



Applications that add value



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WHO IS MIDA SOLUTIONS

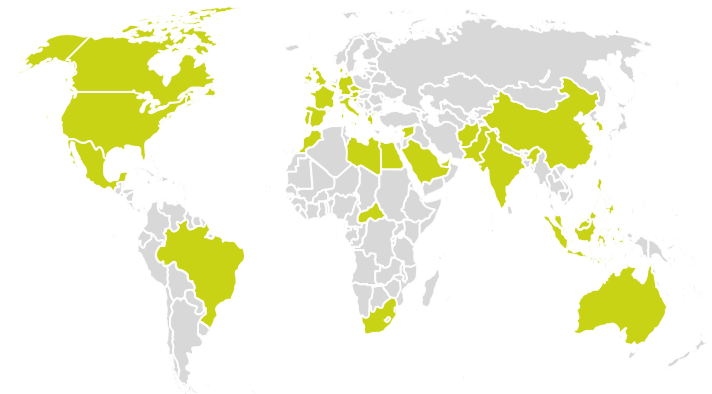
20 years of experience in UC

Proudly Italian ISV, we design and distribute worldwide **Unified Communications solutions** both for private enterprises and public entities, **since 2004**.

Our team of experts has developed a complete suite of **advanced UC solutions for multi-channel communications management**.



Our applications are available for **legacy environments, Microsoft Teams and Zoom Phone**.

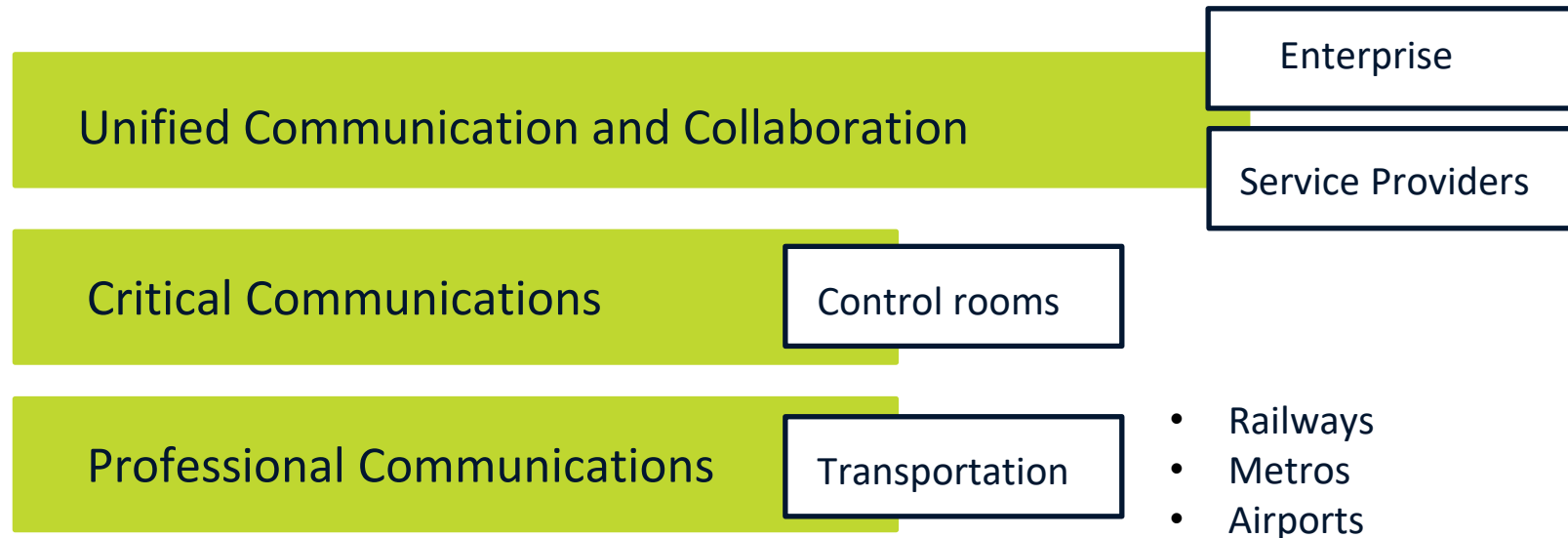


300+ happy customers

150k+ users on one installation

MISSION

Provide innovative solutions for communications



EVOLVING PROPOSITION



Unified Communications



Cloud Solutions via SBC



SaaS Solutions



7+ YEARS OF PARTNERSHIP WITH RIBBON



UC applications to complete Ribbon's offer

- Business enabling
- Wide and proven application portfolio



IoT with Ribbon SBCs

- SIPREC Recorder
- Contact Center/Attendant Console for Teams
- Attendant Console for Zoom Phone



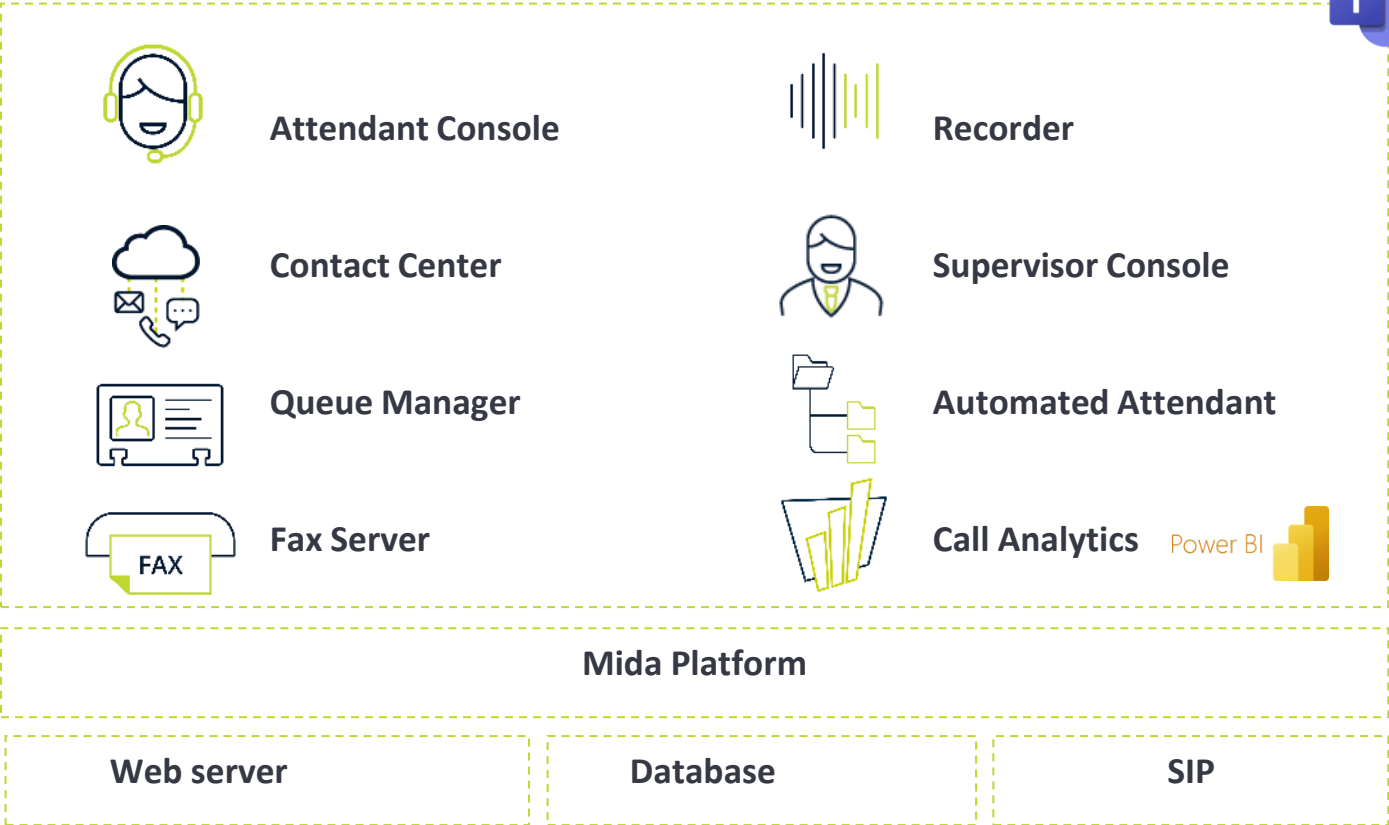
Ribbon Price List

- SKUs are already available



OUR PORTFOLIO – NOW AVAILABLE aaS

From products to services



CERTIFIED



Microsoft Certifications



C³ Cloud Contact Center

Teams Connected Contact Center Certification Program

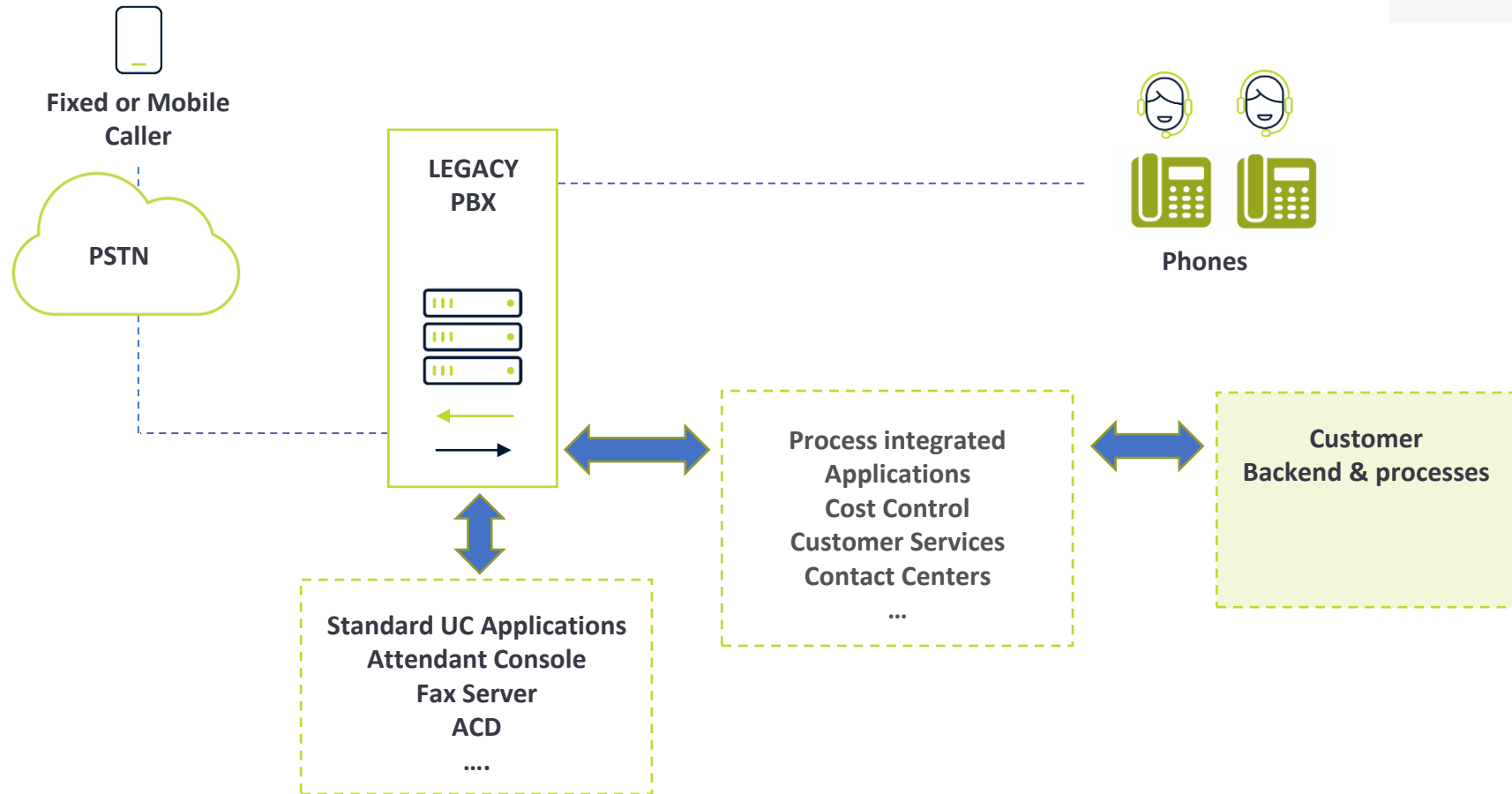


Mida Compliance Recorder

Teams Compliance Recording Certification Program



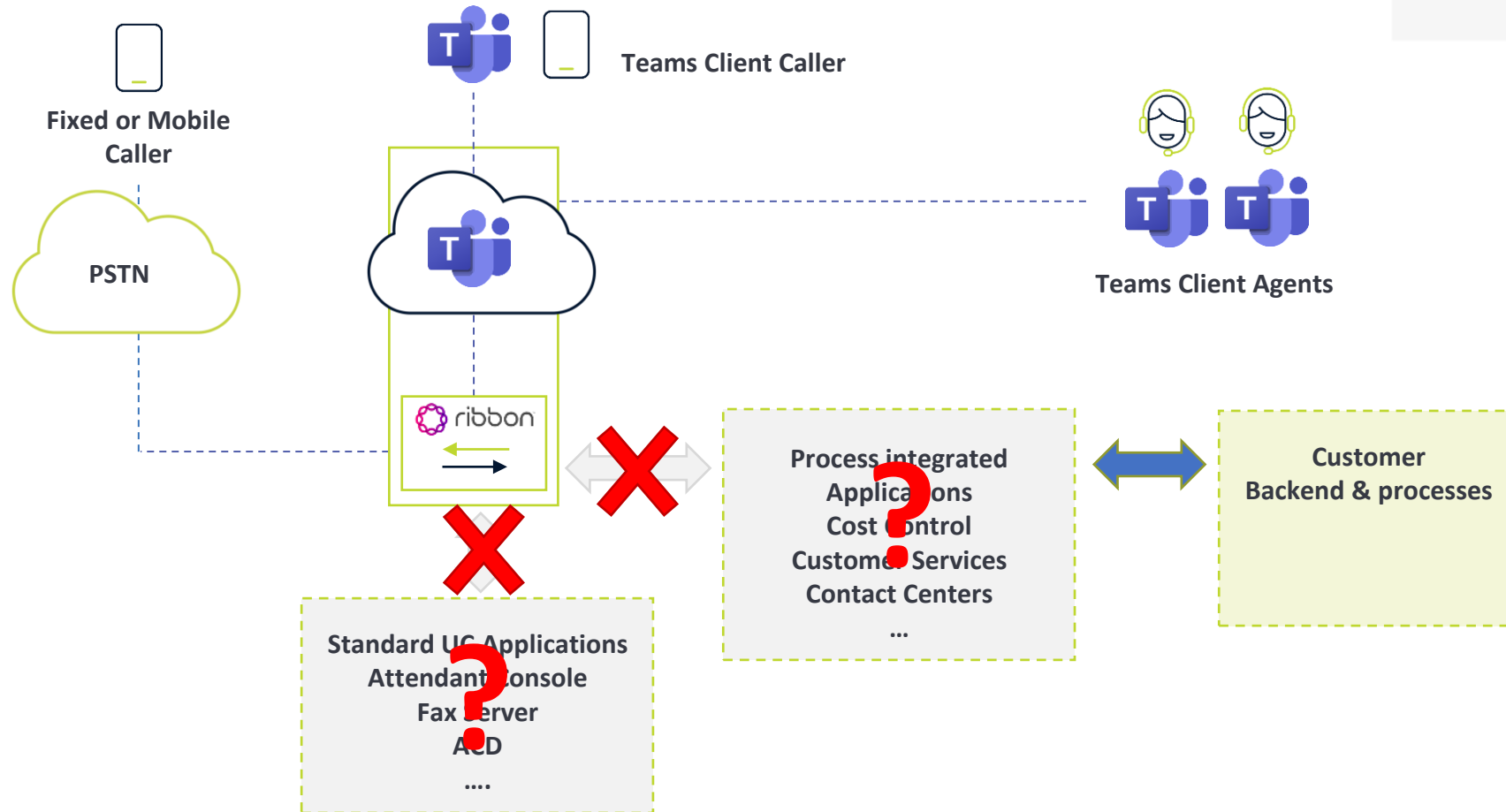
MIGRATION FROM LEGACY TO TEAMS: THE STARTING POINT



Mida C³



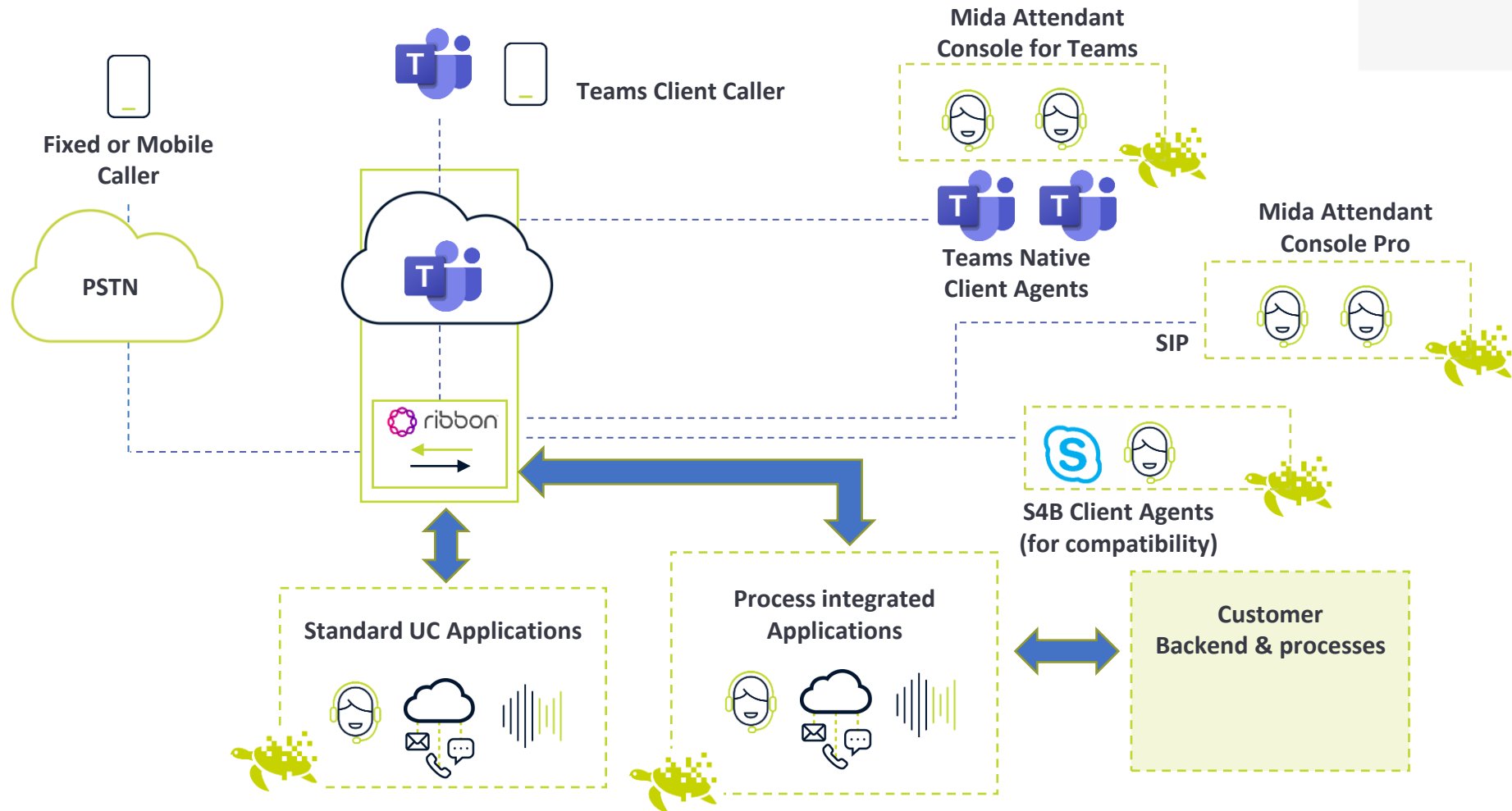
MIGRATION FROM LEGACY TO TEAMS: ISSUES APPEAR



Mida C³



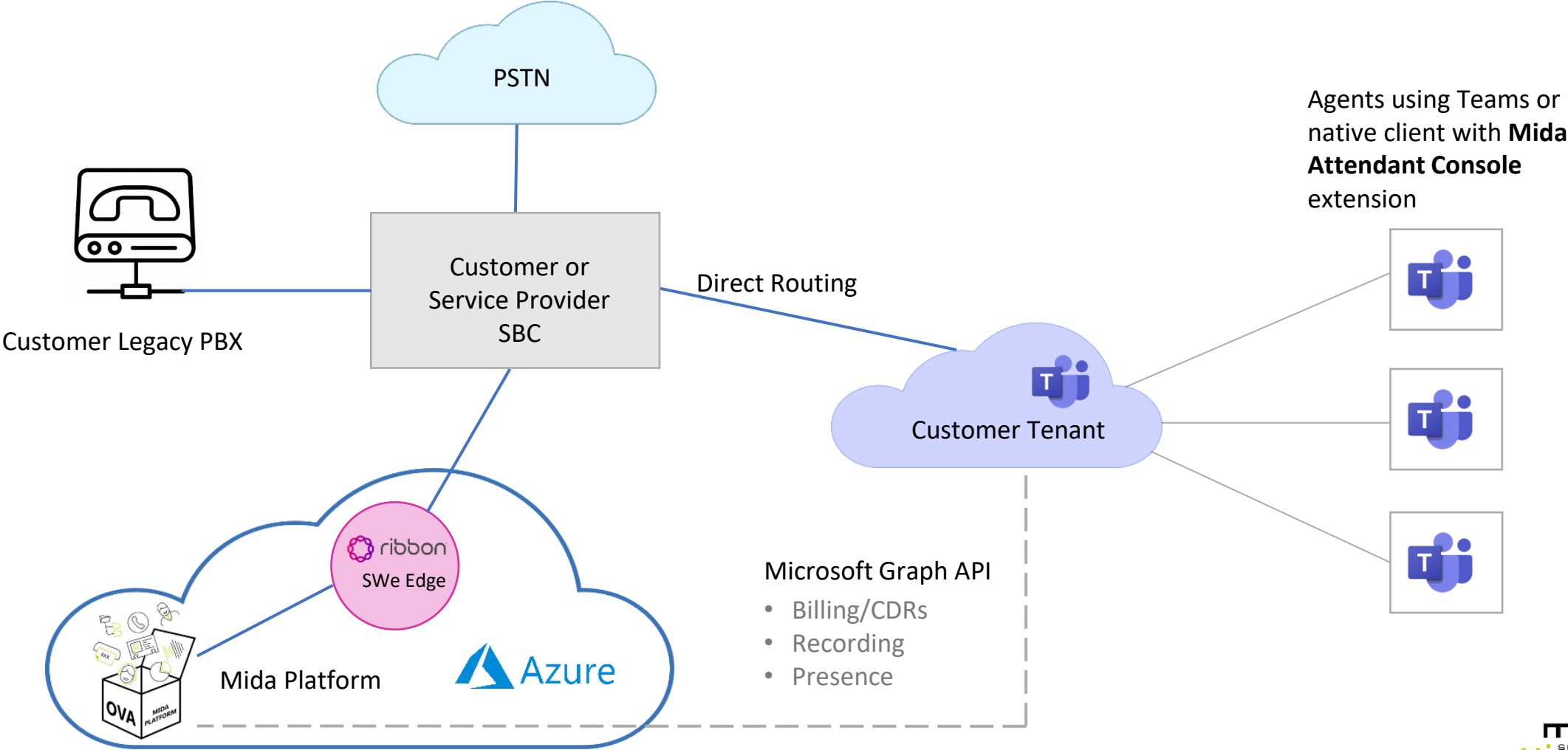
MIGRATION FROM LEGACY TO TEAMS: MIDA SOLUTIONS



Mida C³



General Architecture



Customers decide where to host their solutions



Company Cloud

Deployment in customer's infrastructure.
Mida takes care of the configuration and provisioning aspects, application-level monitoring and support.


Partner's Cloud

Thanks to multi-tenancy, partners can host multiple customers in the same cloud environment.

Mida's Cloud

The classic aaS choice: customers implement the solutions with a PPU approach, adding licenses as they grow.

SaaS: rapid deployment and lower TCO

A hand is shown holding a dark blue circular area containing a white cloud icon. A dashed blue line with green circular markers curves from the top left towards the bottom right, connecting the four text blocks.

Pre-defined layouts for rapid deployment
from Essential to High Availability and Redundancy

Multi-tenant configuration
for Service Providers

Install all components from Microsoft Marketplace
Ribbon SBC, Mida Platform, ...

Scalable Pay-Per-Use pricing model

Products Overview



Mida Attendant Console for Teams



Simplifies the activities and improves the efficiency of receptionists or contact center operators.

Teams App or WEB-based version (for complete call control, included advanced UC features)

Selective log-in/log-out from the queues

Shared corporate directories

Accessible also for **visually impaired agents**

Dashboard with summary information and KPIs about the services the agent is assigned to.

CRM Integrated



Mida Attendant Console



Hello **Camilla**

Waiting calls

3

- 00:07:39 Queue A
- 00:09:18 Queue A
- 00:12:21 Queue B

Name	Status	Number	Duration	Type	Actions
Jane Parker	Incoming	016383	00:00:08	Incoming	...
Mattia Bianchi	Outgoing	34912678	00:23:34	Outgoing	...
Harry Taylor	Outgoing	335221	00:01:15	Outgoing	...

Search...

Nome	Phone	Business Mobile	Business Email	Actions
Lucy Smith	262	32866	l.smith214@gmail.com	...
Mario Rossi	206	331790	mario.rossi206@yahoo.it	...
Philippe Durand	0382761		philipped@gmail.com	...
Charlotte Martin	027746	018593		...
Adam Schmidt		048293		...

Info

Presence Speed dials

Lucy Smith
My UC Company spa

Extension: 262

Note: She asked for our recording solutions in September.

Park Queues

Queue	Time	Count	Toggle
Queue A	02	25	On
Queue B	01	45	Off



Mida Attendant Console for Teams - *call view*



The screenshot displays the Mida Attendant Console for Teams interface. The top navigation bar includes 'Attendant Console', 'Calls', 'Dashboard', and 'About'. The main dashboard is divided into several sections:

- Top Row (KPIs):** 'In Queue' (2), 'Longest Waiting' (00:00:43), 'Vip' (1), and 'Status' (Microphone icon).
- Left Column:** 'Waiting Calls' list showing 'Franchin Mauro' (Padova-CC, 00:00:50) and 'Licciardello Attilio' (Roma-CC, 00:00:26).
- Center:** 'Directory' table with columns: Display name, Company, Department, Office, DeskPhone.
- Right Column (Queues):** 'Queues' section with a table for 'Milano-CC', 'Padova-CC', and 'Roma-CC'.
- Bottom Right:** 'Park' section showing a call in progress for '203 Roma-CC'.

Display name	Company	Department	Office	DeskPhone
Bernardinello Michele				
Biondo Giulio	Mida Solutions	R&D	Padova	
Braghetta Camilla				
Bugliosi Andrea				
Cortese Marco		Sales		
Faccin Matteo	Mida Solutions	Support	Padova	
Franchin Mauro	Mida Solutions	R&D	Padova	
Giovanni Nieddu	Mida Solutions	International Sales	Padova	
Hussain Nasir	Microsoft			

Queue	0	1	2
Milano-CC	0	1	1
Padova-CC	0	1	1
Roma-CC	0	1	1

KPI: calls in queue
A

KPI: longest waiting call
B

VIP alert counter
C

Status
D

KPI: number of waiting calls
E

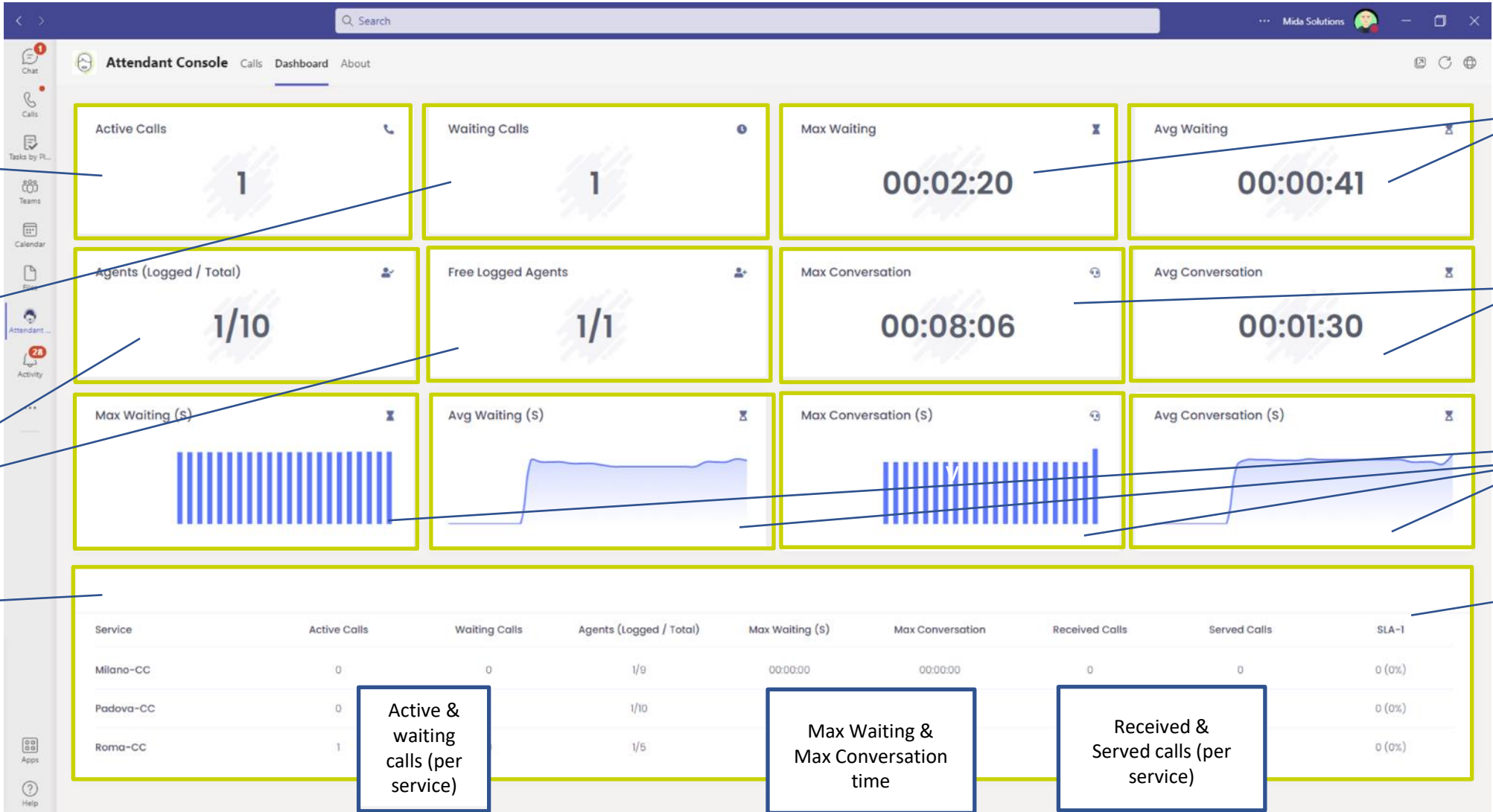
Integrated directory (read only)
F

Selective log-in/log-out on queues
G

Call Parking
H



Mida Attendant Console for Teams - *dashboard view*



KPI: number of active calls

KPI: number of waiting calls

Agents counts

Breakdown by service

KPIs: Max/Avg waiting time

KPIs: Max/Avg conversation time

Graphs

User-definable SLA (per service)

Active & waiting calls (per service)

Max Waiting & Max Conversation time

Received & Served calls (per service)



Mida C³ - Cloud Contact Center



5 advanced call distribution algorithms available

Automatic Call Distribution and Call Queueing

Automated attendant

Active-active redundancy provided by an N+1 architecture.

Not all IP-PBXs allow to setup the active-active architecture.

Statistics and reports Power BI 



Mida Queue Manager & IVR



Automatic Call Distribution and Call Queueing

Advanced routing algorithms (skill based, round robin, broadcast, idle, top down)

Statistics and reports available Power BI 

Basic reporting provided as standard functionality of the product; advanced reporting (BI reporting) available using external tools (Excel, PowerBI, ...)

Automated attendant –including configurable audio messages

Mida Supervisor Console



N views to keep control over the Contact Centre operations
(General dashboard+ focus on queues, agents, calls)

Actionable supervision

Possibility to act on services, to force agents login/logout on queues

Real-time and near real-time KPIs



Mida Supervisor Console



Ciao Silvia

- DEFAULT ADMIN
- General Dashboard
- Queue Dashboard
- Call Details
- Agent Details
- Queue Details

Active Calls 66	Waiting Calls 21	Max Waiting 00:01:24	Avg Waiting 00:01:00
Agents (Logged / Total) 72/80	Free Logged Agents 02	Max Conversation 00:02:58	Avg Conversation 00:02:15

Service	Active Calls	Waiting Calls	Agents (Logged/Total)	Max Waiting	Max Conv	Received Calls	Served Calls	SLA-1
CS_NewYork	40	11	39/40	00:00:59	00:01:44	207	200	200(96%)
CS_LosAngeles	19	4	20/20	00:01:03	00:01:30	188	188	188(100%)
CS_Denver	7	6	19/20	00:01:24	00:02:58	107	89	75 (70%)

Mida Compliance Recorder

*A professional, proven and **flexible** Compliance Recording system addressing your **GDPR and MiFID II** needs.*



Recorded messages can be found in seconds thanks to Mida Playback Station.

Secure call archiving:

- Tamper proof access
- Encryption and call compression

Configurable retention period for audio and metadata.

Manages both Teams and PSTN calls

Full **audit log** of all the accesses to the system, as well as attempts to listen to and download recorded calls.

Mida Recorder - Playback Station



Roadmap (Rel 2.3)
embedded in teams for
search & play

Google-like Search
area and Advance
Search area

Time Zone area

Information box

Recorded file
status

Audio
Waveform

Inizio Chiamata	Partecipante	Durata	Nome Sorgente	Stato
01/10/2020 14:33:35	Mida Solutions 230 andrea.	00:00:25	S4B	▶
30/09/2020 10:49:15	michele. Mida Solutions andrea.	00:00:10	S4B	▶
30/09/2020 10:44:51	Mida Solutions michele.bernardinell andrea.	00:00:18	S4B	▶
30/09/2020 10:28:14	Mida Solutions 217 andrea.	00:00:14	S4B	▶
30/09/2020 10:27:29	Mida Solutions 217 andrea.	00:00:14	S4B	▶
30/09/2020 10:26:48	Mida Solutions 217 andrea.	00:00:09	S4B	▶
29/09/2020 15:13:40	Mida Solutions michele. andrea.	00:00:21	S4B	▶
29/09/2020 15:00:31	Mida Solutions 230 andrea.	00:00:24	S4B	▶
25/09/2020 10:44:33	Mida Solutions 230 andrea.	00:00:33	S4B	▶
24/09/2020 14:10:48	230 Mida Solutions andrea.	00:00:18	S4B	▶

List of recorded
calls and its
details

File download

English (United Kingdom) | Ciao Utente

Search... | 00:00:00.0 | 00:00:03.0

Source Name: External loader | Call start timestamp: 1249437934 | Duration: 32

Export files: Recordings: 3 | Download (select storage type) | Network share | Share Folder: | Close | Delete | Save changes

Mida Fax Server



Manage in/out faxes from smartphone, tablet, pc – ensuring **total traceability of communications**

Integrated with the existing document management systems

Best-of-breed quality for critical communications

Multi-service and multi-tenant, integrated with the company directory or LDAP

Email and Web interface for both inbound and outbound faxes

Mida Fax Server



Roadmap (Rel 2.4) embedded in teams for consultation and send

The screenshot displays the Mida Fax Server web interface. At the top left is the 'mida solutions' logo. The main area features a table of received faxes with columns for ID, Date, Time, Sender, and Recipient. A search bar and a date filter are positioned above the table. On the right side, there is a user profile sidebar for 'Nome Utente' (Midasolutions) with options for 'User List', 'Settings', and 'SIGN OUT'. A dropdown menu is open over the 'Europe' region selector, listing states: Alaska, Hawaii, California, Nevada, Oregon, Washington, and Arizona. A preview of a fax document titled 'todayJOBS' is shown in the bottom right corner of the interface.

ID	Date	Time	Sender	Recipient
1676	29/06/2020 - 09.44.29	00:01:22:54	04239151906	04239151906
170	29/06/2020 - 09.44.29	00:01:22:54	04239151906	250
1745	29/06/2020 - 09.44.29	00:01:22:54	04239151906	04239151906
1676	29/06/2020 - 09.44.29	00:01:22:54	04239151906	250
170	29/06/2020 - 09.44.29	00:01:22:54	04239151906	04239151906
1745	29/06/2020 - 09.44.29	00:01:22:54	04239151906	04239151906
1676	29/06/2020 - 09.44.29	00:01:22:54	04239151906	250
170	29/06/2020 - 09.44.29	00:01:22:54	21	250
17451	29/06/2020 - 09.44.29	00:01:22:54	250	250
170	29/06/2020 - 09.44.29	00:01:22:54	250	250
1745	29/06/2020 - 09.44.29	00:01:22:54	200	250



Mida Call Analytics



Real-time and scheduled reports with **multiple levels of aggregation**

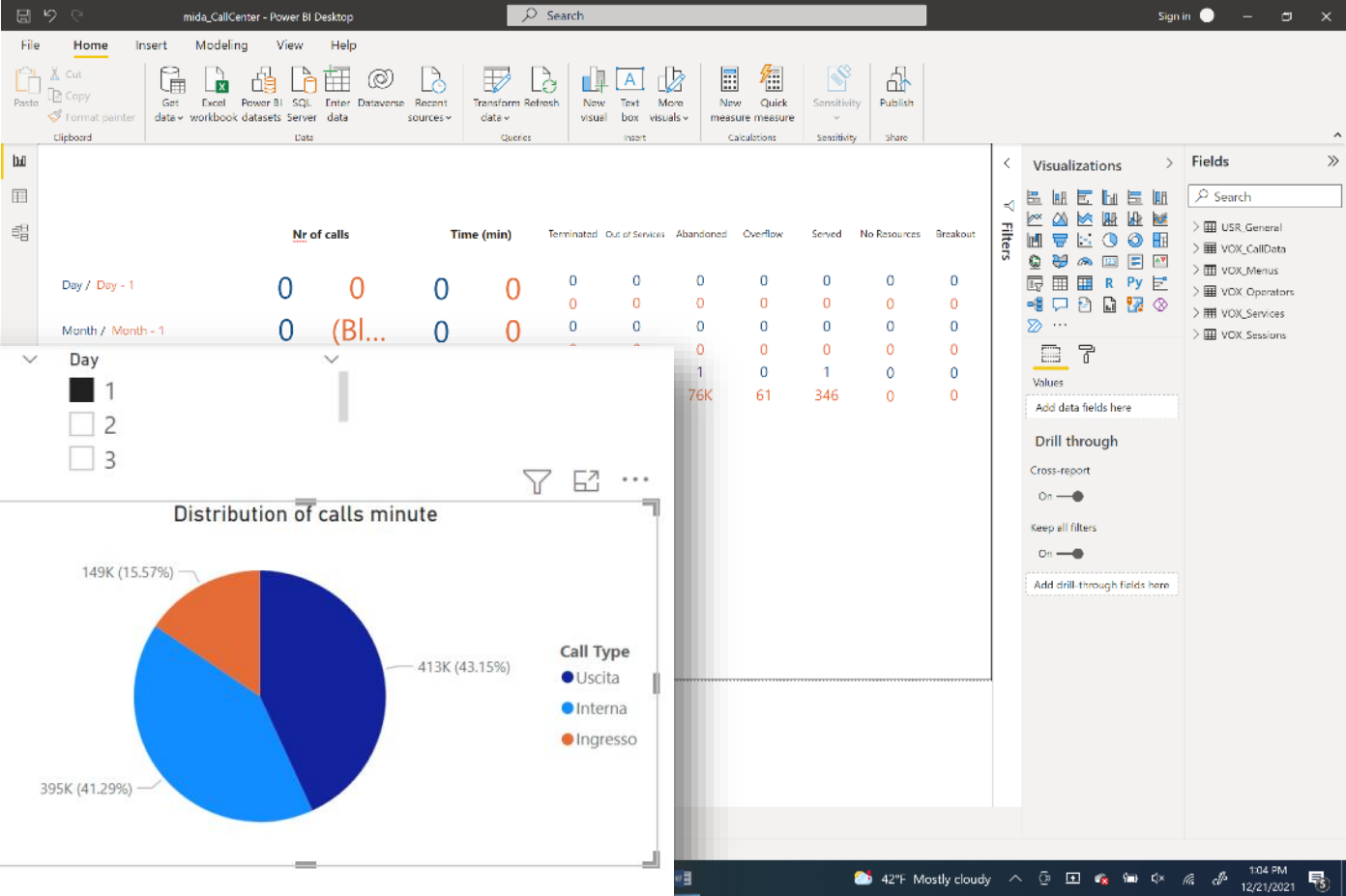
Possibility to create **customized reports**, thanks to **direct access to data**

Support for **multi-site and multi-branch architectures**

Export in CSV or available in PBIT for **Power BI integration**



Mida Call Analytics



Start year of calls: 2018

Start year - month: 2018 - 1

Week Number: 1

Day: 1, 2, 3

Distribution of calls number

Call Type	Count	Percentage
Interna	5,922	63.6%
Uscita	2,224	23.88%
Ingresso	1,176	12.52%

Distribution of calls minute

Call Type	Count	Percentage
Uscita	413K	43.15%
Interna	395K	41.29%
Ingresso	149K	15.57%

Call Type	Call number	Call Duration MIN	Call's Estimation
Outgoing	2224	6,876.88	236.90
Incoming	1166	2,481.22	0.00
Internal	5922	6,580.20	0.00
Total	9312	15,938.30	236.90

Mida UC portfolio - Integrations

Integrated with the main SBCs Certified for Direct Routing



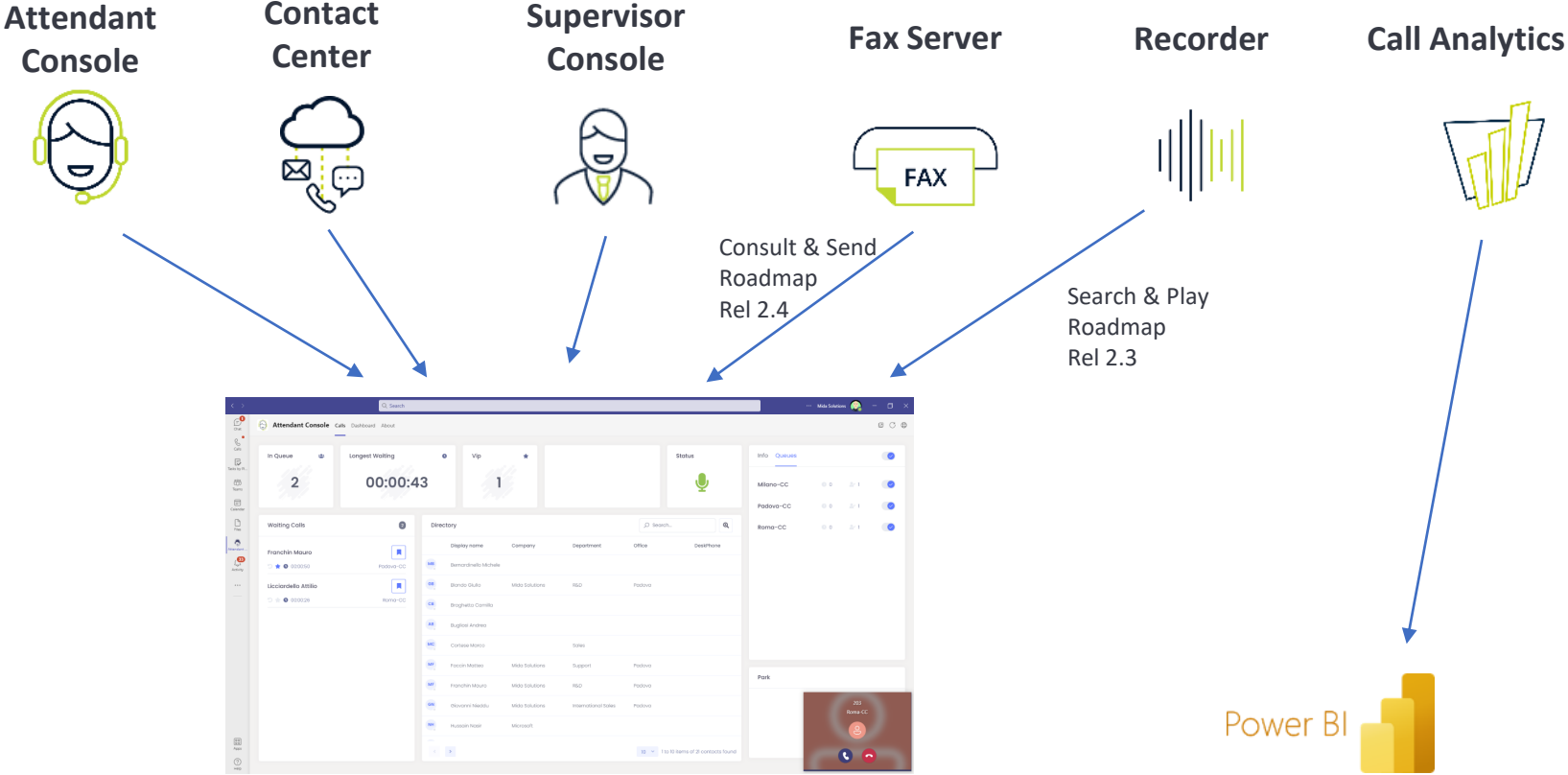
CRM Integration



POWER BI Integration



Teams-as-a-Platform & Mida UX



Users

THANK YOU

GET IN TOUCH
marketing@midasolutions.com

