North American), French (Canadian) and Spanish (Latin American). Chinese language support has some exceptions. See the Your Assistant user guide for full details.

³ NOTE: 5330 and 5340 IP Phones are only supported with SX-200 ICP version 4.1 and above.

⁴ NOTE: Act! 2005 is only supported in English.

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