Portfolio Update

Mitel User Group

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Utrecht Spoorwegmuseum, 5 juli 2022

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FLEXIBILITY & CHOICE

CLOUDLINK VALUE PROPOSITION

- Modern, Scalable Cloud Technology
- Integrated and Connected: APIs and Gateway
- Simpler Provisioning: CloudLink Admin

CloudLink

NATIVE CLOUD PLATFORM BUILT ON AMAZON AWS

API FIRST, ALL SERVICES DEFINED NATIVELY AS REST APIS WITH FORMAL SWAGGER DEFINITIONS

CloudLink Platform

Mitel Apps

MOMA/MOWA (shipping)

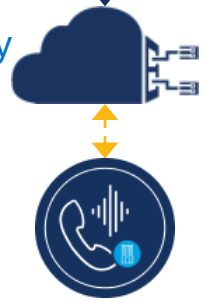
Mitel One (shipping)

MiCollab Chat (shipping)

MiCC Business Web chat (shipping)

MiTeam Meetings (shipping)

CloudLink Gateway



MiVoice Office 400 (shipping)

MiVoice Business (Q2)

MiVoice MX-ONE (Q2)

MiVoice 5000 (Q1)

3rd Party Developers

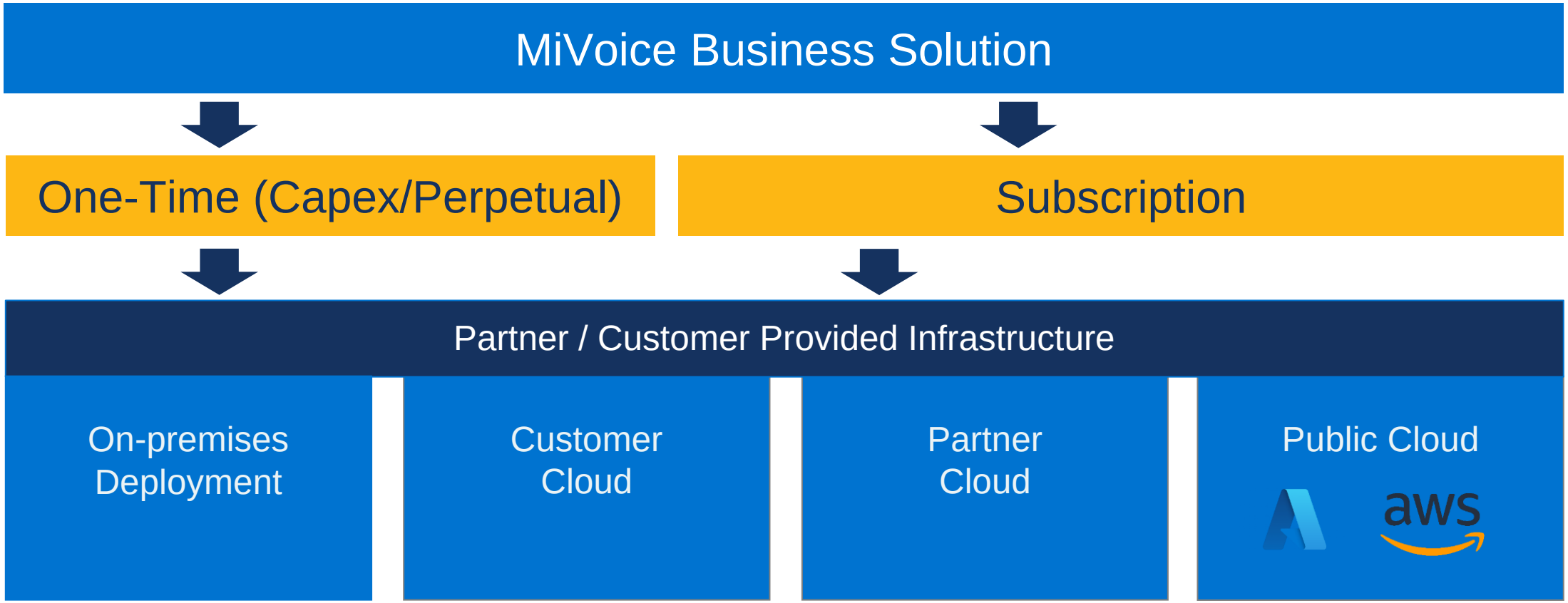
Plug-ins & custom apps

Access to subset of APIs

Developer Website

Community Forum

Choise of deployment

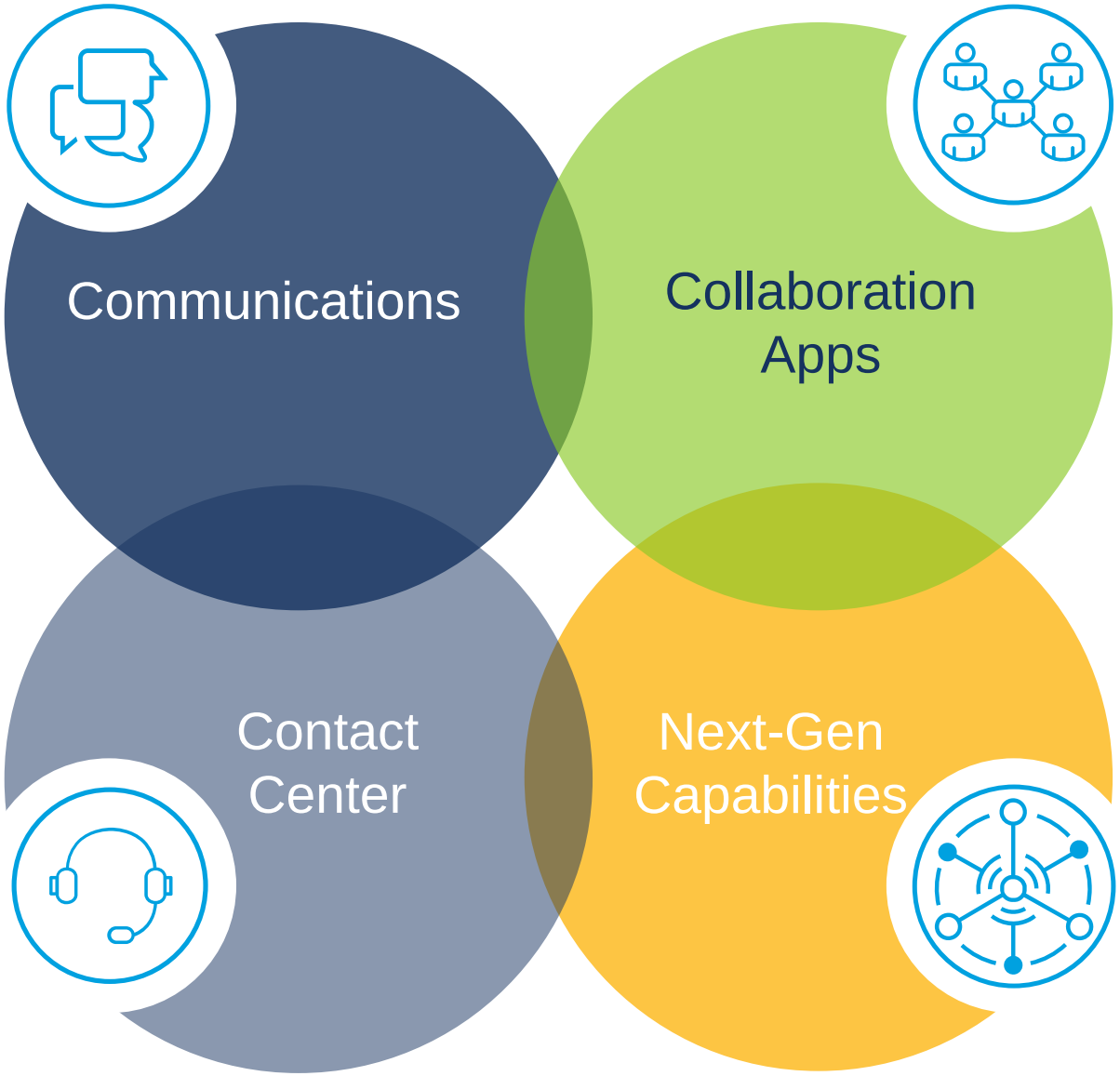


* Other product Subscription options also available

Flexible Deployment models

We Make Communications & Collaboration Seamless

- Call Control Products deployed as: Public Cloud (UCaaS), Private Cloud or On-Premise
- Endpoints & Devices



- Conferencing
- Team Messaging
- Chat
- Video
- Mobility/Telework

Contact Center Software for all deployments and business sizes

- CloudLink
- APIs
- IoT
- Mitel + Google Cloud AI

MiVoice Business

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MiVB Solution Roadmap Highlights

MiVB Call Manager

- Expanded Public Cloud deployment
- Embedded voicemail enhancements
- SMB Controller
- New EX Controller
- Cloudlink Gateway

MiCollab & UC

- Telephony-only client
- Mitel Assistant for MS Teams Integration
- Improved WebRTC support
- Improved Mobile/Softphone Experience

Subscription

- Simplified Admin for Partners & Customers/Users
- Simplified Change Order Processing
- Modernized Subscription Tooling

Business Value

- Continued expansion of Deployment Options
- Optimized Deployment Footprint
- Cost effective Small Business / Branch Office form factor
- Improved onboard applications support
- Better workplace workflow integration
- Improved UC application usability
- Easy to manage, easy to consume

Choice of deployment, choice of payment, easier to manage, easier to consume

MiVB Hardware Platform Evolution

CX II

CX replaced with SMB Controller

ROADMAP

SMBC

MXe III / Mxe III-L

MXe replaced with EX Controller and AX for HD analog

EX

AX

AX remains, although use is focused at HD analog and sees no new feature development

AX

Introducing 6920w, 6930w, 6940w IP Phones

- New ‘state of the art’ versions of popular 6920, 6930 and 6940 IP Phone models featuring:
  - Embedded WiFi - dual band (2.4GHz & 5GHz) IEEE 802.11a/b/g/n
  - Bluetooth 5.2
  - Energy Efficient Ethernet (EEE) support
- Common to all 3 models
- Available for ordering
  Delivery Q3/Q4 2022

6920w

6930w

6940w

Mitel – Business Phones treated with an antimicrobial compound

Mitel expand the family of phones/handset using plastics treated with an antimicrobial compound from BioCote®*

6920t

6930t

6930Lt

612dt
Entry

622dt
Business

632dt
Industrial

Mitel 5617/19

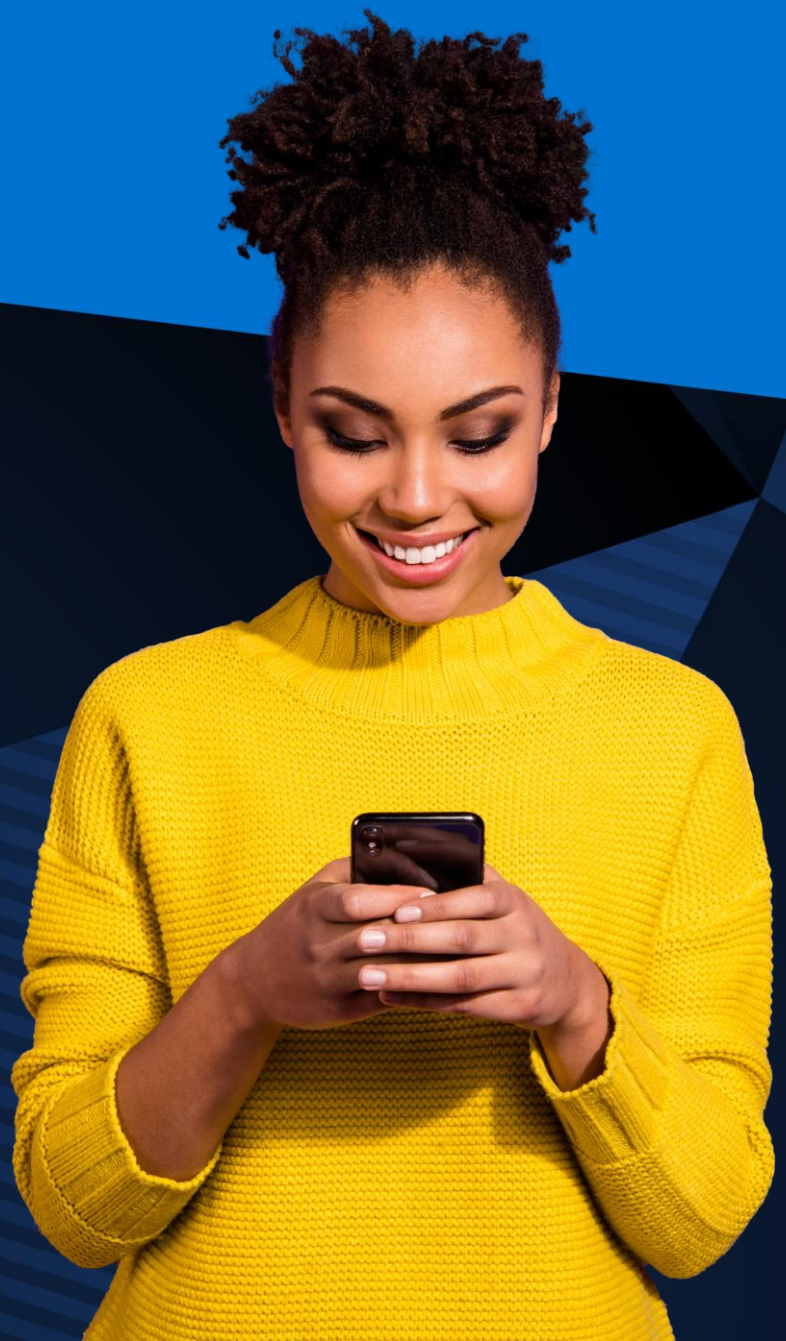
ROADMAP

1. **Wideband audio support**
2. **IP65 Protection Class**
3. **2.4” display**
4. **IR location support**
5. **Bluetooth incl BLE support**
6. **Noise cancelling with two microphones**
7. **Multi function button**
8. **Multi color LED**
9. **Removed TPE material**
10. **3.5 mm headset contact**

Collaboration

Mitel MiCollab

MS Teams integration



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MiCollab & Mitel Assistant: Roadmap Highlights

ROADMAP ITEMS

- Increase capacity on MiVB
- Enhance mobile UX
- Call history sync with MX-ONE
- Wifi-4G/LTE handover & voice quality reports
- Group handling - MiVO5000 / MX-ONE
- Flexible deployment options
- MiCollab telephony-only client, line state presence, and call history (for MS Teams)

BUSINESS VALUE

- Address larger customers
- Meet market demands for mobile client
- User experience enhancements
- Enhance mobile user experience and reporting
- Differentiator! Tighter integration with Mitel call server
- Ease of installation / TCO
- Bring Mitel telephony value to MS teams users

Enhance ease of use, accommodate larger customers, adapt to the diverse ecosystem, and meet market and partners demands

MiCollab Client

Single Access Point For All Business Communications

- **One Number Multiple Devices**
- **Dynamic Status**
  - Device selective ringing
- **Presence**
- **Click-To-Call**
- **Contact Management**
- **Call History**
- **Instant Messaging**
- **Visual Voice mail**
- **Softphone with Video**
- **Collaboration: MiTeam Meetings**
- **PC / Mobile / Web clients**

MiCollab CloudLink Authentication / User provisioning

To accommodate the trend with customers moving to Microsoft Cloud infrastructure,
MiCollab supports AD Azure (SAML2 and SCIM)

- CloudLink Authentication will support
  - SAML2
  - AD Azure
  - Multi Factor Authentication
- Single Sign On between MiCollab – MiTeam Meetings
  - If a user is already signed into MiCollab, he/she should not need to sign on again with MiTeam Meetings
- User Provisioning (MiVB)
  - SCIM
  - Provisioning of users from CloudLink via IDS
    - AD Azure

Not supported for:

- Legacy Client
- AWV
- End User Portal

Mitel Options when facing a Microsoft Teams deployment

MS Teams Assistant + Mitel UC client

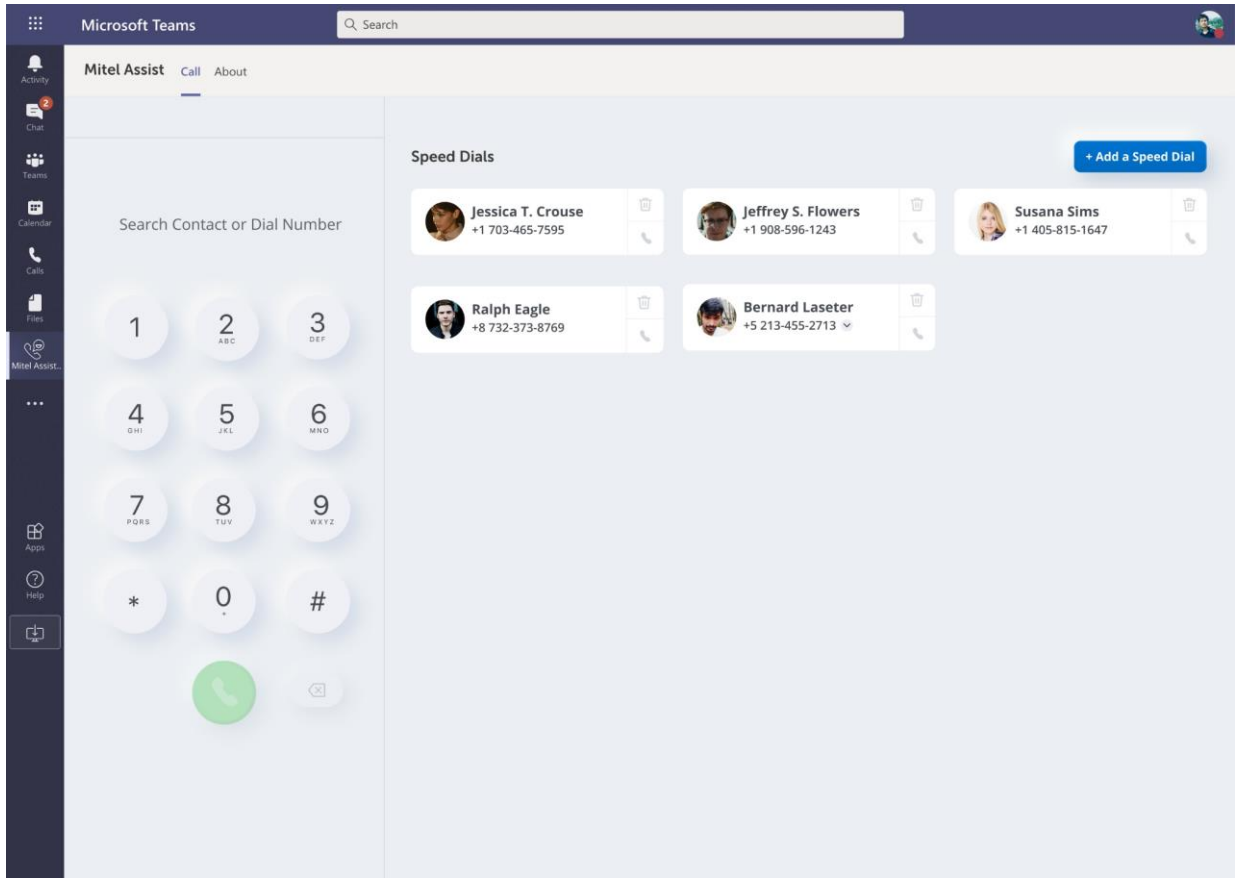
- Telephony-only system tray client
- Mitel App downloaded from MS Team Store
- Works in conjunction with Mitel applications for outbound calls of a Mitel phone such as:
  - Deskphone
  - Softphone on PC or Smartphone
  - External devices (e.g. GSM)
  - Other devices (e.g. DECT)

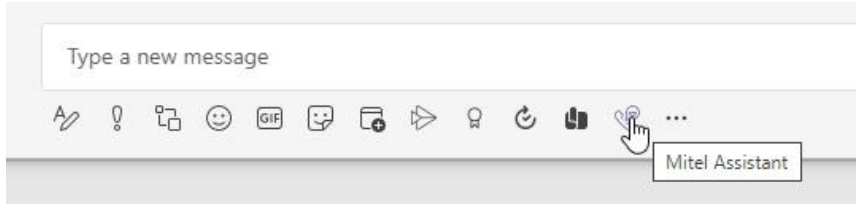
Direct Routing/Call2Teams

- OTT SIP connection between Mitel systems and MS Teams to allow dialing between platforms
- Allows users on MS Teams to access trunks on Mitel systems or SBC

Mitel Assistant for MS Teams

- MS Teams users can:
  - Search directory and initiate calls
  - Dial arbitrary numbers
  - Add speed dial contact cards
  - Escalate existing chat sessions to a voice call
- Eligible to:
  - MiCollab UCC Entry
  - MiCollab UCC Standard
  - MiCollab for Microsoft uplift
- New: Cloudlink Gateway enabled features
  - Mitel line state sync
  - Call History

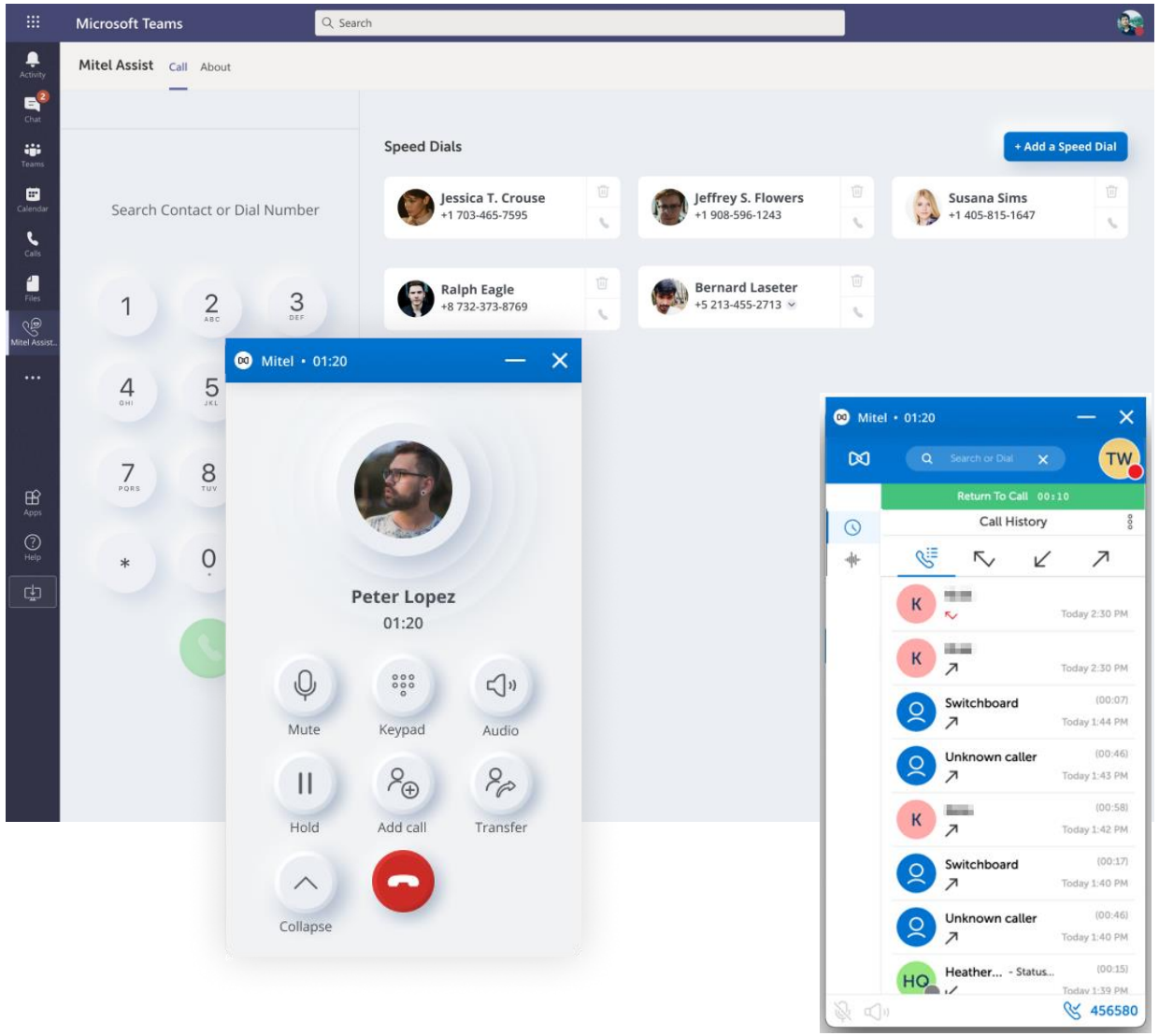




Telephony Only Client – Preview

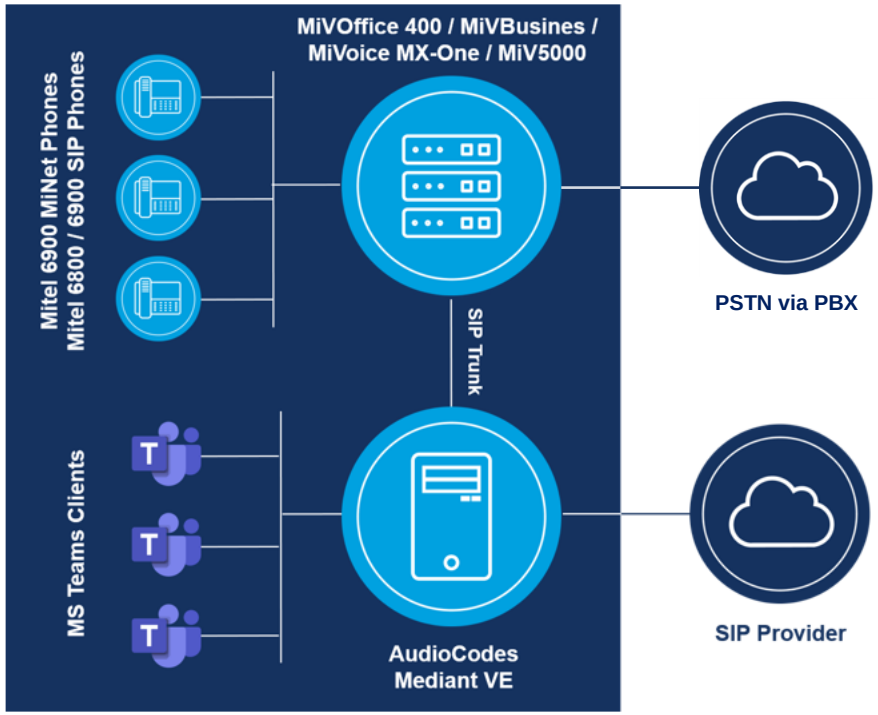
- Simpified MiCollab Client
  - Always hidden in system tray
  - Call history
  - Dynamic Status
  - Group presence
  - Softphone

- Mid-call Floater
  Access to all mid-call features:
  - Keypad
  - Mute
  - Hold
  - Transfer
  - Conference
  - Drop call



Direct Routing - Mitel, MS Teams and Certified SBC's

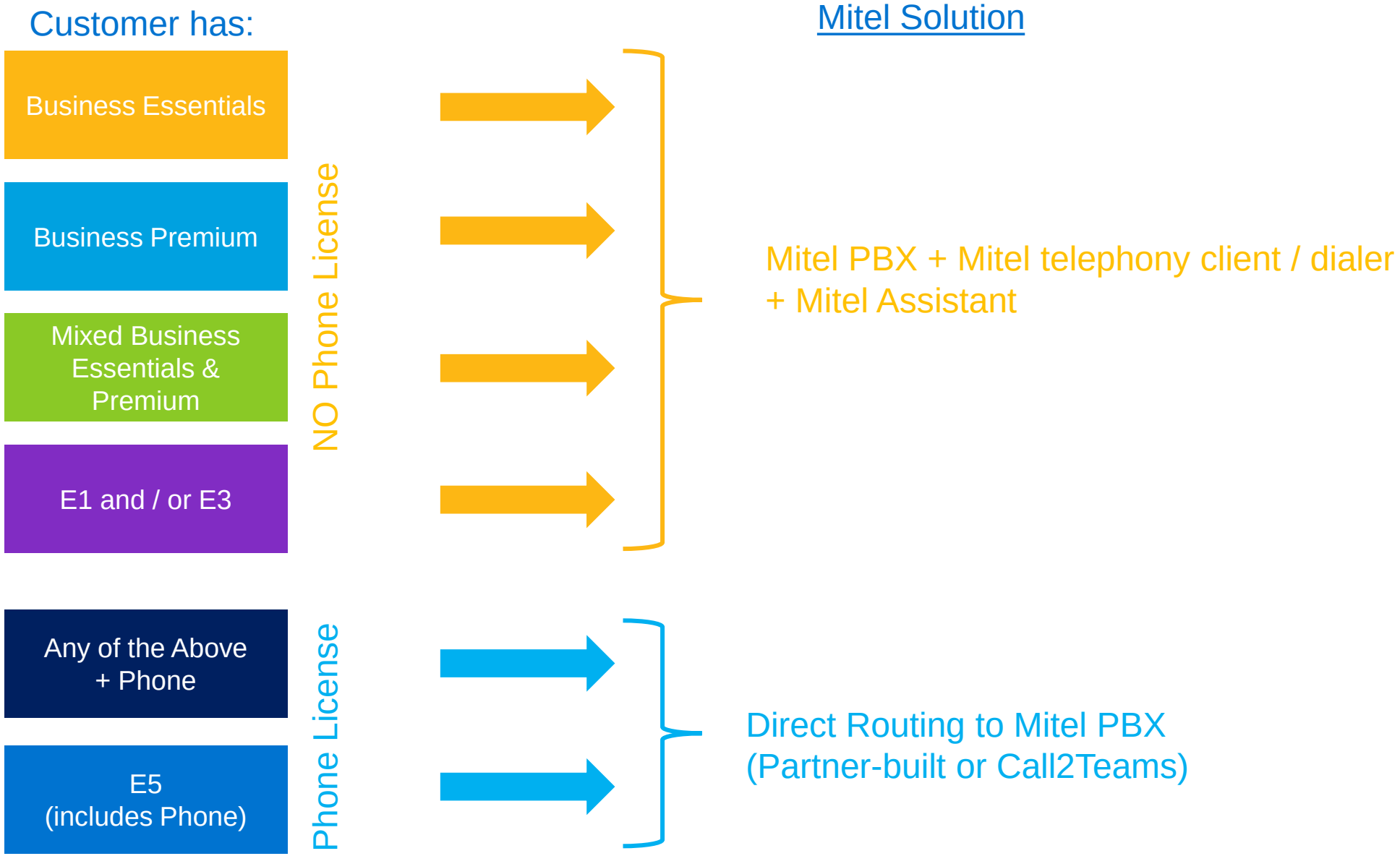
- SIP-trunk between MiVoice PBX via SBC to MS Teams
- Users on either platform can direct-dial other users as well as access PSTN from SBC or PBX
- Full telephony integration in MS Teams including dialing from contact cards, escalate from chat etc.
- Requires MS-certified SBC*
  - AudioCodes Mediant, Ribbon SBC, etc.
- No Mitel software or apps involved
- Requires Mitel EHDU capability
  - Included in UCC Entry and UCC Standard
- Requires additional Office/MS 365 Licensing (Phone option**)



*Direct Routing certifications have been performed using the AudioCodes Mediant SBC (common firmware/support for Mediant 500L/500/800/1000/ CloudBond 365).

***Included with Office/MS E5 License. Requires separate Phone System add-on license for E1, E3, E4.*

Solutions / Options to Consider



MiContact Center

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MICC BUSINESS

Strategic Plan & Roadmap Priorities

Deployment & Commercial Choice

Contact Center for core UC Platforms

On-site, Hybrid, Cloud, Subscription

Intuitive Experience

Refreshed UX

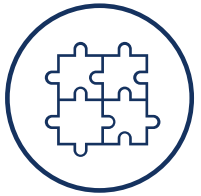
WebRTC client

Artificial Intelligence

and more

Advanced Insights

Modernize analytics leveraging Mitel Insights



Integrations and APIs

Extensible with integrations, leveraging workflow and APIs

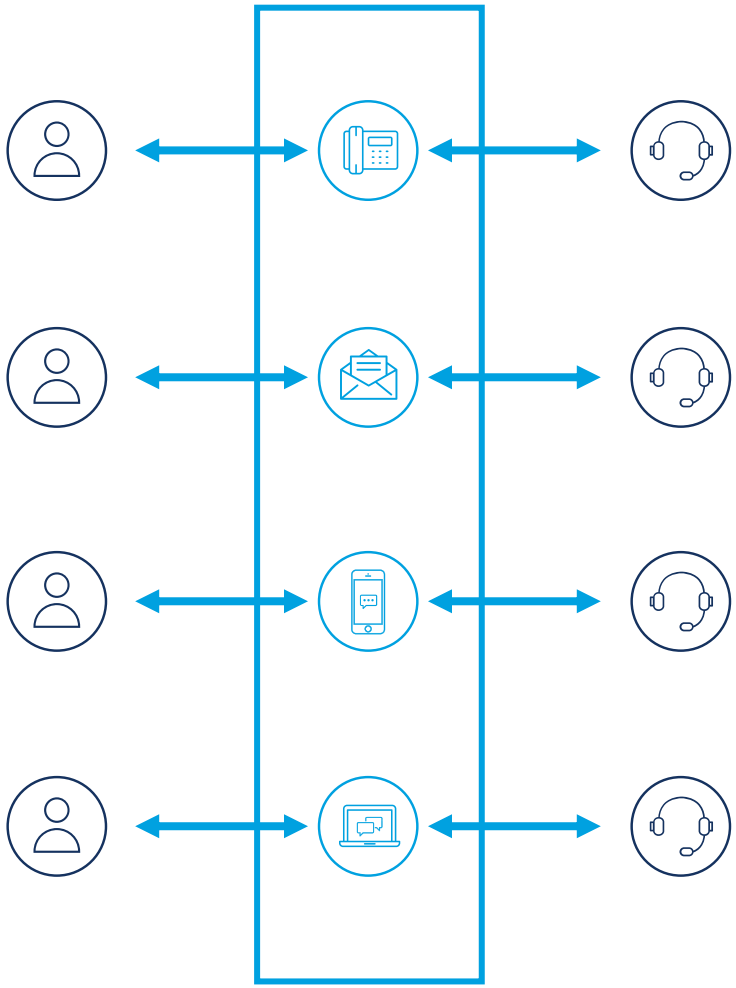
Secure, Stable, & Scalable Platform

Resiliency Across Platforms

Expand feature and capabilities based on market traction and success

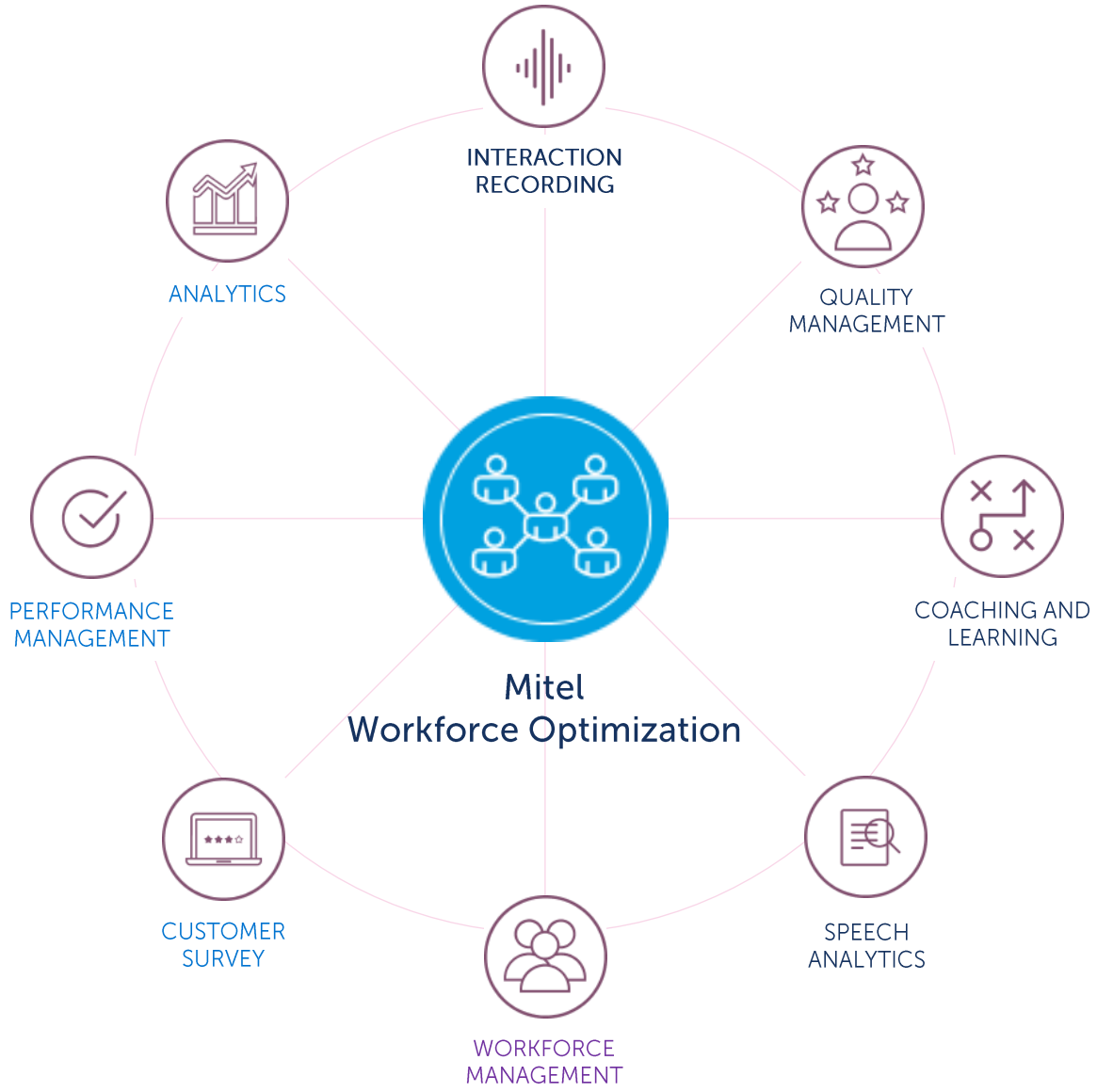
The Next Gen CX is Omnichannel

Traditional



Next Gen

Mitel Workforce Optimization



Mitel CRM connector

- CRW web plugin with ignite features
- Supported on multiple CRM platforms, including

salesforce

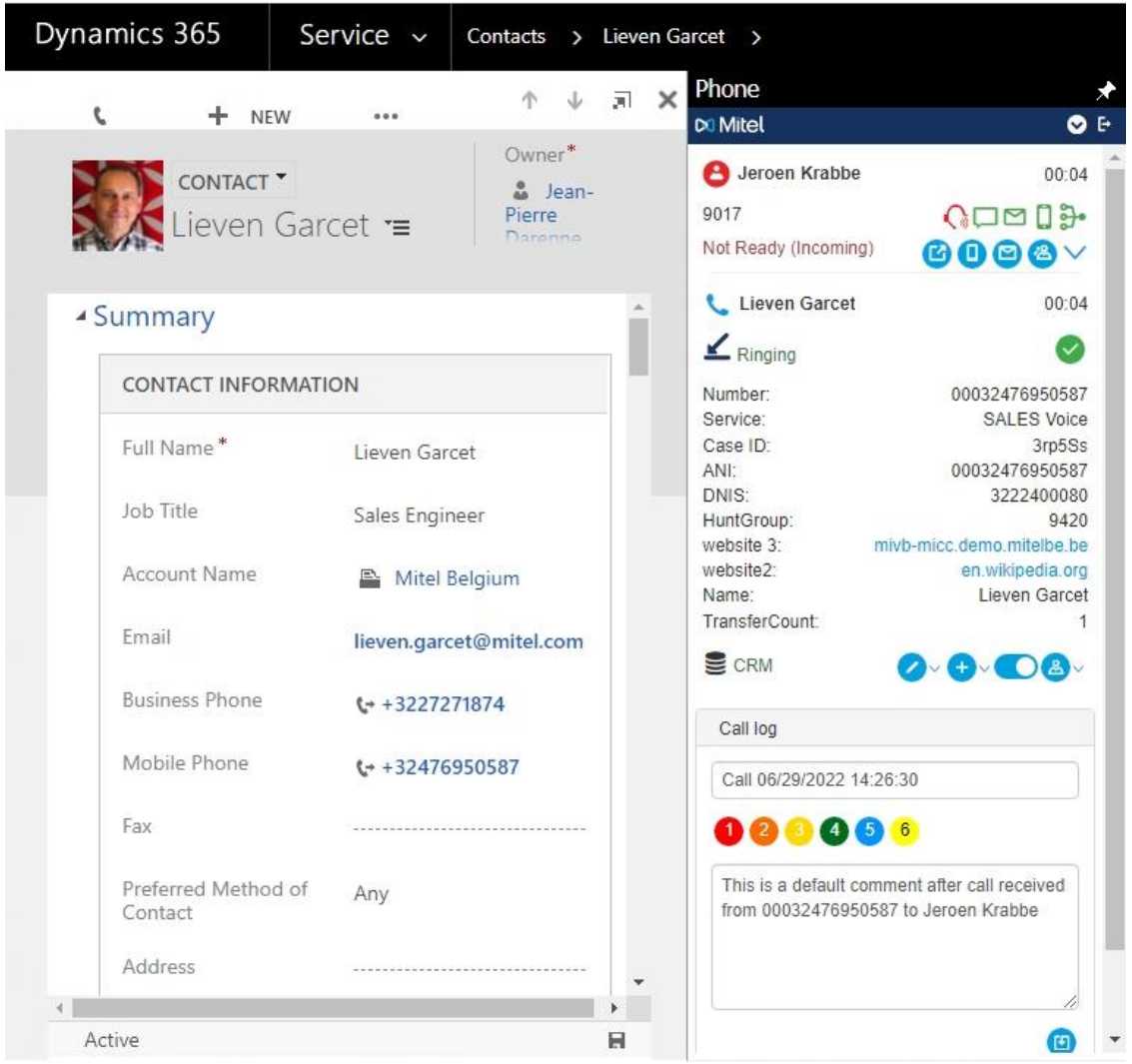
Microsoft Dynamics 365

ORACLE Customer Experience Cloud

zendesk

servicenow

ZOHO



VALUE PROPOSITION

Web Ignite support for WebRTC Softphone Solution

Partners

- Address long-standing customer request
- Cleaner product demo for new prospects
- Simplified deployment

Customers

- No desktop client install on each PC lowers cost to deploy
- Simplified agent login and user experience
- Flexible work options (office, home, hybrid)
- Flexible telephony options (desk phone, desktop softphone, WebRTC softphone)

MITEL INSIGHTS

ROADMAP

Mitel Insights

Powered by Metabase

- Out of the box solution, with curated Dashboards
- Hosted in the Accounts Portal
- What are the most popular metrics customers would want to see?
- Can bring a modern Analytics solution to other existing products, such as MiContact Center Business or MiCollab.

Mitel Performance Anlytics

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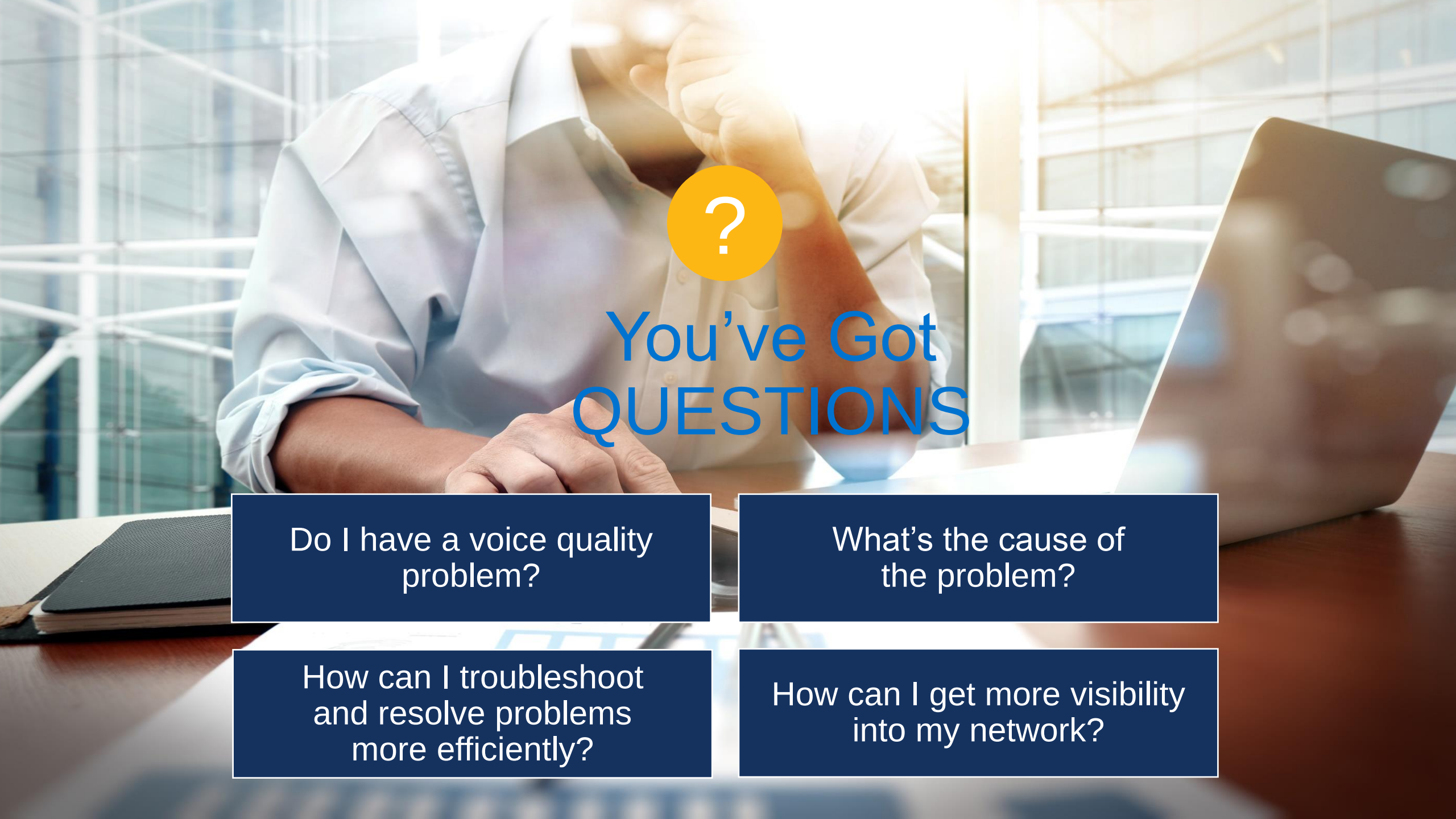

?
You've Got
QUESTIONS
Do I have a voice quality problem?
What's the cause of the problem?
How can I troubleshoot and resolve problems more efficiently?
How can I get more visibility into my network?

Mitel Performance Analytics Overview

Prevent & Detect Problems

- 24/7 Performance Monitoring
  (UC, VQ, Network, System)
- Alarms & Alerting
  Email, SMS, SNMP
- Thresholding
- Audit Logs

Troubleshoot Problems

- Secure Remote Access
- Testing Tools
  (Ping, Traceroute, MTR)
- IPT User Dashboard
- UC Network Testing

Manage For Insight

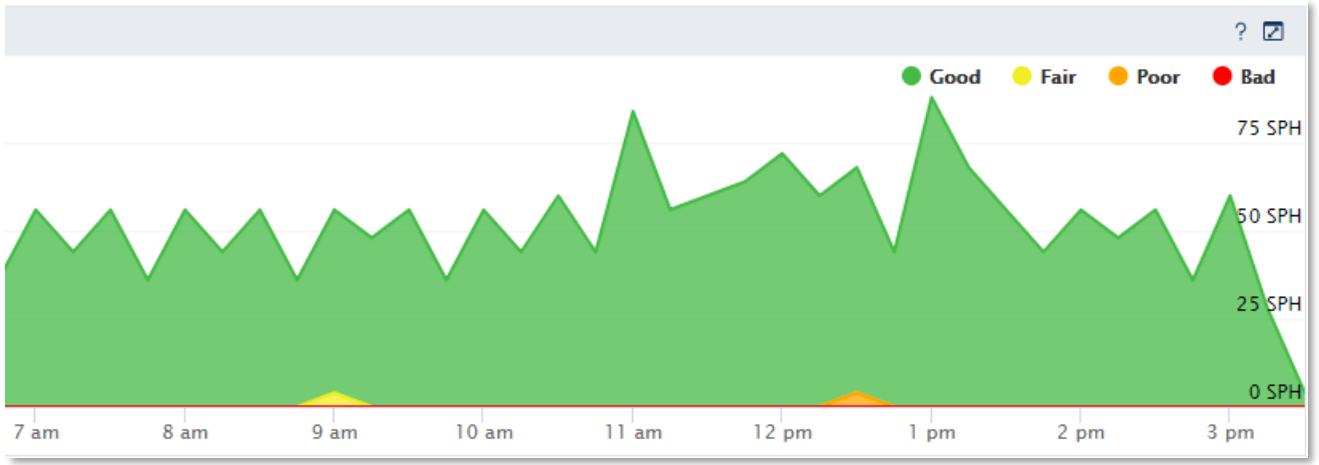
- Scheduled Backups & Maintenance Mode
- Reports
  (Performance, Inventory and Queries)
- Analytics
- NOC Views

Performance Monitoring

End-to-end network performance management of Mitel and the surrounding network.

Performance

- Voice Quality
- System Performance
- Application Performance
- Network Performance



Voice Quality

- Mitel Minet IP phones (MiVoice Business)
- Mitel SIP devices (MiVoice MX-ONE)
- MBG – Teleworker and SIP trunking

UC Performance

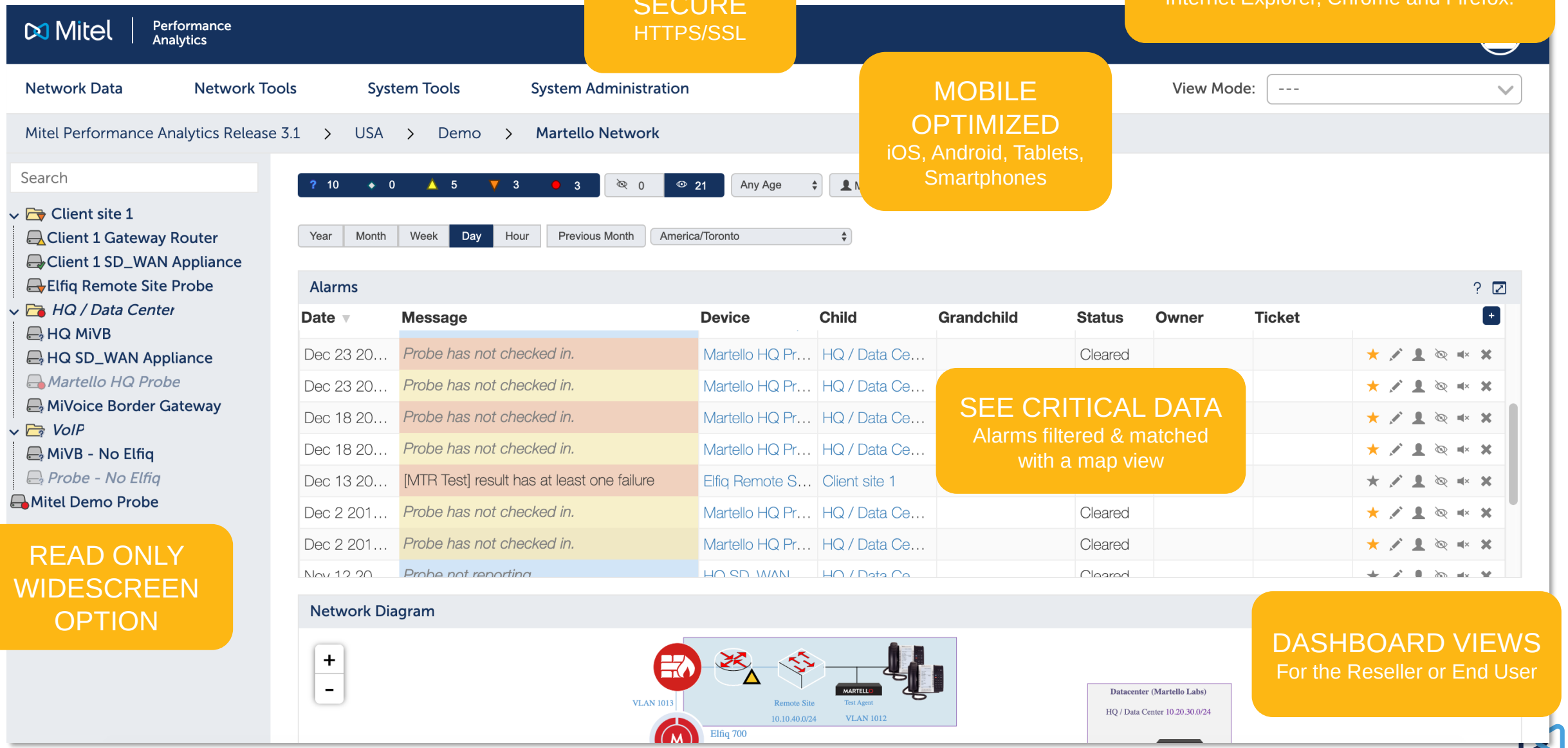
- Digital / SIP Trunks (MiVoice Business/MBG)
- SIP Trunks (MiVoice Business/MBG)
- SIP and Legacy gateway utilization (MiVoice MX-ONE)
- Digital and SIP Routes (MiVoice MX-ONE)
- Extensions / IP Sets (MiVoice Business/MX-ONE)

Comprehensive Dashboards

SECURE
HTTPS/SSL

STANDARD WEB BROWSERS
Internet Explorer, Chrome and Firefox.

MOBILE OPTIMIZED
iOS, Android, Tablets, Smartphones



SEE CRITICAL DATA
Alarms filtered & matched with a map view

READ ONLY WIDESCREEN OPTION

DASHBOARD VIEWS
For the Reseller or End User

Mitel Professional Services

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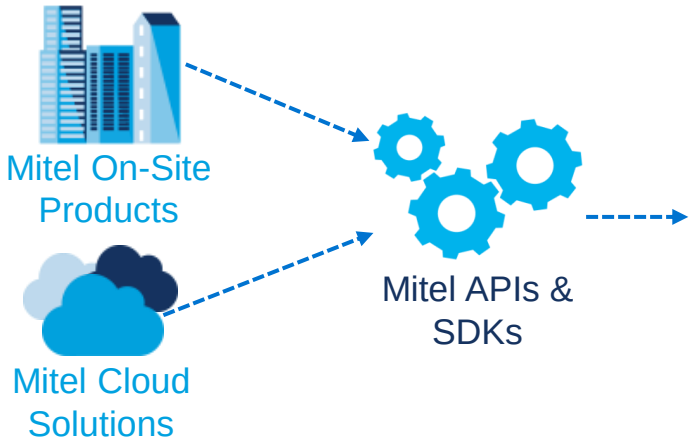
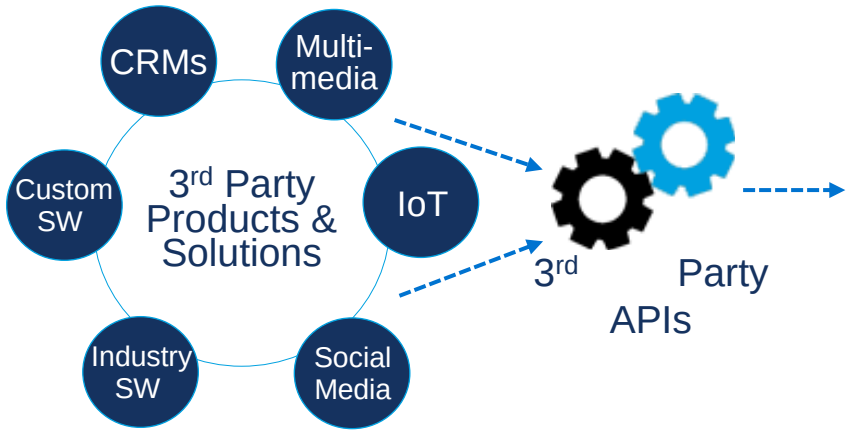
Mitel Advanced Integrations – Providing Differentiation





Advanced Integrations Development

Enabling Mitel customers to differentiate their business through custom development

Develop against Mitel & 3rd Party APIs to fulfill customer requirements:

- CRM integrations
- Click to Call integrations
- Web clients
- Desktop & Mobile applications
- IoT integrations
- Social Media integrations

be CREATIVE

Mitel

NEW

Mitel Benelux Page on LinkedIn

VISIT NOW