Mida Solutions
UC suite
for Microsoft Teams

mida
solutions
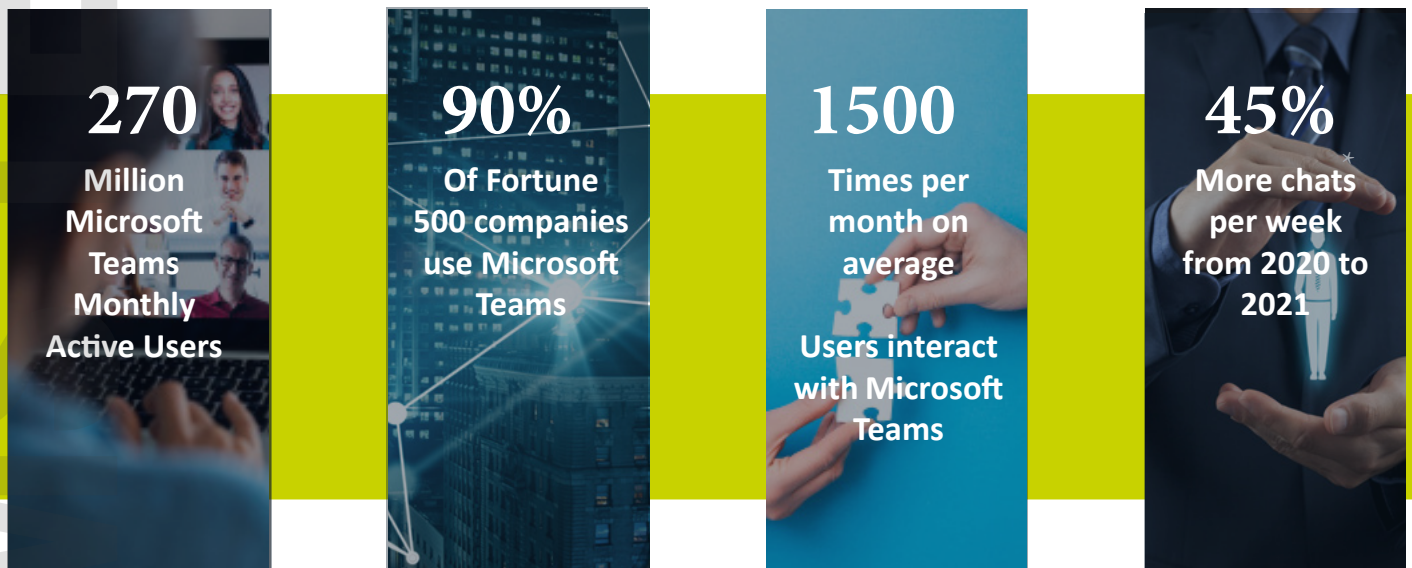
Microsoft Teams

Microsoft Teams is the collaboration platform we are all familiar with now. All people need is at their fingertips. It incluses chats, content sharing, meetings and video calls in a unique platform.

Its **simple and intuitive Teams-like UI** is winning over people's hearts as it makes smart working super easy.

270
Million Microsoft Teams Monthly Active Users

90%
Of Fortune 500 companies use Microsoft Teams

1500
Times per month on average

Users interact with Microsoft Teams

45% *
More chats per week from 2020 to 2021

*Microsoft official data

To make Microsoft Teams become part of your entire business communications you can **convert it into a business phone system connecting it with the PSTN** via Direct Routing. So, you can easy handle also VoIP conversations within Microsoft Teams.

Let's analyze together Mida's value proposition for Microsoft Teams, which includes:

- **Mida Compliance Recorder**
- **Mida Attendant Console**
- **Mida C³ Cloud Contact Center**

Adopt Mida for Microsoft Teams
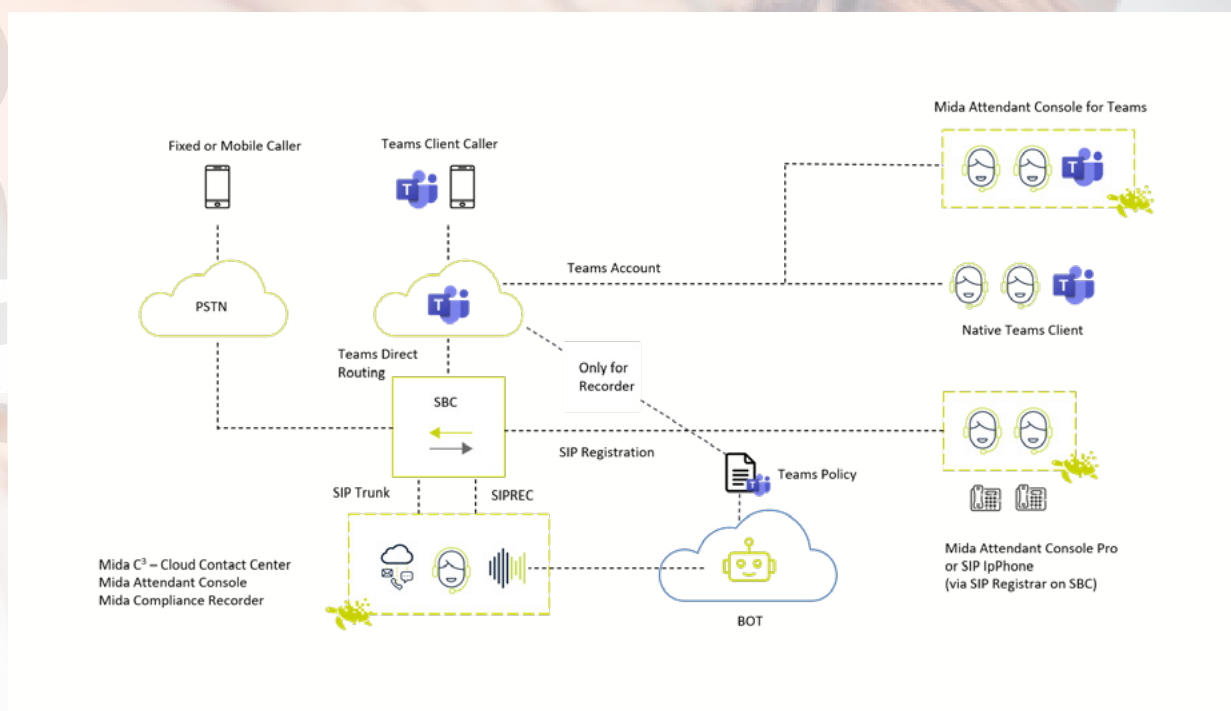
Solution certified for Microsoft Teams

Mida's UC suite for Microsoft Teams ensures an **easy implementation** and a **gradual migration** from your traditional phone system to the Cloud.

Smoothly activate the UC applications you prefer, like Compliance Recorder or Mida Attendant Console, **SaaS, on Azure, on customer's private cloud, on-prem** with:
- a perpetual license
- a pay-per-use approach

All the solutions are **available in:**
- **Microsoft Azure Marketplace**
- **Microsoft AppSource Marketplace**

Compliance Recorder

Solution certified for Microsoft Teams

Mida Compliance Recorder is the turnkey and **all-in-one Voice and Video Recording System** for Microsoft Teams. It allows companies to safely record both PSTN to Teams and Teams to Teams conversations.

The solution guarantees compliance with the **latest privacy regulations (GDPR, MiFID II) or internal security protocols**. Conversations are saved in the same Country where they are made.

WIDE FLEXIBILITY AND MODULAR ARCHITECTURE

- BOT that uses the Teams APIs
- SIPREC (via SBC)

CENTRALIZED AND SECURE ARCHIVING

- Tamper proof access
- File encryption
- File compression

Recorded messages can be found thanks to Mida Playback Station. The platform lets search and play messages, through **keyword search** and also through additional searching parameters based on **advanced call metadata**.
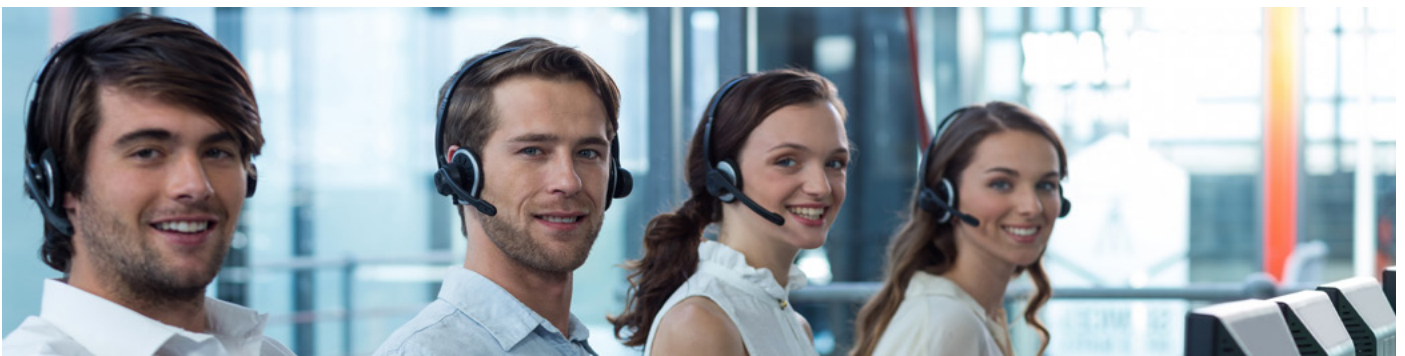
Compliance Recorder

According to your usage needs, you can choose between **two different configurations** of Mida Compliance Recorder.

In both cases, call audio files and metadata are safely stored.

Mida SIPREC Recorder for MS Teams

It is used within the Direct Routing scenario. By leveraging the SIPREC port available at the SBC level, it records all calls from/to the PSTN. This application can run on Microsoft Azure cloud and the recording policy is defined by the node that makes the SIPREC port available.

Mida Teams Compliance Recorder

Recordings are made by a bot (hereafter Mida RecBOT) which records any conversation made or received in Microsoft Teams (both Teams to Teams, Teams to PSTN, PSTN to Teams).

PROS

LOCAL STORAGE

RETENTION POLICIES
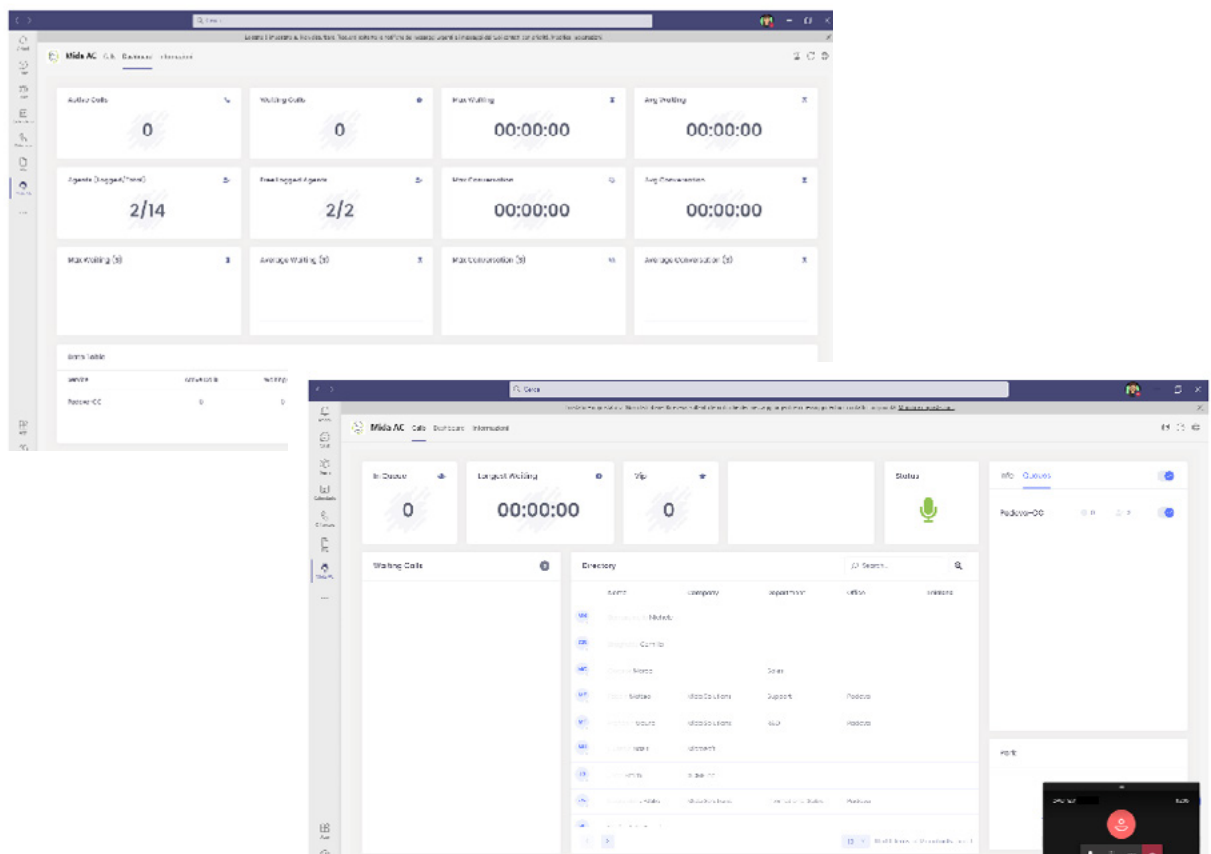
HIGH-SECURITY LEVEL

MULTI-SOURCE RECORDING SYSTEM

Attendant Console

Mida Attendant Console is the **easy-to-use professional application integrated into your Teams client**. It allows your agents to efficiently manage all incoming calls within Microsoft Teams.

A COMPLETE SOLUTION

- Allow **complete control** of incoming calls
- Smart Tools: Call Parking, Transferring
- Fully integrated with **corporate directory** and AAD
- Overview of the services assigned to the agent
- Selective log-in and out from the queues the agent has been assigned to
- **Dashboard view** on the contact center operations

Attendant Console

INCREASED WORKSTREAM PRODUCTIVITY

- One **single collaborative platform** to manage all your professional UC with Microsoft Teams
- **Embedded Console or Application** - You can choose what you prefer
- **Work from anywhere**- You can easily extend Mida Attendant Console for Microsoft Teams to remote offices or work-at-home agents
- The familiar **Teams-like UI** helps your operators to be faster in managing the calls

COMPLETE INTEGRATION WITH YOUR CRM

- Mida Attendant Console for Microsoft Teams is **integrated with the main CRMs**
- All the information your operators need at their fingertips: immediate consultation of customer cards
- Easy creation of new records, in the case the caller is a new contact
- Efficient information tracking thanks to the possibility to take notes or engage relevant persons, directly from the CRM

PROS

ADVANCED CALL FEATURES IN A CLOUD-BASED CONSOLE

SUITABLE FOR RECEPTIONISTS

CERTIFIED FOR VISUALLY IMPAIRED AND BLIND AGENTS

Cloud Contact Center

Solution certified for Microsoft Teams

Mida C³ Cloud Contact Center is the **turnkey** contact center to seamlessly handle **calls, WhatsApp messages and emails**.

It includes:
- Compliance Recorder
- Attendant Console
- Automated Attendant (IVR)
- Queue Manager with customized call distribution algorithms
- Supervisor Console
- Call Analytics
- Fax Server

Rely on Microsoft Teams as **your new UC platform** thanks to Mida C³. It adds to Microsoft Teams basic call treatment features many more **advanced communication management options** handy to ensure a top-quality service.

Reliability and efficiency is ensured by Microsoft Teams Certification.

PROS

GRADUAL UC SHIFT FROM LEGACY TO CLOUD

HYBRID WORK SCENARIO

MULTI-CHANNEL SOLUTIONS

ADVANCED REPORTS

Microsoft365 integrations

Dynamics 365

Dynamics 365 integration allows your agents to **focus just on delivering the best service to your customers**: this integration empowers your agents and supervisor with instant access to customers' historical data and information. During conversations, operators have access to the customer profile and previous notes. Messages for other stakeholders or colleagues can be added, **directly in Dynamics 365**.

Power BI

Mida C³ reports can be integrated with the Microsoft Business Intelligence platform, through Mida Call Analytics, our **new advanced reporting system**.

- **Predefined reports** are available integrated with Power BI
- **Customizable reports** can be created
- **Direct access to data**
- UC data can be integrated with other business information
- On-demand or scheduled reports are available by choosing between tabular or graphical, as you prefer
- **Maximum flexibility** is ensured

Analytics become part of the global data asset of the company

Why choose Mida

EXPERIENCE

- 18+ years of UC experience
- 300+ customers
- ISO 27001 certified
- ISO 9001 certified
- Official Microsoft partner
- Certified for Microsoft Teams

QUICK TO INSTALL

Mida ensures you a **complete suite of UC applications for Microsoft Teams** with fast installation, quick set up, and easy use.

You just need to search our solutions in **Microsoft Azure Marketplace or Microsoft AppSource Marketplace** and follow step-by-step our deployment and configuration guides.
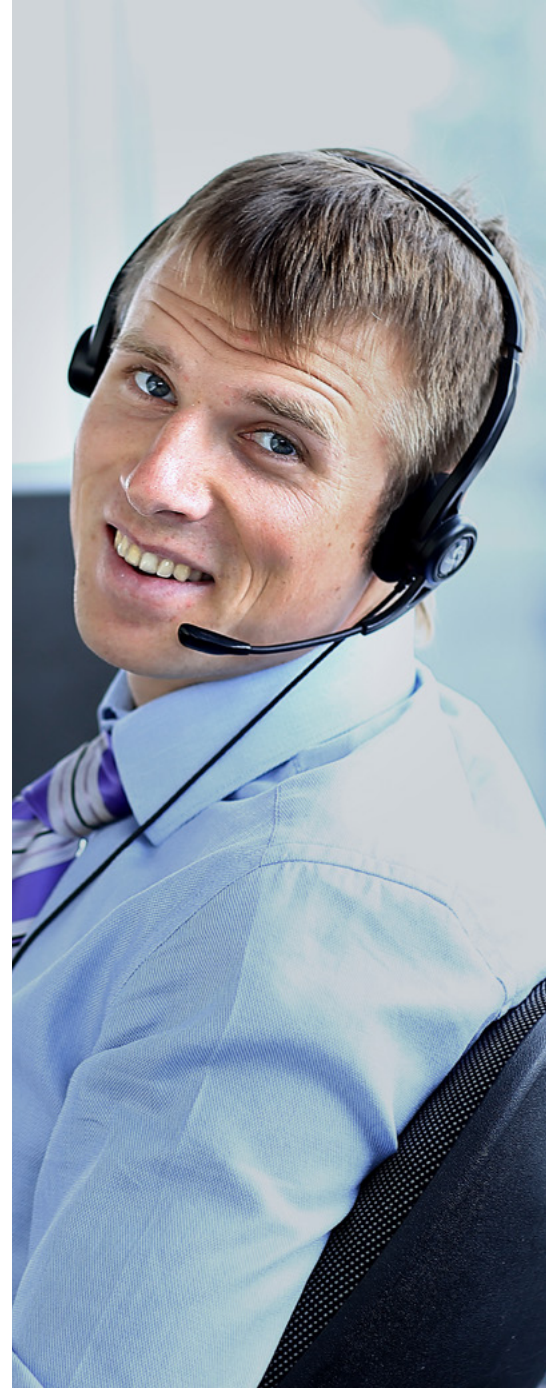
1	2	3
Install	Configure	Enjoy

INTEROPERABILITY

Mida UC solutions for Microsoft Teams are tested for interoperability with the main certified SBCs, which ensures you the best quality and reliability.

Our special partner

Over the years the collaboration with Ribbon Communications has acquired a leading position, resulting in a tight technical and commercial partnership.

Mida's solutions are included in Ribbon's price list. This allows companies to buy a certified SBC and a UC solution for Teams in a **one-shop purchase** through Ribbon sales channels. From the sales perspective, this is a huge advantage for their distributors, as it facilitates their sales proposals to customers.

Why partner with Mida

Expand your offering by adding Mida's UC solutions to your portfolio.

You will be able to fulfill your customers' needs thanks to Mida Solutions' on-Prem and Cloud innovative UC applications.

Mida's new partner's onboarding process is going to be easier than what you expect thanks to:

- **Technical training** - We can make your technical team quickly become familiar with our solutions. These training sessions will empower them to easily install our products and be able to provide basic support to end-customers/resellers.
- **Sales training** - We will train your sales force, in order to help them identify upselling or cross-selling opportunities.
- **Support** - You and our common customers can always rely on our support, so there won't be any extra work required from your team.

Become our partner and meet the demand for UC products coming from your customers

Contact us

To have more information about our products for Microsoft Teams or to speak to an expert to become a partner, fill out this form.
We will be happy to help you!

DOCUMENTATION

mida
solutions

We are technology-oriented company focusing on Unified Communications and Professional Communications since 2004.

We offer a complete suite of advanced multimedia applications, with the mission to provide value-added innovative technologies for communications.

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