Value Add

MUG

Alexander Heemskerk
Sales Engineer

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Agenda

- Cloud Capable
- Software Assurance

- Cloudlink
- MS Teams integration
- Customer Admin Portal
- Voice Assist

- Roadmaps

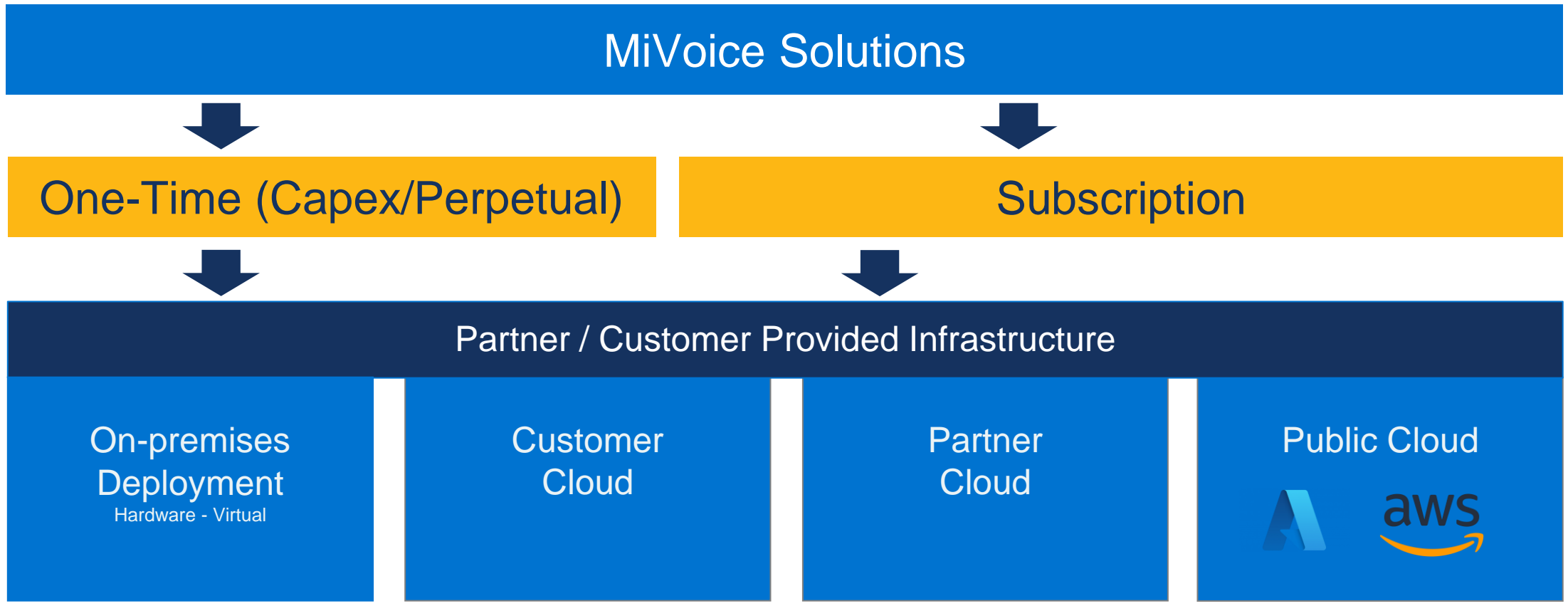**Mitel's strategy** is to make everything **Cloud-Capable**

The era of "in the cloud" vs "on premises" is disappearing. It will now be **"how fast, how secure, how affordable and how quickly can I benefit."**

The provider that answers these questions most effectively will win the business regardless of their legacy.

- Tim Sheedy, Analyst

Het tijdperk van "in de cloud" versus "on-premises" is aan het verdwijnen.
Het wordt nu "hoe snel, hoe veilig, hoe betaalbaar en hoe snel kan ik hiervan profiteren."

Freedom of deployment

MiVoice Solutions

One-Time (Capex/Perpetual)	Subscription

Partner / Customer Provided Infrastructure

On-premises Deployment Hardware - Virtual	Customer Cloud	Partner Cloud	Public Cloud

Flexible Deployment models

The Mitel 6900 Series

6905	6910	6920w	6930w	6940w	6970
Common Area	Entry level GigE	Entry-level Color GigE	Entry-level Color GigE	Entry-level Color GigE	Audio Conference Phone

6920w
1. 6920w Wi-Fi
2. 6920t Antimicrobial

6930w
1. 6930w Wi-Fi
2. 6930t/Lt Antimicrobial
3. 6930L Lite - no BT

6940w
1. 6940w Wi-Fi

M695 Expansion Module	S720 Bluetooth Speakerphone	Bluetooth Cordless Handset	6900t Handset Antimicrobial	Integrated DECT Headset	WLAN Adapter	Wall Mount	6970 Extension Microphone

The Modern Desktop Family For Today's World

Software Assurance

SWA is the companion of Mitel solutions and systems

Mitel SWA is offering more VALUE

Applications • Security • Technology • Functionality • Service

More support to Partners and Customers

24x7
as a new baseline

CloudLink apps and APIs at no extra charge

Mitel Voice Assist
existing and new apps

New SWA packages

Advantage SWA
and a new Premium SWA

MiVoice Business | MX-ONE | MiVoice 5000 | MiContact Center

Drivers for Growth

- Increasing operability demands from our users and their customers
- Escalating security threats (frequency and severity of attacks), in every single industry and geography
- Mounting complexity of tech environments and the need to integrate Unified Communications in those
- Stricter regulatory environments, at national and international level
- Capitalize on Mitel's tech

Advantage SWA and New Premium SWA

	Advantage SWA	Premium SWA
Software Delivery entitlements		
CloudLink entitlements	• CloudLink Gateway • CloudLink APIs • **Mitel Voice Assist**	• CloudLink Gateway • CloudLink APIs • **Mitel Voice Assist**
Software Updates and Upgrades	Access to Mitel's latest Software content	Access to Mitel's latest Software content
Mitel Performance Analytics (MPA)	No, available only with Premium SWA	• Entry-level MPA included • Able to uplift to MPA Plus [1]
Technical Support entitlements		
Access Method	• Web • Telephone	• Web • Telephone
Response Method	Web, Phone, Email, **Video**	Web, Phone, Email, **Video**
Target Initial Response Times for Critical (P1) severity	Within 1 hour, **24 hours/day, 7 days/week** [2]	Within 1 hour, 24 hours/day, 7 days/week [2]
Ticket Plan/Update frequency during investigation	• Critical (P1) every **2 business days** • High (P2) every **5 business days**	• Critical (P1) every **1 business days** • High (P2) every **2 business days**
Scheduled Upgrade Assistance	No, available only with Premium SWA	**Yes, 24 hours/day, 7 days/week** [2],[3]
Access to Mitel Knowledge Base	Yes	Yes

Bold blue highlights indicate incremental service features included:

- Advantage SWA vs. Standard SWA
- New vs. current Premium SWA

Notes:

[1] MPA Plus is for additional fees

[2] MiVoice 5000 Target Response Time for Critical (P1) and Scheduled Upgrade Assistance is within 1 business hour, 8 hours/day, 5 days/week

[3] Critical (P1) tickets will be given higher priority over High severity Scheduled Upgrade Assistance tickets
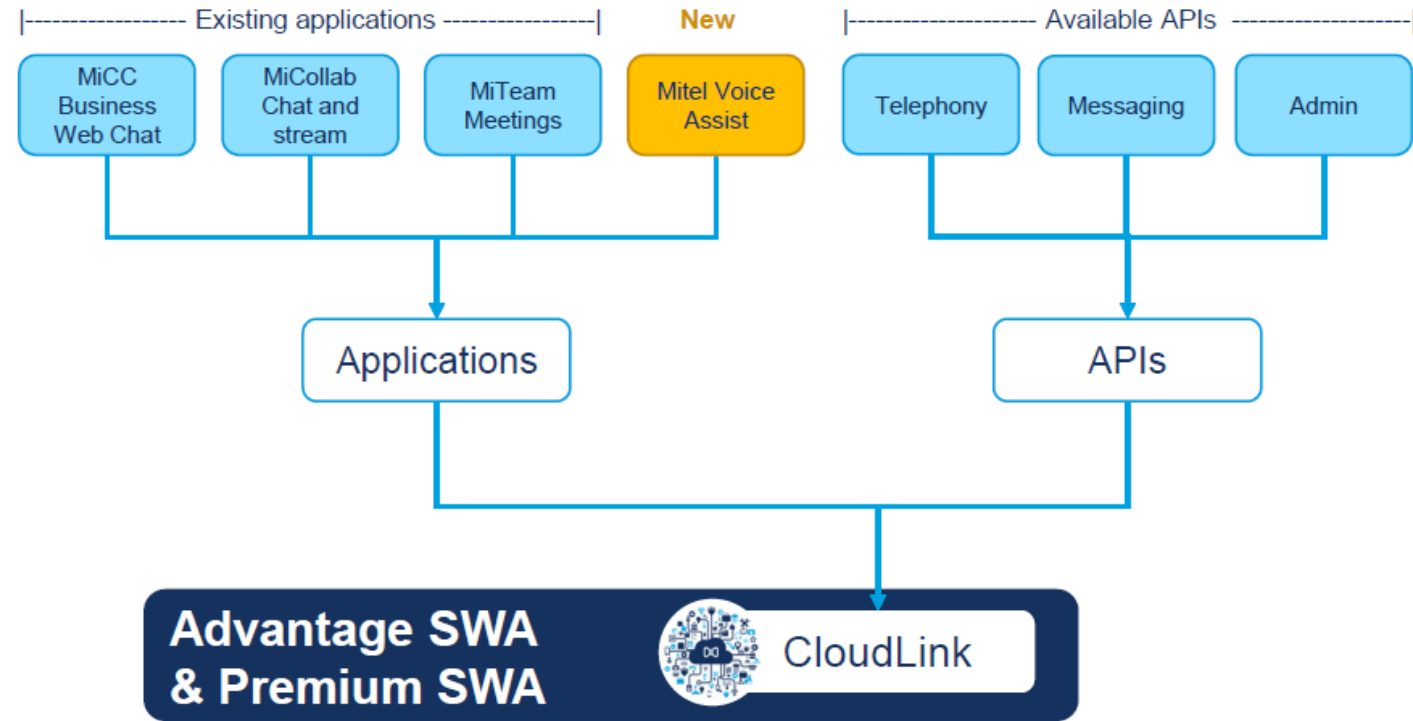
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SWA is bringing more value with CloudLink

Advantage SWA and Premium SWA
give access to selected CloudLink applications.
eg Mitel Voice Assist

CloudLink already delivers existing applications:
MiCC Business Web Chat, MiCollab Chat & Stream
and MiTeam Meetings

Subscribers to Advantage SWA and Premium SWA will
be entitled to install and deploy CloudLink Gateways for
their MiVoice platform

|------------------ Existing applications ----------------| **New** |------------------ Available APIs ------------------|

MiCC Business Web Chat | MiCollab Chat and stream | MiTeam Meetings | Mitel Voice Assist | Telephony | Messaging | Admin

Applications

APIs

Advantage SWA & Premium SWA   CloudLink

CloudLink

A communications delivery architecture.

Not a product for sale.

Cloudlink strategy – leveraging hybrid cloud

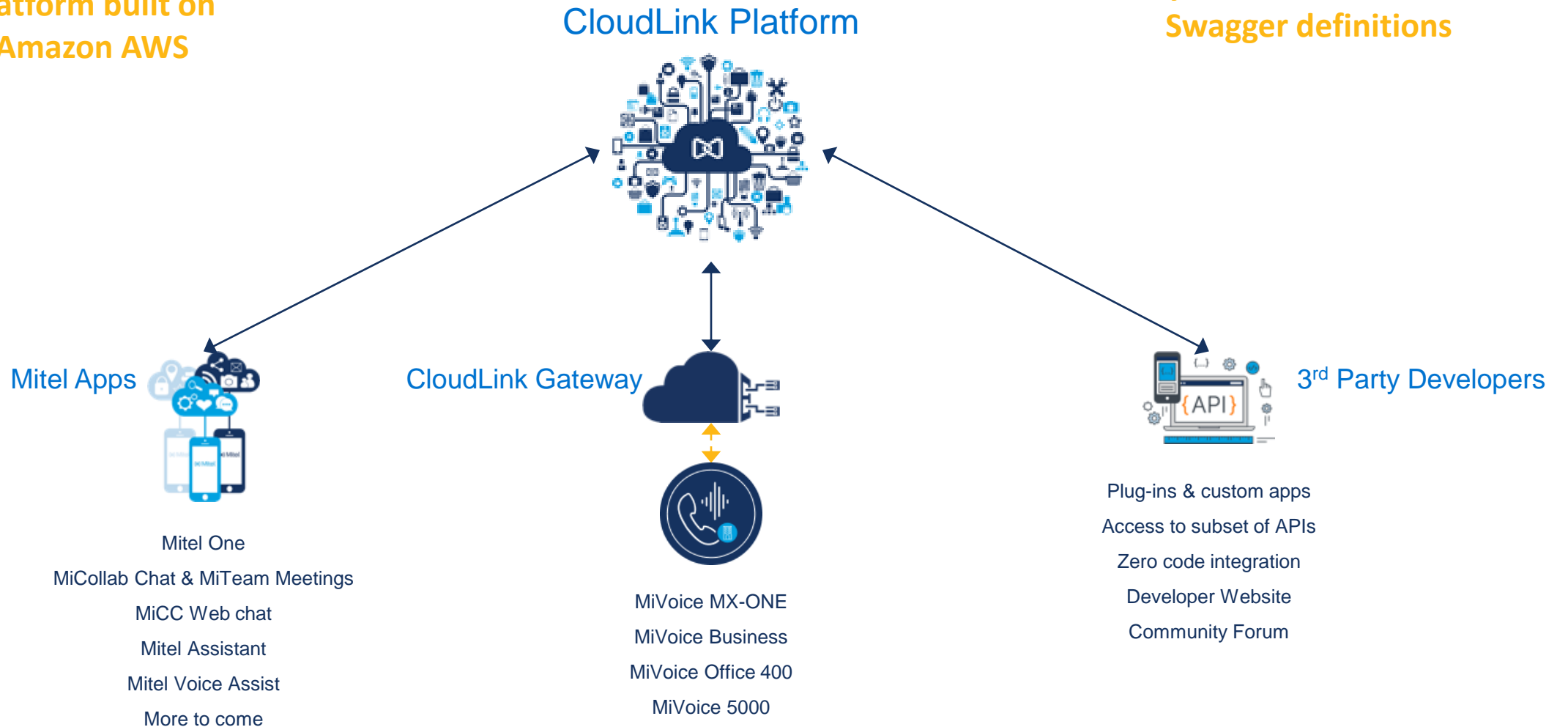Accelerating Innovation While Ensuring Investment Protection

Messaging · Video · Collaboration · Mobile · Contact Center · Integrations

MiCollab · MiVoice Office 400 · MiVoice Business · MiVoice 5000 · MiVoice MX-ONE · MiContact Center

What is 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

Mitel One

MiCollab Chat & MiTeam Meetings

MiCC Web chat

Mitel Assistant

Mitel Voice Assist

More to come

CloudLink Gateway

MiVoice MX-ONE

MiVoice Business

MiVoice Office 400

MiVoice 5000

3rd Party Developers

Plug-ins & custom apps

Access to subset of APIs

Zero code integration

Developer Website

Community Forum

CloudLink Roadmap Highlights

Roadmap Themes

- Make APIs available broadly **Complete**

- Gateways for all Mitel PBXs **Complete**

- Analytics **In Progress**

- Workflow Functions (e.g., Voice Assist, Social Media) **In Progress**

Business Value

- Expand API availability for partner/customer use

- Give users power to build what they need

- Connect PBXs to CL, improved features/functionality

- Build once in CL, deliver across PBXs

- Significantly improve app/usage reporting

- Simpler, quicker delivery of enhancements using Workflow

MS Teams integration

Developed for customers that uses MS Teams as their primary UCC Solution and Mitel Call Server for Telephony

3 Main Building Blocks

Mitel Assistant

- MS Teams client plugin

MiCollab Telephony Only Client

- Mitel call control and softphone

Presence Sync Service

- Real-time Mitel line state available in MS Teams

Watch our demo video

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Mitel Assistant

- ## Available on MS Teams App Store

- ## Free of charge
  - No need for Microsoft O365 E5 or Phone system license

- ## Used by a MS Teams user to…
  - Initiate calls
  - Directory search
  - Dial arbitrary number and speed dials
  - Contact cards with MS Teams presence
  - Escalate internal chat session to voice call
  - Call history (requires CloudLink account + CloudLink GW)
  - Cross launch softphone using tel-uri protocol (MiCollab, MiCollab TO, Mitel One)
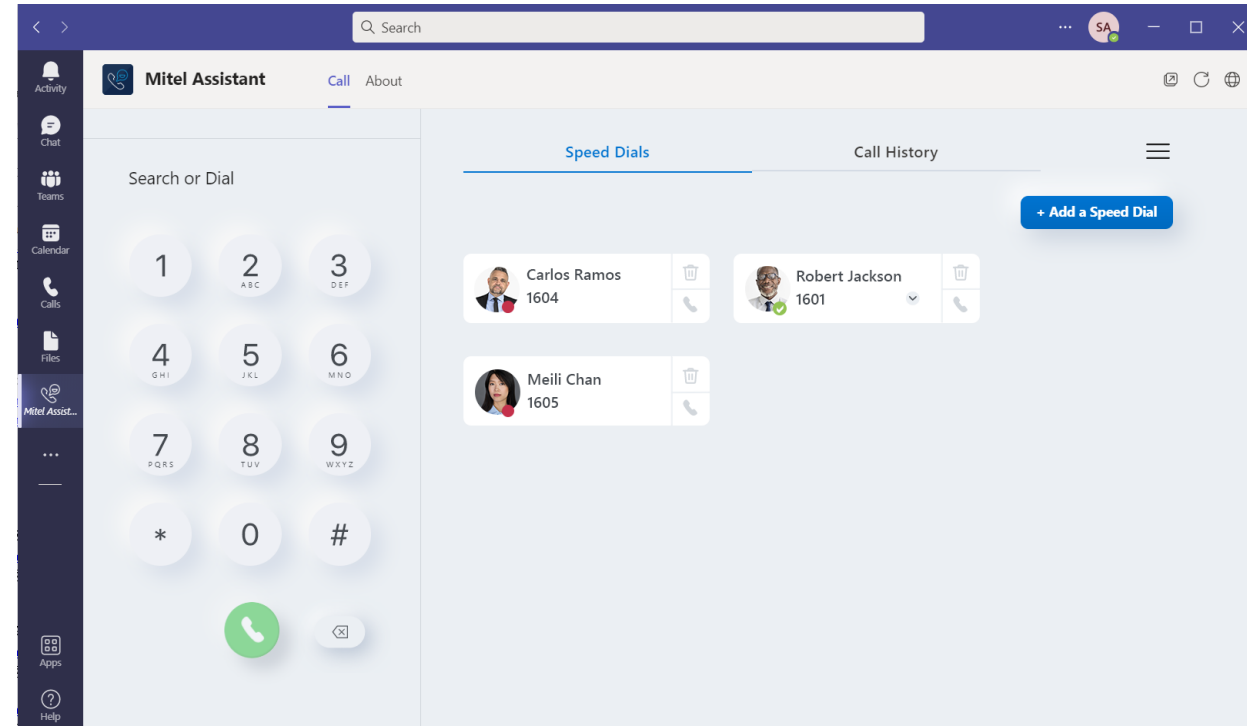
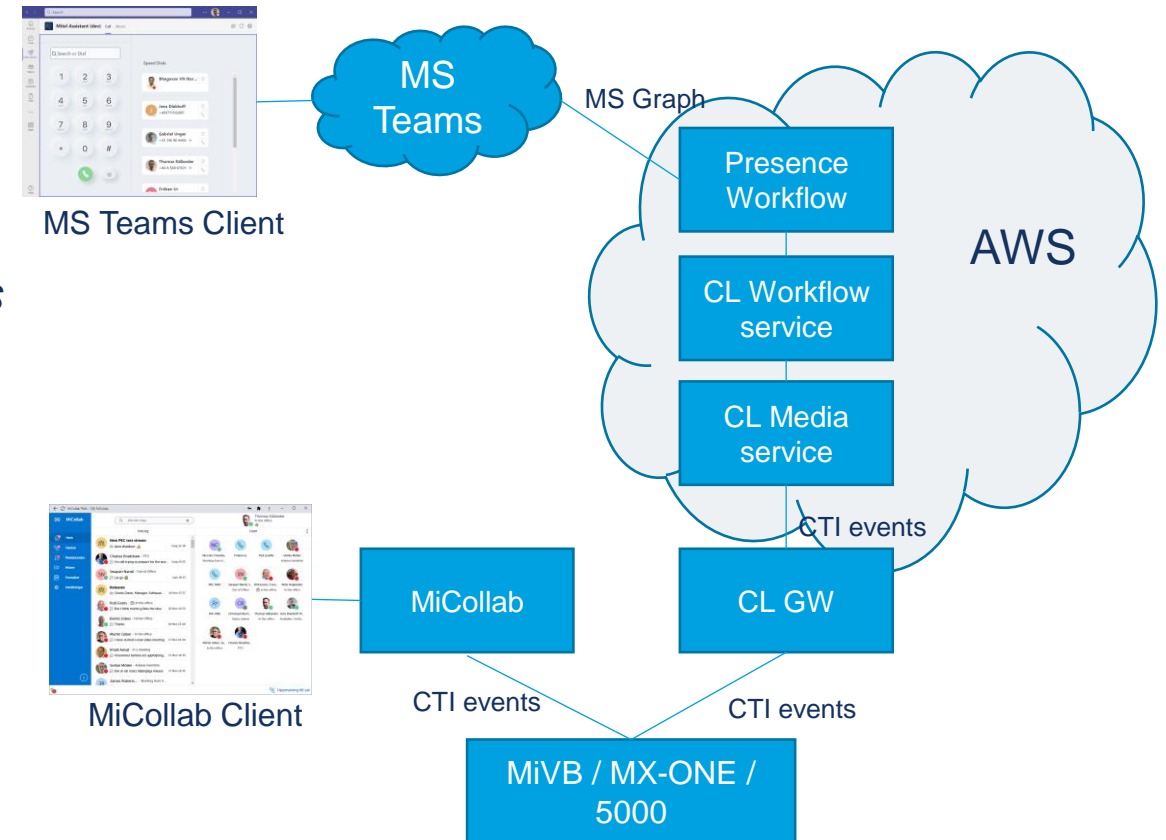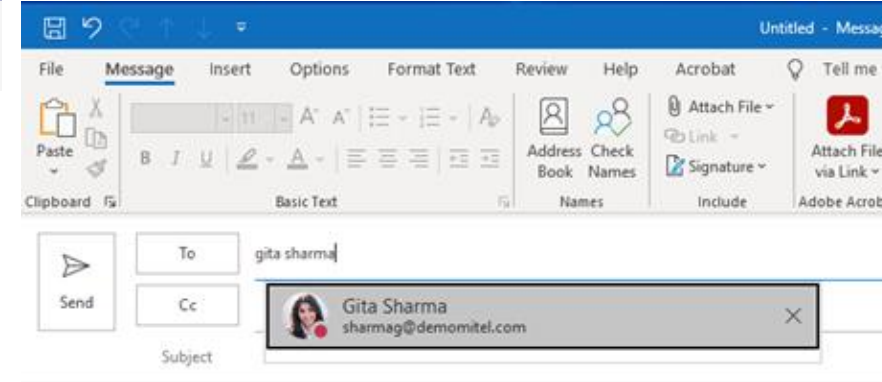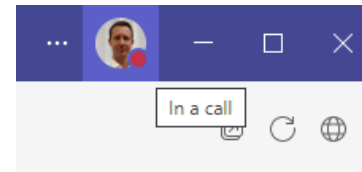# MiCollab Telephony Only Client

- **Is a slim UI mode of the MiCollab Client**
  - Sits hidden in the system tray
  - Pops up as a floater when a call starts
  - User can extend the UI to access capabilities not available within MS Teams
    - CTI Call control
    - Softphone audio and micro mute
    - Mid-call features

- **Same base as the Full MiCollab Client**
  - Same licensing (UCC Entry, UCC Standard)
  - Admin configuration to enable this mode
  - Available on windows desktop/laptop
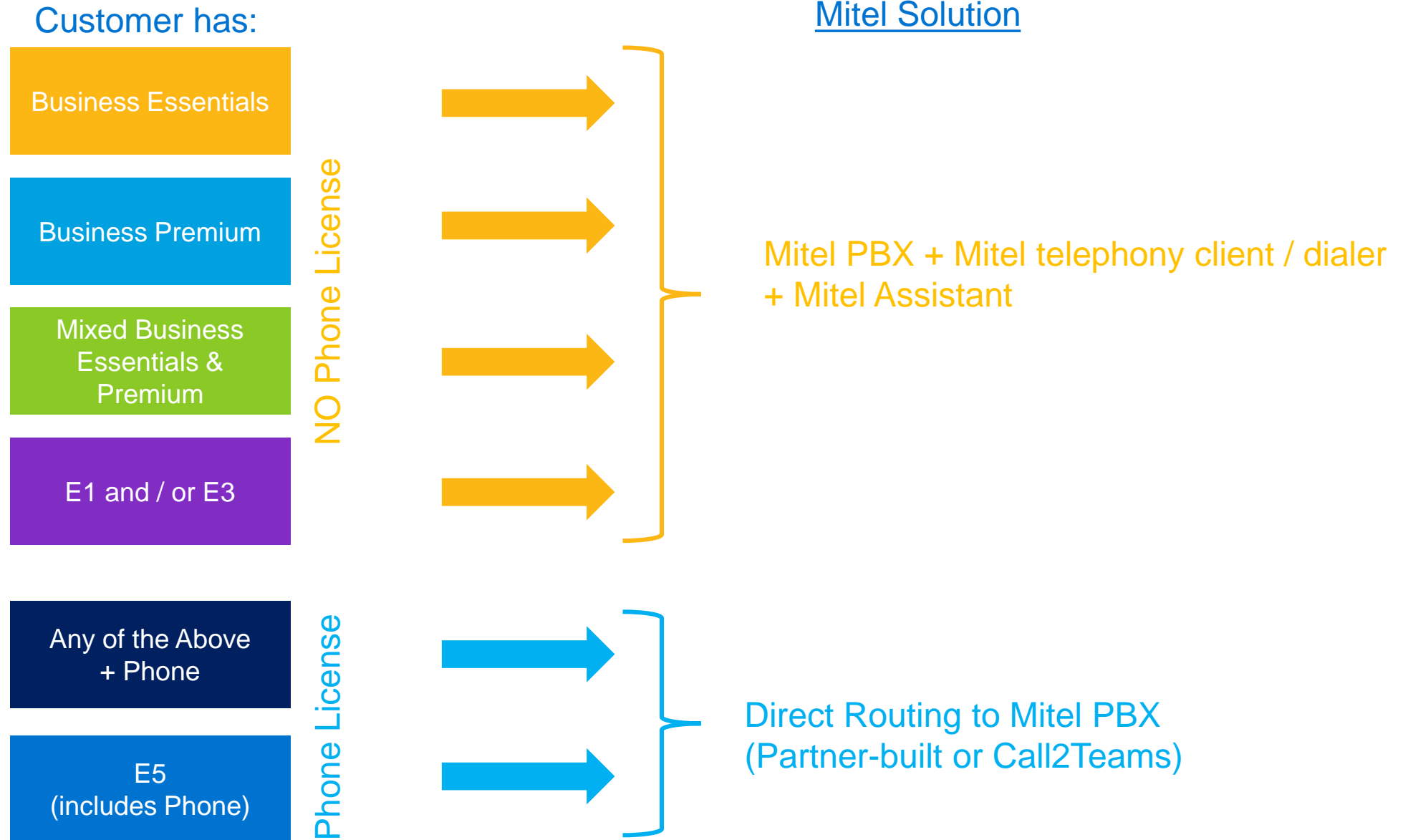   - For smart devices the full mobile client is the way to go
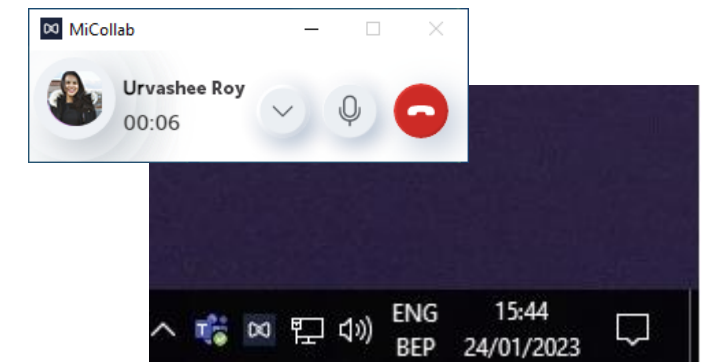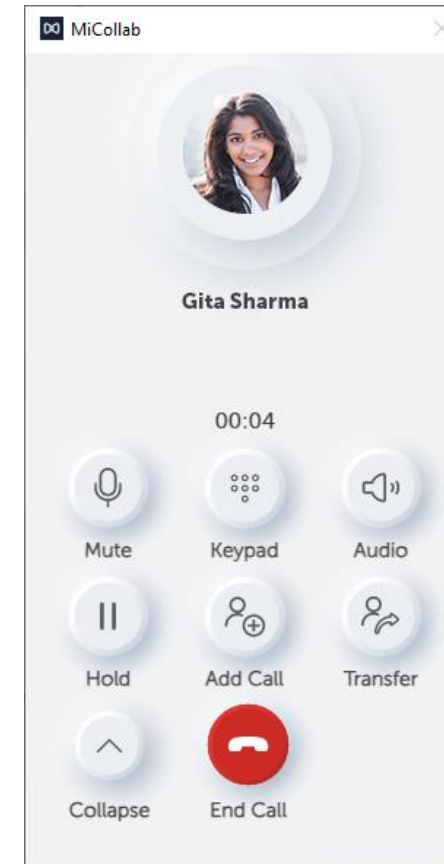
Presence Sync Service

- **See Mitel PBX telephony line state in MS Teams**
  - MS Teams users can see line state of phone users

- **CloudLink service**
  - "Free" (no license)
  - CloudLink Gateway needs to be deployed
    - Prerequisite – SWA on the Call Server

- **Limited scale**
  - *Number of users, is not the number of MS Teams users, It is the number of PBX users!*
  - MiVO400   300 users
  - MiV5000   1000 users
  - MiVB   1000 users *
  - MX-ONE   1000 users *

*Release planned for 1Q 2023

MS Teams Client

MiCollab Client

MS Teams

MS Graph

AWS

Presence Workflow

CL Workflow service

CL Media service

CTI events

MiCollab

CL GW

CTI events

CTI events

MiVB / MX-ONE / 5000

Teams integration with Mitel Assistant - positioning

Customer has:

Business Essentials

Business Premium

Mixed Business Essentials & Premium

E1 and / or E3

NO Phone License

Any of the Above + Phone

E5 (includes Phone)

Phone License

Mitel Solution

Mitel PBX + Mitel telephony client / dialer + Mitel Assistant

Direct Routing to Mitel PBX (Partner-built or Call2Teams)

Customer Admin Portal
Live Demo

Create, change and remove users

- User data stored on system, not cloudlink

- Easy access to all end customers

- User templates

- Adding & changing users simultaneously on MiVB, MBG and MiCollab
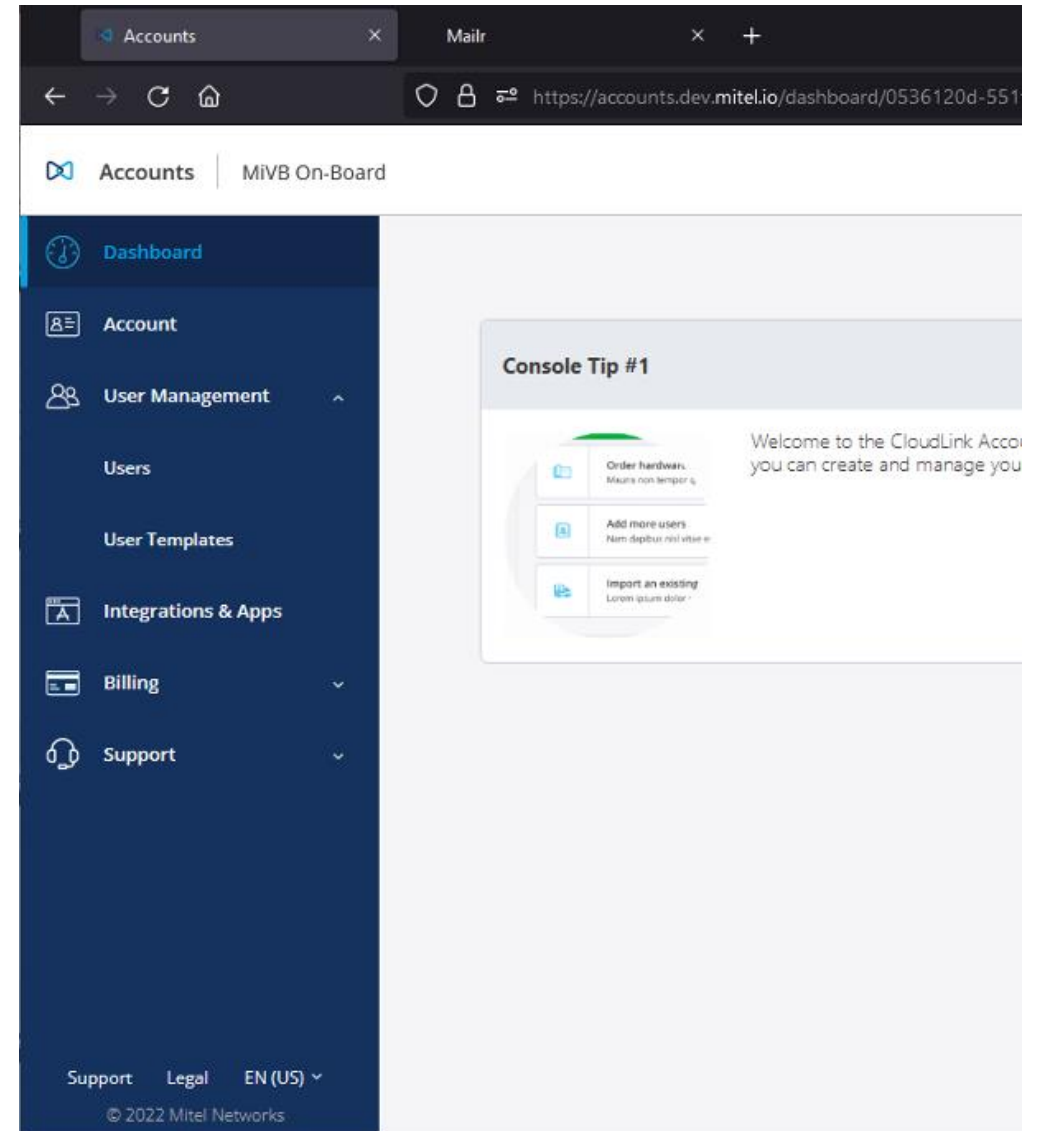
Introduction

An innovative and easy to use IVR / auto attendant

Key Benefits

- Cloud based, no expensive infrastructure

- Easy to build, deploy, and manage.

- Easy to use with visual designer. Use our default templates or build your own custom experiences

- Directory integrations into your voice communications platform and external third-party directory services like Microsoft

- Fully programmable and extensible to provide integrations into any modern SAAS or premise systems via direct API access

- Modern text to speech and low-cost speech recognition options for hands-free calling.

Value Proposition

- ## Mitel
  - Ability to address a new base of customers that need lower cost / lower complexity solutions vs traditional Contact Center Solutions
  - Modern capabilities via our visual designer tool, TTS, Speech Req as a differentiator

- ## Partners
  - Channel partners have an opportunity to create new value with customers by customizing their communication workflows
  - Solution partners can optimize their development efforts by creating custom flows that is specialized for an industry vertical and reuse

- ## Customers
  - Customer gain access to low-cost Speech Rec / TTS capabilities traditionally locked up with high-cost solutions.
  - Modern UI to adapt and make changes easily to customer flows
  - Advanced functionality for auto-attendants and basic dial-menus that are only traditionally offered on the base PBX platform.

High-level feature sets for the first release

- Easy on-boarding with ready to use templates:
  - Basic : Non-complex, simple call flow
  - Advanced : Complex call handling flows with T2S and SR options

- Simple dial-by name / number auto-attendant options

- Multi-lingual IVR support

- Localization / globalization support of primary interfaces

- Transfer to any destination on host platform and / or external

- TTS / Speech Rec built into standard greeting and dial-menu options

Applications

Calendar
based routing

Calamity
routing

Transfer to
last contact

Use your
imagination!

Customer
satisfaction
survey

Read out
stock price

Transcription
service

To Do list /
reminder service

Directory
integration

Demo flow
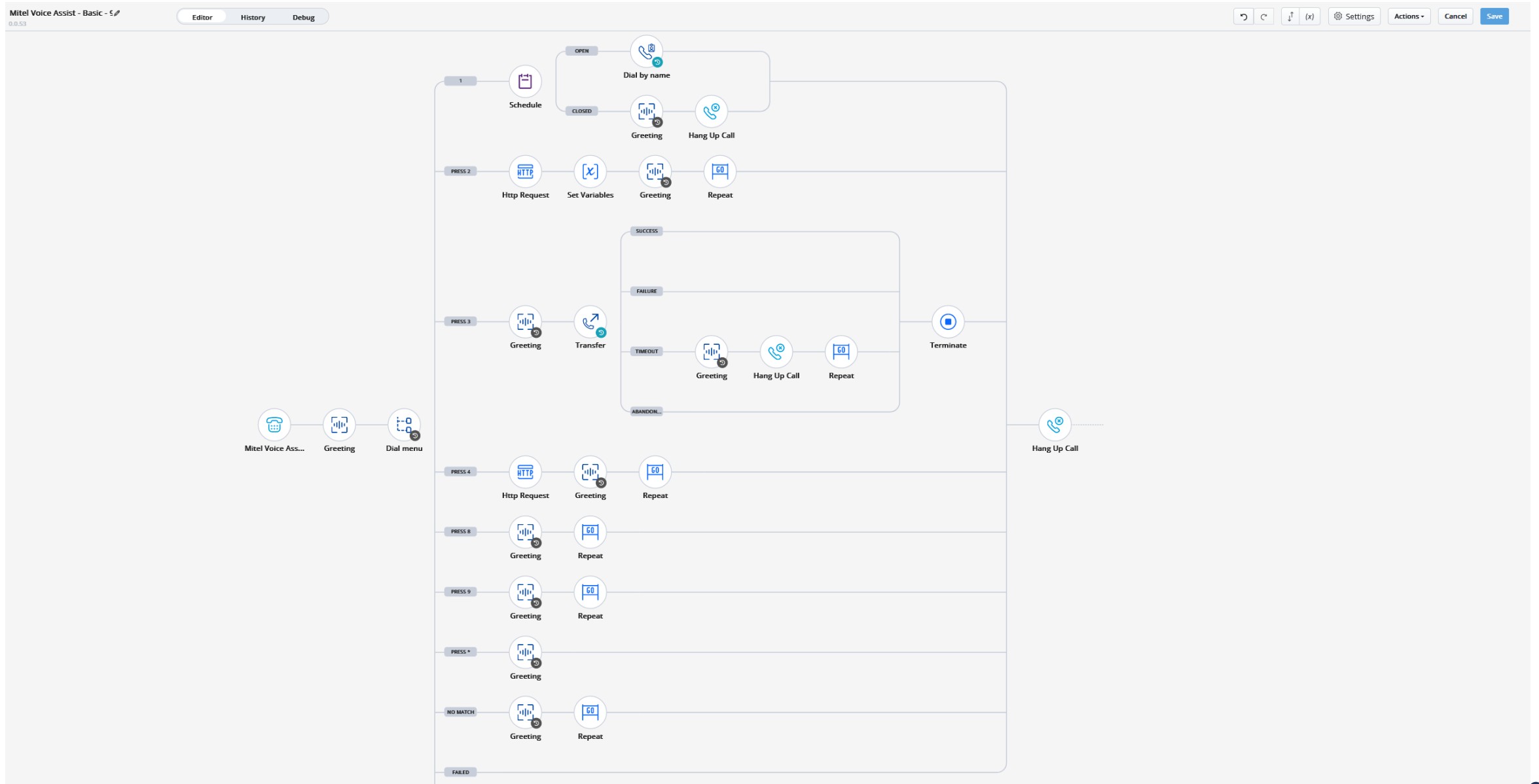
Demo option 2 - Weerbericht

Roadmaps

MiVoice Business – Q4 2022 thru Q4 2023

MiVoice Business 10.1
- Support SIP to Analog Gateway
- Customer Admin portal dependencies
- MSL 12
- TLS 1.3 support
- Ring Group Name in Ring Group Form
- Solution software upgrade orchestration
- CloudLink Gateway Scalability Q3 2023
- Console presence with Teams

MiVoice Business 10.0
- SMB Controller
- OAuth2.0 for EUM
- Secure email notifications
- MiVB Console UI Updates
- Licensing changes
  - Single line for 6905
  - None for G.729 / T.38

4Q '22	1Q '23	2Q '23	3Q '23	4Q '23
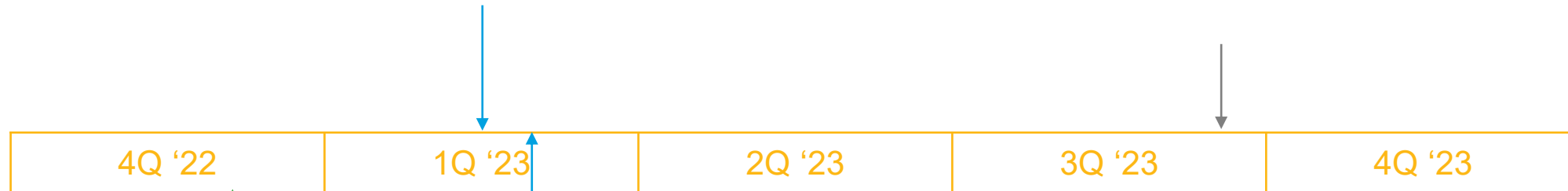
SMBC ICW

MiVoice Business 9.4
- 6900w phones
- EX Controller 16/120

Released	In Progress	In Planning	Directional	Deferred	*Bid Commits*

MiCC Business

MiContact Center Business Release Timeline (External)

Release 9.4
- Concurrent agent license support/enforcement
- Support Oauth2 for Exchange / Office 365
- Password security strengthening
- Supervisor Dashboard enhancements
- SIP Conversation Detail Report improvements
- Twilio API update
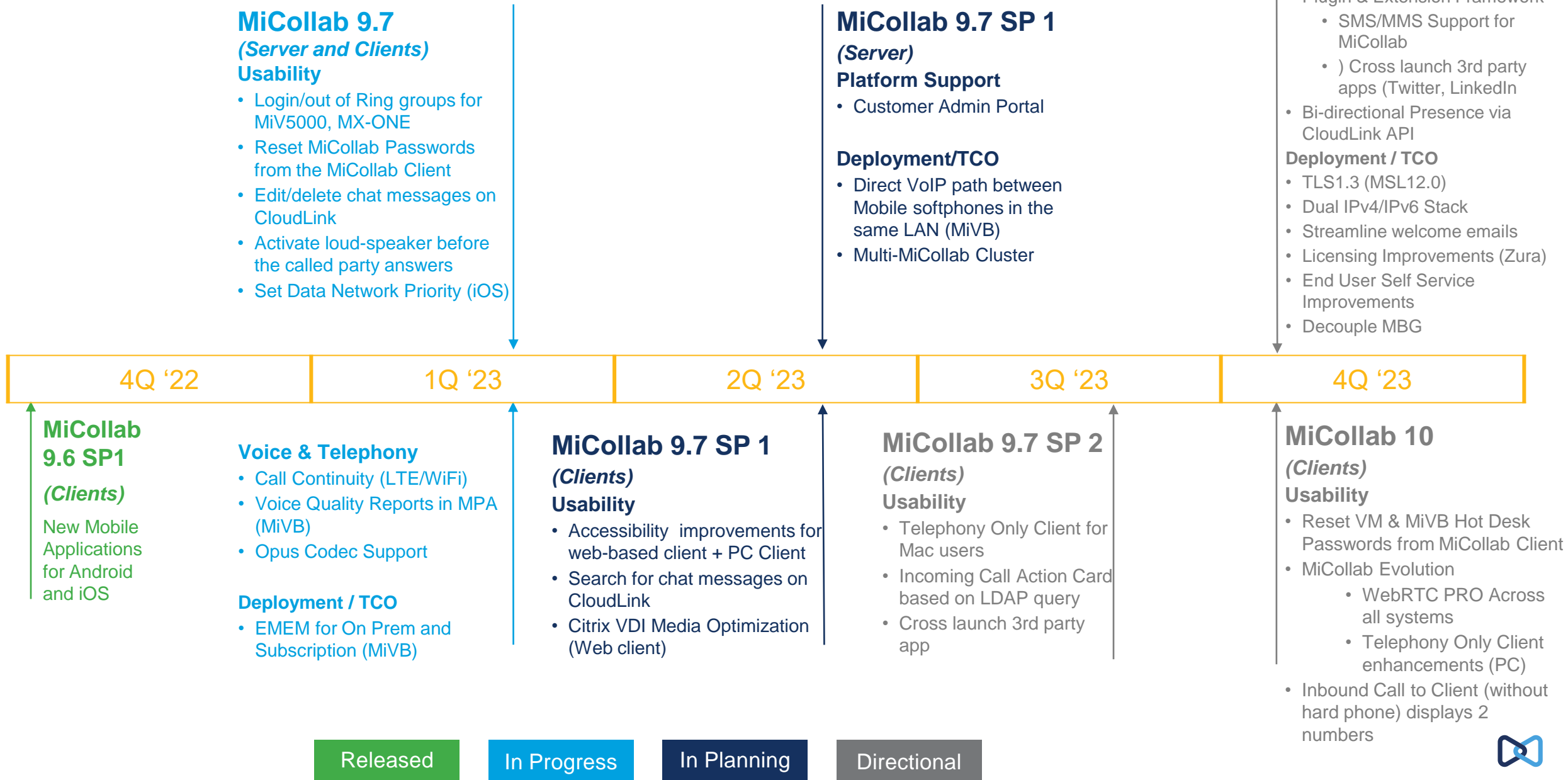- Show Preview Dialer & CRM Connector licenses

Release 9.4.x
- Release 9.4.1 (Sept'22)
- Release 9.4.2 (Dec'22)

Release 9.5
- CC Management updates - supervisory features in Ignite (agent group, skill level, silent monitor barge-in etc.)
- CL-based auth (SSO)
- Callback position in queue
- MIR start and stop rec in Ignite

Release 9.6
- Teams Presence
- CC Analytics enhancement
- Social media enhancements (MMS, WhatsApp template, persistent chat, etc.)
- CRM Usage Tracking
- Neverfail for SIP

Q4 '22	Q1 '23	Q2 '23	Q3 '23	Q4 '23

Solution
- WebRTC Softphone Solution for UC and CC customers

Release 9.5.1
- Increase number of ACD Skills Groups
- Increase number of Ring Group members from 64 to 128 (x86 only)
- Google CCAI Agent Assist for CX with Multi-regions support
- Productize and test CL Social Media Integrations

GA	In Progress	In Planning	Directional	Solution

MiCollab Release Roadmap 2023 (External)

MiCollab 10
(Server)
Usability
- Plugin & Extension Framework
  - SMS/MMS Support for MiCollab
  -) Cross launch 3rd party apps (Twitter, LinkedIn
- Bi-directional Presence via CloudLink API

Deployment / TCO
- TLS1.3 (MSL12.0)
- Dual IPv4/IPv6 Stack
- Streamline welcome emails
- Licensing Improvements (Zura)
- End User Self Service Improvements
- Decouple MBG

MiCollab 9.7
(Server and Clients)
Usability
- Login/out of Ring groups for MiV5000, MX-ONE
- Reset MiCollab Passwords from the MiCollab Client
- Edit/delete chat messages on CloudLink
- Activate loud-speaker before the called party answers
- Set Data Network Priority (iOS)

MiCollab 9.7 SP 1
(Server)
Platform Support
- Customer Admin Portal

Deployment/TCO
- Direct VoIP path between Mobile softphones in the same LAN (MiVB)
- Multi-MiCollab Cluster

4Q '22	1Q '23	2Q '23	3Q '23	4Q '23

MiCollab 9.6 SP1
(Clients)

New Mobile Applications for Android and iOS

Voice & Telephony
- Call Continuity (LTE/WiFi)
- Voice Quality Reports in MPA (MiVB)
- Opus Codec Support

Deployment / TCO
- EMEM for On Prem and Subscription (MiVB)

MiCollab 9.7 SP 1
(Clients)
Usability
- Accessibility improvements for web-based client + PC Client
- Search for chat messages on CloudLink
- Citrix VDI Media Optimization (Web client)

MiCollab 9.7 SP 2
(Clients)
Usability
- Telephony Only Client for Mac users
- Incoming Call Action Card based on LDAP query
- Cross launch 3rd party app

MiCollab 10
(Clients)
Usability
- Reset VM & MiVB Hot Desk Passwords from MiCollab Client
- MiCollab Evolution
  - WebRTC PRO Across all systems
  - Telephony Only Client enhancements (PC)
- Inbound Call to Client (without hard phone) displays 2 numbers

Released	In Progress	In Planning	Directional

Questions