

Mida Solutions
UC suite
for Zoom



ZOOM UC SUITE

Zoom

Zoom is one of the most popular cloud-based collaboration platforms you might be familiar with, as you probably have been using it both for personal and business meeting needs.

Zoom brings together chatting, content sharing, and video meeting in a unique platform. Its **simple and intuitive user interface** is winning over people's hearts as it makes smart working super easy.



*Zoom official data

What's new?

Zoom can become the **hub of your entire business communications**: you can use it as your new professional cloud contact center!

How?

Connecting it to the PSTN using a SIP Trunk port and an SBC connection, you will be able to handle VoIP calls, within Zoom.



Adopt Mida for Zoom

Mida's UC suite for Zoom ensures a **super easy implementation** and a smooth migration from your traditional phone system to the Cloud.

Mida Compliance Recorder and Mida Attendant Console can be installed in a **single virtual machine**.

The installation is simple and **in a few steps**, you can easily configure it according to your business or service needs.

Let's analyze below Mida's UC value proposition for Zoom.

The solutions allow you to provide high-quality customer service.



ONE SINGLE SUITE FOR
YOUR UC IN ZOOM



QUICK SET-UP

EASY TO USE

RELIABLE



Compliance Recorder



Mida Compliance Recorder for Zoom is an **all-in-one multi-source compliance Voice and Video Recording System** for professional and telephony networks. It allows you to safely record both PSTN to Zoom and Zoom to Zoom conversations.

The solution guarantees compliance with the latest privacy regulations (**GDPR, MiFID II**) or internal security protocols.

CENTRALIZED AND SECURE ARCHIVING

- Tamper proof access
- Encryption and file compression

Recorded messages can be found in seconds 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**.

PROS

COMPLIANT WITH PRIVACY AND SECURITY REGULATIONS

SECURE FILE STORAGE

COMPLETE CONTROL

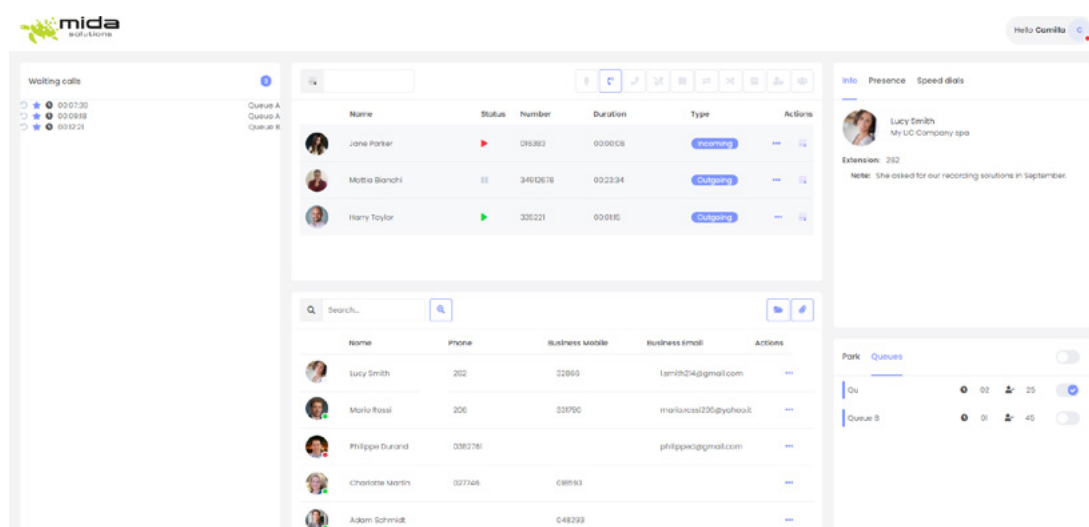
MULTI-SOURCE RECORDING SYSTEM



Attendant Console



Mida Attendant Console for Zoom is the **easy-to-use professional voice application**, which allows your agents to efficiently manage all incoming calls. No local PC installations is required.



A PROFESSIONAL UC CONSOLE

- **Easy migration to Zoom from Legacy PBX**
- Intuitive web-based console for call management
- **Available as a Service in Mida Cloud**
- Maximum **flexibility** and minimum installation
- **Centralized management configuration**
- Accessibility for visually impaired and blind operators
- Automatic welcome treatment
- **CRM integration** via screen pop-up at call ringing/answer

Attendant Console



USEFUL FOR STREAMLINING AGENTS' TASKS

Modular layout, **fully customizable** for each user:

- Configure keyboard shortcuts
- Configure directory contact numbers as speed dials
- View status of calls waiting in queues
- Insert personal reminders

A COMPLETE UC MANAGEMENT SYSTEM

- **Supervisor console** to manage agents/receptionists
- Advanced dispatching algorithms
- Announcement and menu-driven initial call treatment (**IVR**)
- Camp On, Call Park, and VIP calls
- Possibility to **record calls** and easy search and listen to them

PROS

ADVANCED CALL FEATURES IN A CLOUD-BASED CONSOLE

SUITABLE FOR RECEPTIONISTS

CERTIFIED FOR VISUALLY IMPAIRED AND BLIND AGENTS



Why choose Mida

EXPERIENCE

- 18+ years of UC experience
- 300+ customers
- ISO 27001 certified
- ISO 9001 certified

RELIABILITY

QUICK-TO-INSTALL

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

You just need an Internet Connection, a SIP Trunk and an SBC Connection.

INTEROPERABILITY



Mida's UC solutions for Zoom are interoperable with the main SBCs, which ensures you the best quality and reliability.



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 get more information about our products for Zoom for your company or to speak to an expert for a partnership, fill out this form.



DOCUMENTATION



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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