

Mitel CMG Suite

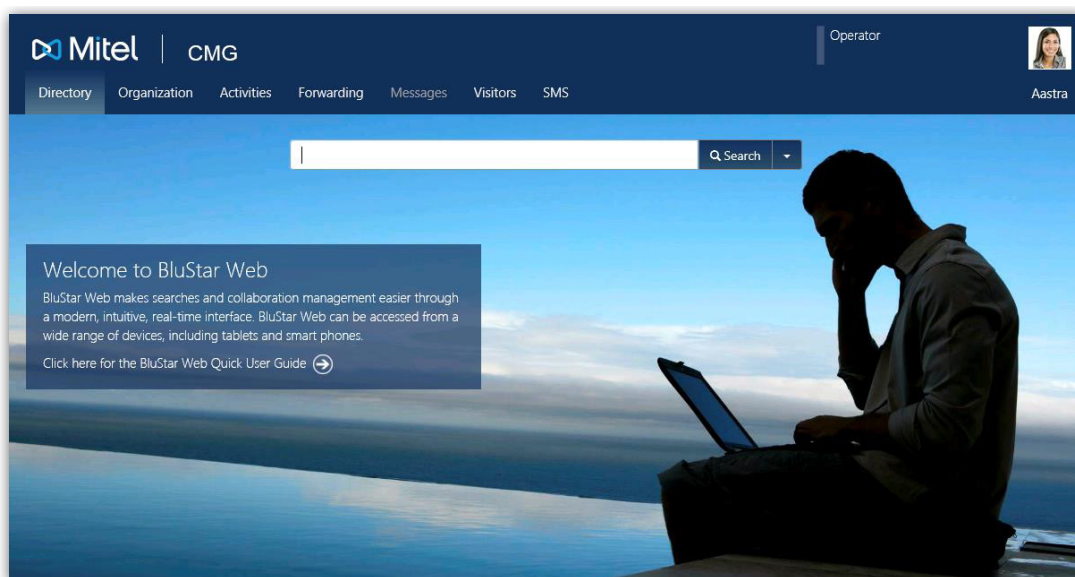
A set of presence and activity management tools within the Mitel CMG Suite

Key Features

- Full support for mobile devices
- Intuitive and smart directory search
- Rich presence information
- Presence- and activity-based routing
- Calendar synchronization
- Single sign on using Windows authentication
- Support for Active Directory Federation Services (ADFS)
- Support for deployment of multiple web sites (internal and external)
- Multi-language support
- Virtual Reception as optional module
- Self-services

Flexible and intuitive, Mitel CMG Suite puts collaboration tools at users finger tips, driving productivity in the workplace.

As the directory and activity management platform in CMG Suite, BluStar Web offers a host of integrated self-serve features, like powerful corporate directory search functions, presence- and activity-based call routing as well as calendar synchronization. These user-friendly collaboration features extend from PC to smartphone and tablet, catering to the mobile workforce of today's enterprise. Additionally, the BluStar Web integrates with other automated self-services, such as Interactive Voice Response, automated attendant and visitor management.



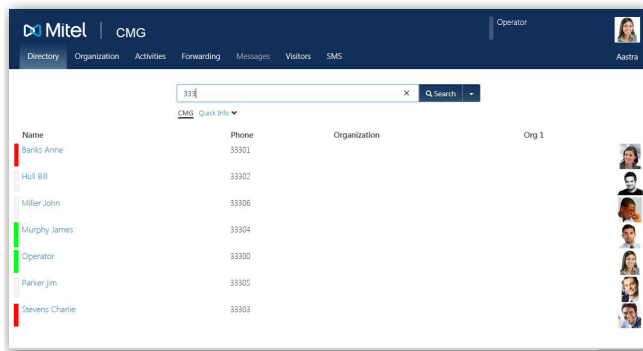
Real-Time User Interface

BluStar Web provides a real-time responsive web interface to manage of user collaboration, offering access to corporate directories with presence, click-to-dial and SMS functionality.

The real-time web enables instant presence updates, line state and activity/calendar information. The responsive design provides a harmonized user interface across a wide range of user devices, adaptive layout automatically adjusts to the different screen sizes (smart phones, PC, tablets).

SMART DIRECTORY SEARCH

With the BluStar Web application, users can quickly and easily search the corporate directory and be presented with intuitive matches within a few keystrokes. In addition to contact details, search results also return up-to-date presence information on that individual to promote spontaneous collaboration.



Contact search

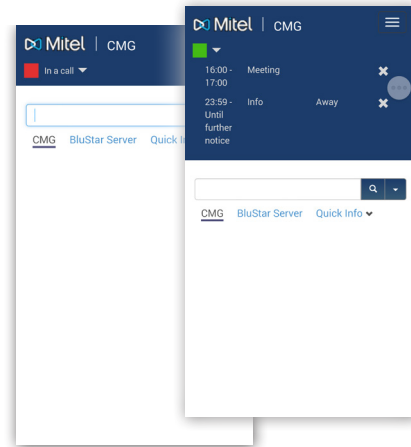
FUNCTIONALITY INCLUDES:

- Smart and progressive search
- Search across multiple directories including: CMG, BluStar Server and BluStar Quick Info
- Real-time presence information including BluStar presence, calendar information and line state
- Forwarding information with estimated time the person will be available
- Alternative name search and organization navigation.
- Click to dial and clickable email and SMS links
- Timeline support for calendar/activity information

ACTIVITY AND COLLABORATION MANAGEMENT

With BluStar Web, users can easily manage how their incoming calls will be routed by assigning rules based on calendar- and activity types. Users can also use BluStar Web to indicate their preferred mode of communication, and at specific times (i.e. call, chat, video conference).

User preferences entered in BluStar Web will also be visible for attendants, other BluStar users or to callers in speech applications.



Activity mangement on mobile

FUNCTIONALITY INCLUDES:

- Enter, change and delete activities
- Set presence status:
 - Available
 - Busy
 - Do not disturb
 - Signed out
- Support for recurring activities
- Timeline view of all activities and calendar entries
- BluStar Quick view for faster activity management
- Each activity is mapped to a contact profile that defines the system behavior during the activity, e.g. call forwarding
- Activity and calendar mapping to personal number profiles in the call manager

CONFIGURABLE USER SETTINGS

With BluStar Web, users can view and edit their custom user settings, including real-time presence and activity at any time, all without IT involvement.

FUNCTIONALITY INCLUDES:

- Ability to change/update incoming call handling rules
- Visibility into their current status, calendar and activity information, and forwarding information with estimated availability time
- BluStar Quick view to change activity status
- User profile
- Change Personal Number profiles:
 - User extension can be forwarded to any number (supported by MX-ONE)
 - Configure the call flow transfer order (internal or external extensions) in case of busy or no answer
- Configure how activities in your calendar will be managed

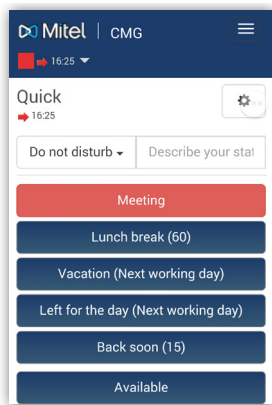
BluStar Quick

BluStar Quick lets users create efficient shortcuts for their most used activities profiles. It also enables the configuring of hot-keys for rapid dialing of selected phone numbers from within any application.

Easy access to BluStar Quick is provided via an icon in the Windows notification area (system tray).

FUNCTIONALITY INCLUDES:

- Icon with current status, activity shortcuts and settings
- Add and delete activities
- Personalize activity shortcuts and durations
- Hot-key dialing



BluStar Quick activity short cuts

Calendar Connection

Calendar Connection facilitates one-way synchronization from a user's calendar system (Microsoft, Lotus, GroupWise, etc.) to the CMG database.

It synchronizes the user's office calendar with CMG, turning calendar bookings into CMG activities, visible for attendants and other system users, affecting the user's call routing profiles.

The configuration can be done according to the default settings or by the employees themselves via BluStar Web. There are several configuration options BluStar Calendar Connection users, e.g. activate/deactivate synchronization of appointments, choose default activity code and select language for matching appointments with activity codes.

CALENDAR INFORMATION SYNCHRONIZATION

- Synchronize calendar bookings to Virtual Reception/InConference
- Transfer new, changed or removed activities/recurring activities from the calendar to the BluStar system
- Map subject fields into activity codes
- Configurable contact profile and extension forwarding



BOOKINGS

- Meetings and conference bookings are synchronized and mapped to BluStar Web activities
- Calendar bookings marked as private are by default not transferred, but can be activated as a system setting
- Calendar bookings marked as free or tentative are by default not transferred (user settings)

Synchronization of CMG directory and Active Directory

Synchronization with existing office directories becomes more and more important for CMG as companies rely more on their Active Directories (AD) as primary source for information. BluStar Web, CMG directory/user database can be synchronized with Active Directory or any other LDAP source. This means that it is possible to map fields in AD to fields in CMG with a new web configuration tool available from CMG CM.

Requirements

OPERATING SYSTEM REQUIREMENTS

	Operating Systems
BluStar Web Server	Windows Server 2008 R2, SP2, 64-bit
	Windows Server 2012, 2012 R2, SP1, 64-bit
BluStar Web Clients	Windows 7 Professional Edition, SP1, 32-bit, 64-bit
	Windows 8, 64-bit

WEB BROWSERS (OFFICE USERS)

Operating Systems	Browsers	BluStar Web
Microsoft Windows	Internet Explorer 9-11	•
	Mozilla Firefox 26-31	
	Chrome	
MAC OS-X 10.9	Safari 7.0	•
Windows Phone	Mobile IE	•
iOS 7	Safari	•
BlackBerry 10	BlackBerry Browser	•
Android 4.2	Chrome	•
	Samsung Browser	
Android 4.4	Android Nexus/Google native browser	•

MINIMUM HARDWARE REQUIREMENTS

Hardware	CPU: 2.2 GHz or faster, 2 Cores required
	RAM: 8 GB
	Hard drive: 20 GB available
Virtual Environment	VMWare vSphere 5.1
	CPU: 2.2 GHz or faster, 2 vCPUs required
	RAM: 8 GB
	Hard drive: 20 GB available

Note: The synchronization solutions server requirements scale with the number of users synchronized and the actual performance of the installation. Other factors, such as network load, server load etc. might also have an impact. For larger installations than specified above for the corresponding servers, please consult your Mitel sales representative. For up-to-date software compatibility, hardware and system requirements, please refer to the BluStar Web Product Description and Compatibility Matrix documents via your applicable sales representative.



For more information, please call 877-NORCOM1 or go to www.norcomsolutions.com/cm-g-suite