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One Touch Call Record

We've all had scenarios where we've wished the call was recorded. **All users can press a button to start recording the phone call when needed.** As soon as the call is ended, the call is emailed as a media file to the user's email address.

This is proving to be an incredibly useful tool for potentially awkward callers, conference calls, lengthy calls where notes can't be taken or the most popular use of taking messages for other people.

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Full Call Recording

Useful as not only a safeguard for he said she said scenarios, but as one of the best training tools to bring your members of staff up to scratch. Imagine the rewards of training your least cost effective staff up to the best. How much would this benefit you?

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Phone Manager Screen Dialling Product

Shows if people are on the phone/free, integrated caller ID and phonebook, active sync with Outlook, **save entering telephone number – highlight and dial from your computer.**

Is your colleague on the phone and you urgently need to speak to them? No problem, instant message them with the built in messenger whilst they are on the call.

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Phone Manager Mobile

Make your mobile phone an extension of your telephone system, access your call history, voicemail, message phone manager desktop users, set your availability/see others and **present the office number** when dialling. Not only this, calls to the office are free! (Using your data plan/Wi-Fi) and the office can reach you for free – **alleviate mobile pence per minute charges!**

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Wireless Peripherals

Take the call away from your desk, grab that member of staff before they leave the office, or go to the fax machine whilst an order is coming through.

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Voicemail

Someone is trying to reach you urgently so they've left a voicemail, **prevent a prospect sale from going elsewhere** and call them back sooner. You can retrieve voicemail notifications via email on your phone/tablet via email or by the Phone Manager Mobile client. Allowing you to call them back or forward the message to another colleague.



Multisite Features

Save dialling through to the other office to find out they are on the phone. Dial directly to colleagues in other offices, busy Lamps will show you if the extension is unavailable.

Best of all the call is free! What's more, why pay for multiple telephone systems?

The Mitel 250 strives in offering multisite features, different Auto Attendants/voicemails for different sites etc.



Direct Dialling

Allow customers to reach specific departments/extensions. Great for reporting on advertising campaigns, especially with a call reporter.



Call Reporting

Need to know which time to get the most members of staff on the phone? Call logging allows you to **diagnose call patterns with real time reporting**. Great for advertising.

See which members of aren't picking up calls with extension reports.



On Hold Marketing

The chances are your customers don't know all your products and services.

Capitalize on them waiting, get them sold whilst on hold!

We've got customers who deliberately put calls on hold for 30 seconds when they call in to maximise awareness of seasonal promotions they run!

Completely bespoke messages for your company. Remember, close to 90% of your calls are placed on hold at some point. [Listen to samples](#).



Auto Attendant

Direct calls to relevant members of staff, advise of opening hours and more. Great for smaller companies looking to appear bigger.



Full Programming

Closing early? The Mitel 250 allows **lots of clever programmable features such as Night mode** – with a press of a button you can divert calls to a voicemail/mobile.

Remote access using our on-site PC means we can perform tweaks without the wait for a local engineer.

Please note: On Hold Marketing, Phone Manager Mobile, Call Reporting, Full Call Recording and Wireless Peripherals must be included at point of sale.