



Mitel Gebruikersgroep Nederland
Liemès
Utrecht, 16 oktober 2024



Speciaal welkom

Partner Organisaties

Esprit ICT (Detron+Zetacom)

HPS

KPN

Oaktree Group

TripleP

Unify Partner

Organisaties:

GROSC

MaXXus

(Trends ICT)

Agenda

12:00 Inloop + lunch

13:00 Welkom (Peter Van de Venne)
Global MUG
Financiën : jaarrekeningen 2019-2023

13:30 Mitel :
- Roadmap en portfolio update
- AI powered agent assist (demo)

Alexander
Heemskerk



14:30 Koffie/netwerk pauze

15:00 Breakout sessies met eigen Mitel partner / Unify partners

16:30 Netwerk borrel

17:30 Einde



- Global Board verkiezingen
- Meer local events in andere landen (USA, Italië, Duitsland?)
- Mitel Next (andere naam?) opnieuw open voor klanten!
 - Lokatie / datum nog niet bekend
- Website
- Software Download : blijft voor ons, maar wordt gedacht over hogere eisen (certificering + Software Assurance verified)

Upcoming



17

OCT

MITEL USER GROUP NETHERLANDS: IN-PERSON MEETING

Thursday, Liemès Utrecht NL

22

OCT

MUG WEBINAR: WHAT'S NEW IN MICONCONTACT CENTER BUSINESS AND MITEL INTERACTION RECORDING

Tuesday

05

NOV

MUG TRAINING: MITEL WITH MICROSOFT (MS) TEAMS SOLUTION WITH MICOLLAB

Tuesday

14

NOV

MUG WEBINAR: MAXIMIZE YOUR MUG MEMBERSHIP: RESOURCES AT YOUR FINGERTIPS

Thursday

Jaarrekening 2019

Verlies/Winst	2019			2018			Begroting	Opmerkingen
	Kosten	Opbrengsten		Kosten	Opbrengsten			
Contributies gefactureerd (100 EUR/org)	74	7400.00	74	7400.00	7400.00	7400.00	69 ontvangen + 2 van vorige jaren	
On-inbare debiteuren	5	-500.00	0	0.00	0.00			
Vrijgevallen reservering(en)		150.12						
Events (2x)						4800.00		
6 jun 2019: Innovatiekracht - Spijkenisse	0.00			0.00			Volledig door Mitel geregeld/betaald	
21 nov 2019: Sparrendaal - Driebergen	2,742.15			3,666.89				
Global MUG bijdrage (75 x 25 USD/org = 1875 USD)	75	1,682.67	71	1,509.16		1700.00		
Website, mail, domein registratie		70.03		0.00		100.00	Website loopt via Global	
Bankkosten		195.93		193.12		200.00		
Bestuursaansprakelijkheid verzekering		0.00		0.00		500.00	Nog niet afgesloten	
Bestuur deelname 1x internationale uitwisseling		0.00		300.00		300.00	Niet gedaan	
Bestuurskosten		521.24		0.00		500.00	Incl. afscheid Tim vd Eem, Annemei Pattje	
Winstsaldo		1,838.10		1,730.83				
Totaal		7,050.12	7050.12	7,400.00	7400.00	-700.00		

BALANS	Activa		Passiva		Opmerkingen
	31-Dec-19	31-Dec-19	31-Dec-18	31-Dec-18	
Rabobank rekening	16,153.59		14,415.49		
Eigen vermogen		14,515.49		12,784.66	
Debiteuren	2	200.00	4	400.00	Worden (naar verwachting) nog betaald
Crediteur M. Heijmen		0.00		300.00	Kosten M. Heijmen waren 149.88, voorziening 300 vrijgevallen
Winst 2019		1,838.10		1,730.83	
Totaal		16,353.59	16,353.59	14,815.49	14,815.49

0.00

0.00

- Verslag kascommissie
- Voorgesteld wordt het resultaat over 2019 te verrekenen met het kapitaal.
- Vaststelling van de jaarrekening over het boekjaar 2019.
- Voorgesteld wordt kwijting te verlenen aan het bestuur voor het gevoerde beleid.

Jaarrekening 2020

Verlies/Winst	2020		2019		Begroting	Opmerkingen
	Kosten	Opbrengsten	Kosten	Opbrengsten		
Contributies gefactureerd (100 EUR/org)	61	6100.00	74	7400.00	7400.00	58 ontvangen + 2 van vorige jaren
On-inbare debiteuren	3	-300.00	5	-500.00		
Vrijgevallen reservering(en)		0.00		150.12		
Events (2x)					4800.00	
Geen (Corona/Covid)		0.00		0.00		
10 dec 2020 Eerste virtuele bijeenkomst		0.00		2,742.15		
Global MUG bijdrage (62 x 25 USD/org = 1550 USD)	62	1,437.85	75	1,682.67	1700.00	
Website, mail, domein registratie		0.00		70.03	100.00	
Bankkosten		198.93		195.93	200.00	
Bestuursaansprakelijkheid verzekering		0.00		0.00	500.00	Nog niet afgesloten
Bestuur deelname 1x internationale uitwisseling		0.00		0.00	300.00	Niet gedaan
Bestuurskosten		0.00		521.24	500.00	Incl. afscheid Tim vd Eem, Annemei Pattje
Winstsaldo		4,163.22		1,838.10		
Totaal		5,800.00	5800.00	7,050.12	7050.12	-700.00

BALANS	Activa		Passiva		Opmerkingen
	31-Dec-20	31-Dec-20	31-Dec-19	31-Dec-19	
Rabobank rekening		20,516.81		16,153.59	Worden (naar verwachting) nog betaald
Eigen vermogen				14,515.49	
Debiteuren	0	0.00	2	200.00	
Crediteuren				0.00	
Winst 2019				1,838.10	
Totaal		20,516.81	20,516.81	16,353.59	
		0.00		0.00	

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- Voorgesteld wordt het resultaat over 2020 te verrekenen met het kapitaal.
- Vaststelling van de jaarrekening over het boekjaar 2020.
- Voorgesteld wordt kwijting te verlenen aan het bestuur voor het gevoerde beleid.

Jaarrekening 2021

Verlies/Winst	2021		2020		Begroting	Opmerkingen
	Kosten	Opbrengsten	Kosten	Opbrengsten		
Contributies gefactureerd (100 EUR/org)	65	6500.00	61	6100.00	6100.00	58 ontvangen + 1 vooruitbetaling
On-inbare debiteuren	5	-500.00	3	-300.00		1x terugstorting ivm opzegging
Vrijgevallen reservering(en)				0.00		
Events (2x)					4800.00	
15 apr 2021 Tweede virtuele bijeenkomst		0.00		0.00		
4 nov 2021 Nationaal Militair Museum Soesterberg		3,315.53		0.00		
Global MUG bijdrage (25 USD/org = 1525 USD)	61	1,289.42	62	1,437.85	1500.00	
Website, mail, domein registratie		92.43		0.00	100.00	
Bankkosten		201.03		198.93	200.00	
Bestuursaansprakelijkheid verzekering		0.00		0.00	500.00	Nog niet afgesloten
Bestuur deelname 1x internationale uitwisseling		0.00		0.00	300.00	Niet gedaan
Bestuurskosten		42.98		0.00	500.00	Cadeau geboorte bij Bianca
Winstsaldo		1,058.61		4,163.22		
Totaal		6,000.00	6000.00	5,800.00	5800.00	-1800.00

BALANS	Activa		Passiva		Opmerkingen
	31-Dec-21	31-Dec-21	31-Dec-20	31-Dec-20	
Rabobank rekening	24,690.95		20,516.81		
Eigen vermogen		20,516.81		16,353.59	
Vooruitbetaald lidmaatschap	1	100.00			
Debiteuren	3	300.00	0	0.00	Worden (naar verwachting) nog betaald
Crediteuren		3,315.53		0.00	Militair Museum betaald in 2022
Winst 2019		1,058.61		4,163.22	
Totaal		24,990.95	24,990.95	20,516.81	20,516.81
		0.00		0.00	

- Verslag kascommissie
- Voorgesteld wordt het resultaat over 2021 te verrekenen met het kapitaal.
- Vaststelling van de jaarrekening over het boekjaar 2021.
- Voorgesteld wordt kwijting te verlenen aan het bestuur voor het gevoerde beleid.

Jaarrekening 2022

Verlies/Winst	2022		2021		Begroting	Opmerkingen
	Kosten	Opbrengsten	Kosten	Opbrengsten		
Contributies gefactureerd (100 EUR/org)	54	5400.00	65	6500.00	6100.00	51 ontvangen + 3 van 2021
On-inbare debiteuren	2	-200.00	5	-500.00		
Events (2x)					4800.00	
5 jul 2022 Spoorwegmuseum Utrecht		2,477.96		0.00		
3 nov 2022 : Afgelast ivm tekort deelnemers		0.00		3,315.53		
Global MUG bijdrage (25 USD/org = 1300 USD)	52	0.00	61	1,289.42	1300.00	Niet gefactureerd in 2022
Website, mail, domein registratie		105.69		92.43	100.00	
Bankkosten		170.85		201.03	200.00	
Bestuursaansprakelijkheid verzekering		0.00		0.00	500.00	Nog niet afgesloten
Bestuur deelname 1x internationale uitwisseling		0.00		0.00	300.00	Niet gedaan
Bestuurskosten		190.00		42.98	500.00	
Winstsaldo		2,255.50		1,058.61		
Totaal		5,200.00	5200.00	6,000.00	6000.00	-1600.00

BALANS	Activa		Passiva		Opmerkingen
	31-Dec-22	31-Dec-22	31-Dec-21	31-Dec-21	
Rabobank rekening	23,830.92		24,690.95		
Eigen vermogen		21,575.42		20,516.81	
Vooruitbetaald lidmaatschap	0	0.00	1	100.00	
Debiteuren	0	0.00	3	300.00	Er bestaat nog kans dat deze betaald worden
Crediteuren		0.00		3,315.53	
Winst 2019		2,255.50		1,058.61	
Totaal		23,830.92	23,830.92	24,990.95	24,990.95
		0.00		0.00	

- Verslag kascommissie
- Voorgesteld wordt het resultaat over 2022 te verrekenen met het kapitaal.
- Vaststelling van de jaarrekening over het boekjaar 2022.
- Voorgesteld wordt kwijting te verlenen aan het bestuur voor het gevoerde beleid.

Jaarrekening 2023

Verlies/Winst	2023		2022		Begroting	Opmerkingen
	Kosten	Opbrengsten	Kosten	Opbrengsten		
Contributies gefactureerd (100 EUR/org)	44	4400.00	54	5400.00	5200.00	42 ontvangen + 1 vooruitbetaald
On-inbare debiteuren	2	-200.00	2	-200.00		
Events (2x)					4800.00	
6 apr 20223 : Mitel kantoor		461.43		2,477.96		
31 okt 2023 : Koetshuis de Haar		4,297.47		0.00		
Global MUG bijdrage (25 USD/org = 1000 USD)	40	912.83	52	0.00	1300.00	
Website, mail, domein registratie		142.02		105.69	100.00	
Kamer van Koophandel		8.45				
Bankkosten		220.30		170.85	200.00	
Bestuursaansprakelijkheid verzekering		0.00		0.00	500.00	Nog niet afgesloten
Bestuur deelname 1x internationale uitwisseling		0.00		0.00	300.00	Niet gedaan
Bestuurskosten		430.00		190.00	500.00	
Winstsaldo		-2,272.50		2,255.50		
Totaal		4,200.00	4200.00	5,200.00	5200.00	-2500.00

BALANS	Activa		Passiva		Opmerkingen
	31-Dec-23	31-Dec-23	31-Dec-22	31-Dec-22	
Rabobank rekening		21,658.42		23,830.92	
Eigen vermogen				21,575.42	
Vooruitbetaald lidmaatschap	1		0	0.00	
Debiteuren	0	0.00	0	0.00	Er bestaat nog kans dat deze betaald worden
Crediteuren				0.00	
Winst				2,255.50	
Totaal		21,658.42	21,658.42	23,830.92	
		0.00		0.00	

- Verslag kascommissie
- Voorgesteld wordt het resultaat over 2023 te verrekenen met het kapitaal.
- Vaststelling van de jaarrekening over het boekjaar 2023.
- Voorgesteld wordt kwijting te verlenen aan het bestuur voor het gevoerde beleid.

Mitel Update

Mitel Portfolio Update & Roadmap



Alexander Heemskerk
Sales Engineer Mitel Benelux

Afsluiting



Bedankt !
&
Graag tot de volgende keer



MITEL USER GROUP

Updates and AI

Alexander Heemskerk, Pre Sales Engineer

October 2024

AGENDA

Eerst het droge gedeelte

- MiVB 10.2 eind 2024
- MiCollab 10.0 eind 2024
- MiCollab 10.1 Q2 2025
- MiVB SVI 2.0 eind 2024
- Devices
- MiCC-B 10.2 GA now!

Nu the fun stuff

- Admin portal update
- Power your agents with AI



MIVB PLATFORM UPDATES

MiVoice Business 10.2

Scheduled end 2024

- 6915 Native device support
- 6900 Reduced Max Power Mode
- 69xx Call History Improvements
- MiNet 3.0
- FIAS / Fidelio support
- SIP to Analog Gateway provisioning
- SIP-DECT 9.2
- MDUG Prime DN on SIP DECT Idle Display
- Mitel Admin Improvements for User Management
- Cloudlink Daemon and scaling



Note: Features and/or functionality is subject to change prior to the GA date.

Updates: MiCollab 10.0

- Planned Q4 2024
 - MSL 12.1.
 - MiCollab Thrift Certificate expiry.
 - MiVB integrated support of AG4100 gateways.
 - Admin-based site management of CLI presentation.
 - Show the A and B Number while ringing in MiCollab for PC.
 - Display calling & redirected number while alerting without hard phone.
 - Bi-Directional MS Teams Presence support for MiV5000 & MX-ONE.
 - Auto Answer

Note: Features and/or functionality is subject to change prior to the GA date.

Update MiCollab 10.1

Planned end Q2 2025

- Increase support for Citrix VDI.
 - Media handoff. Web Client.
- Dual Stack IPv4/IPv6.
- Sync of MiCollab presence to CloudLink for MiCC-B.
- MiCollab support for On-Prem with multiple IDPS.
- TLS 1.3.
- MiCollab 7500 user support with MiV5000.
- Contact Centre Employee/Agent Provisioning.
- Support for SHA256 in registration MX-ONE.
- Voicemail transcription.
 - EMEM only.
- On-Prem chat with file share (CT9 Framework Italy)
- OpenScape Meeting experience for MiCollab.
- **Hospitality WebRTC console.**
- MS Teams consolidation for Enterprise UC Solutions.

Note: Features and/or functionality is subject to change prior to the GA date.

MiVoice Business Solution - Virtual Instance

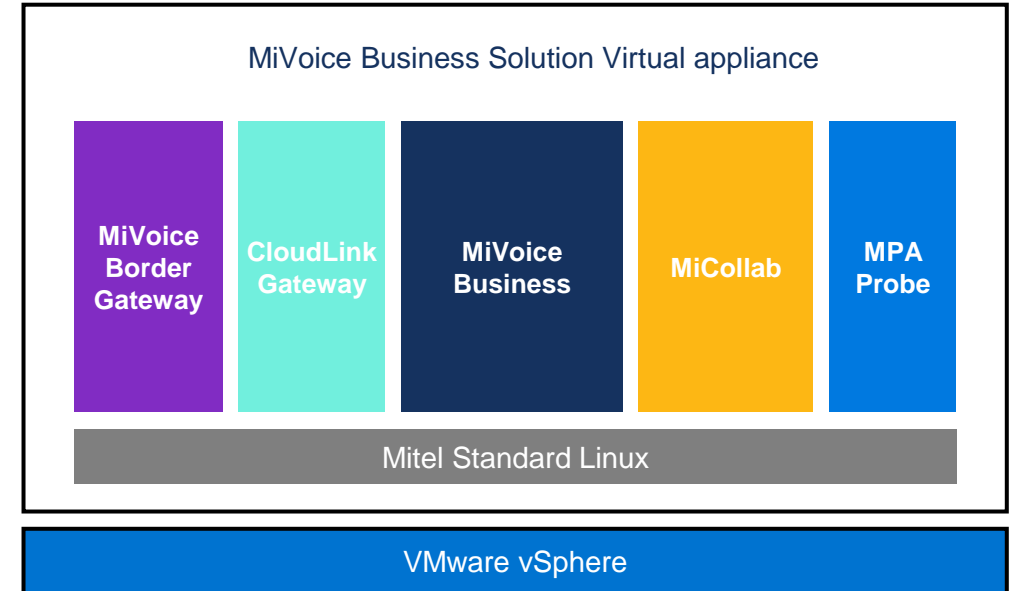
A single virtual appliance containing:

- MiVoice Business
- MiCollab (minus Nupoint and AWW)
- MiVoice Border Gateway
- CloudLink Gateway
- Mitel Performance Analytics (MPA) probe

MiVB-SVI 2.0

- Scheduled December 2024
- MiVB 10.2, MiCollab 10.0, MSL 12
 - Ready for future upgrades of software blades
- Hypervisor support:
 - Testing on Hyper-V and Nutanix is running
 - Testing on MS Azure is postponed

Note: Features and/or functionality is subject to change prior to the GA date.





DESKTOP DEVICES PORTFOLIO UPDATE

Lieven Garcet, Pre Sales Engineer

October 2024

Mitel 6915v2 IP Phone

- Modern IP Phone design with 3.5" color display
- Delivers a high-quality communications experience
 - Providing the same excellent audio experience as 6920w IP Phone
- Highly competitive entry level model for SMB & vertical markets
 - Priced to compete with other similar entry level models
 - Features & functionality above competitive offers @ same price point
 - Addressing vertical markets and SMB needs
- Fully integrated with Mitel UC platforms
- Positioned between 6910 and 6920w on price and functionality
 - Same H/W features as the 6920w IP Phone except for:
 - No support for Bluetooth, Wi-Fi or PKM Interface
- Requires firmware different from 6915 (v1)
 - MiNet 2.3
 - SIP 6.4 SP2



6907 Concept – Preliminary



OpenScape Xpert

Als elke seconde telt

OS Xpert V8

Gebruik in onder andere:

Financiële instellingen
NUTS bedrijven
Control rooms
Petro chemie
Etc.



Gecalculerde beschikbaarheid: 99,999997

MICCB 10.2

QA: OCTOBER 1ST, 2024



MiCC Business 10.2 Feature Overview

Ignite Enhancements

- Embedded Softphone
- WCAG Support for Cloudlink Chat Overlay
- Web Chat Customization
- Ignite Modernization (Tech Preview)

Reporting and Analytics Enhancements

- 3rd Party BI Engine Template for Multimedia, IVR, Hunt Group
- 360 View MiCC Configuration

Platform Enhancements

- Support for OpenScape Voice
- Support for OpenScape 4000

Note: Features and/or functionality is subject to change prior to the GA date.

Embedded Softphone

Ignite

Dashboards

Inbox

History

Queues

Cases

Options

Options

Phone

Which extension are you using to accept voice calls for user?

2139

2140

2141

2139

PIN

Remember my Extension

You will be automatically logged into your phone when setting yourself to ● Available

External number

9 + 6135922122

MiCollab Softphone

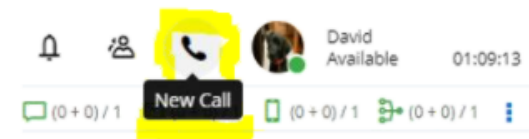
Integrated Softphone



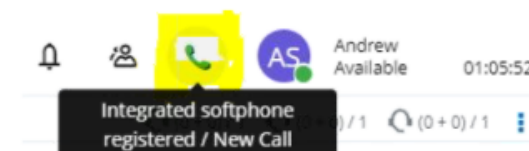
Embedded Softphone

- Log in state will depend on PBX
 - MiVoice Business –Available
 - SIP – state will align with existing behavior
- When logged in, the softphone registers automatically and the New Call icon color changes depending on device and registration
- When the agent logs out, the phone automatically unregisters

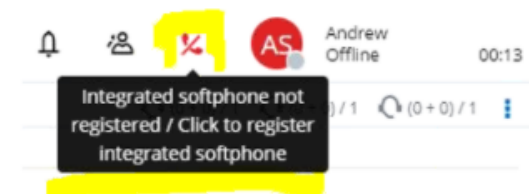
Non-Integrated Device



Integrated Softphone Registered



Integrated Softphone Not Registered



MiCCB/MiVB Integrated softphone – no presence with MDUG users

Ignite Enhancements

Embedded Softphone

Mitel is introducing two softphones embedded within Ignite. For MiVoice Business, Mitel 5000 and MX-ONE, customers will use the MBG-based Integrated softphone. This will require MBG (MiVoice Border Gateway) and teleworker licenses which are included with the MiCC-B (MiContact Center Business) voice agent licenses. **If the customer is currently using MiCollab and the WebRTC softphone, we recommend continuing with that softphone for the best MiCollab user experience and less confusion for the user.** The integrated softphone is not part of MiCollab and is managed as a separate device. For OpenScape Voice and OpenScape 4000, the customers will use the Unify Phone softphone. The softphones are only supported with Chrome and Edge web browsers. The experience in Web Ignite for both softphones is the same. For



Web Content Accessibility Guidelines (WCAG) Cloudlink Chat Overlay

Chat Overlay

- Chat Overlay is now accessible via the keyboard
- Individual messages announced by JAWS screen reader upon arrival or in focus
- Chat Now and Start Live Chat buttons will stand out when selected
- More features coming in later releases



3rd Party BI Engine Template for IVR, Hunt Group, Port Utilization

- Multiple SQL views delivering IVR hunt group and port utilization information
- This is based on IVR data
- Supported with MiCC Business for MiVoice Business and MiCC-B SIP
- Can see workflow data including ANI
- Examples on Mitel's GitHub Page



Example Microsoft PowerBI analytics dashboard

Reference *MiContact Center Business – MiVB Reporting Guides* for performance information and recommendations



3rd Party BI Engine Template for Multimedia

Next step in our Reporting strategy

- This is based on Consolidated Reporting providing more detailed information
- Conversation View provides details that are not available in traditional reports
- Agent View provides view of their productivity across the media types
- Includes Account Code reporting
- Supported with MiCC Business for MiVoice Business only



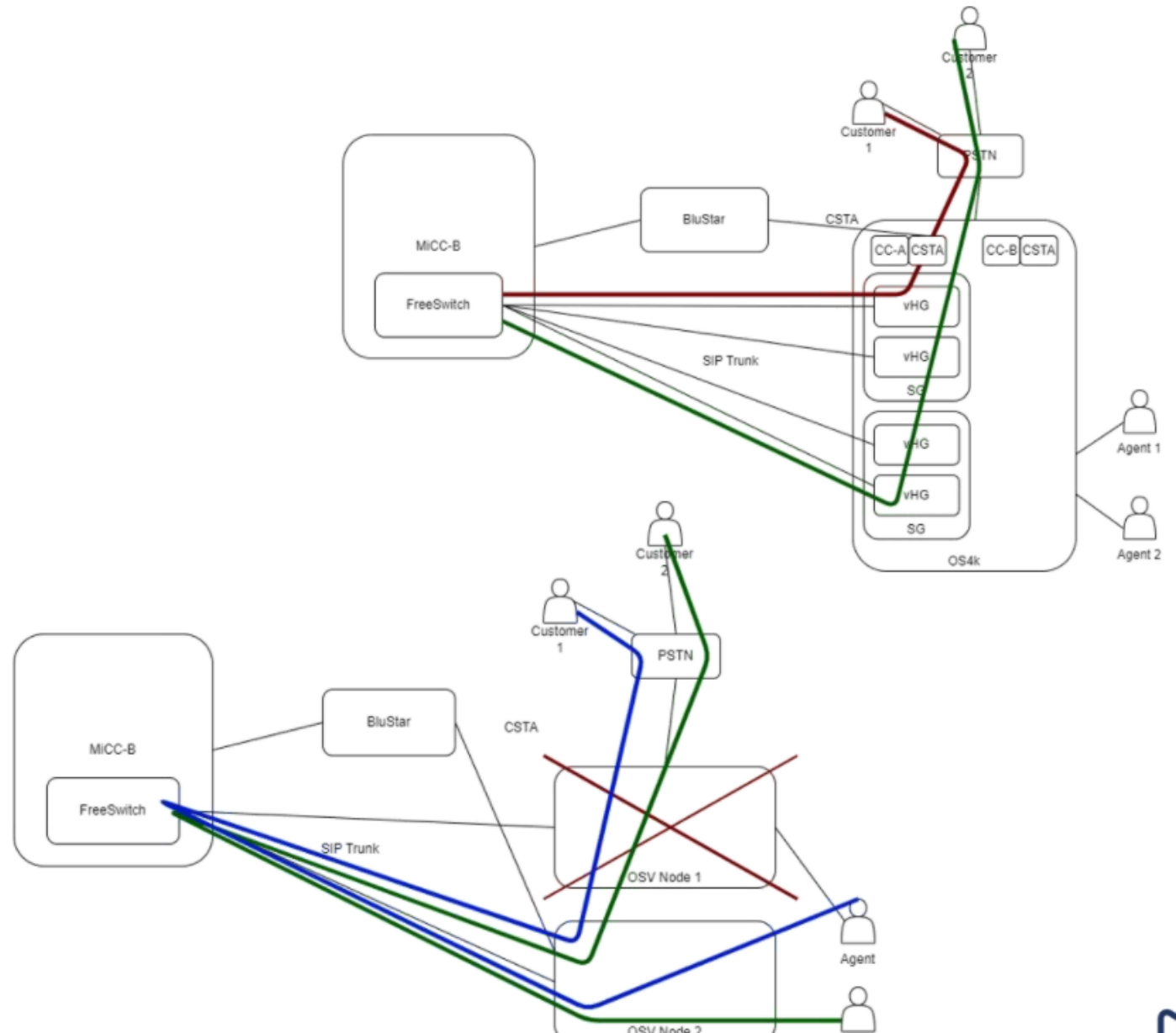
Example Microsoft PowerBI analytics dashboard

Reference *MiContact Center Business – MiVB Reporting Guides* for performance information and recommendations



Support for OpenScape Voice and OpenScape 4000

- Provides MiCC-B for OSV and OS4000
- Requires PLM approval
- Intended for Greenfield CC opportunities
- Migrations available at the next release
- Geo-separated Redundant OSV will not be supported until next release
- New parts in CPQ without MiCollab bundles included



MITEL ADMINISTRATION FOR MIVB

EVENT HISTORY
GROUPS





DIGITAL AND GENAI CHANNELS FOR MITEL CONTACT CENTERS

AI-enhanced channels for
today's contact centers

<Presenter Name, Presenter Title>

<Date>



GenAI-Enhanced Digital Channels

GenAI Triage

Easily deploy GenAI chatbots across web chat, SMS/WhatsApp, email, and voice, with an easy-to-use AI Knowledge management system

Enhanced Webchat

Highly flexible web chat widget, with enhanced agent handling tools such as translate and copilot

Digital Channels

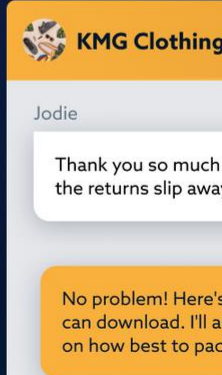
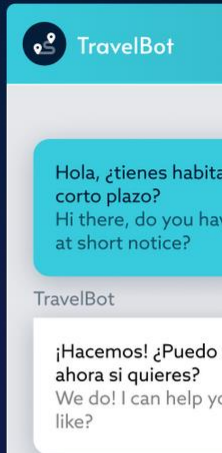
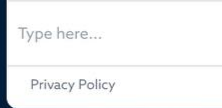
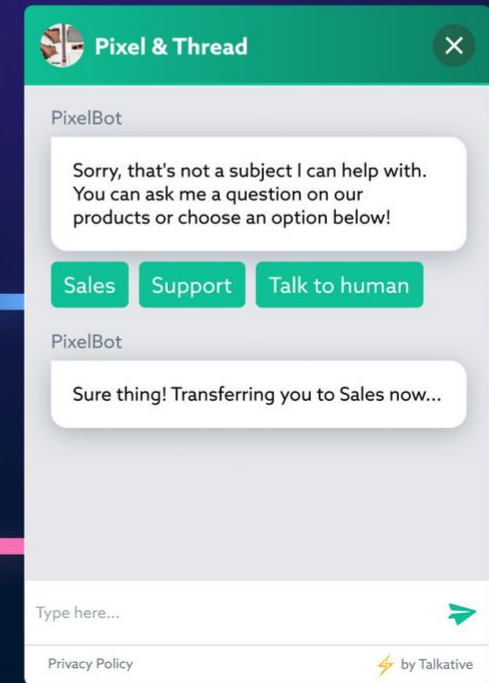
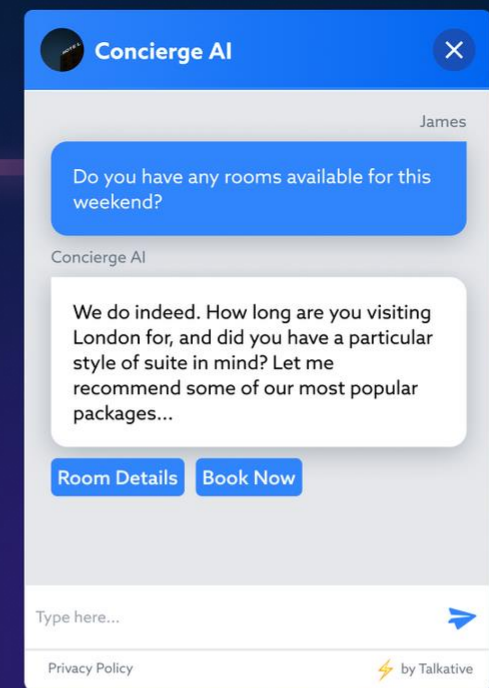
Use web chat, video chat, co-browse/screenshot, inbound/outbound SMS, WhatsApp, and Messenger channels

Powerful Analytics

AI-powered real-time alerts, dashboards, and topic analysis based on all your interactions

MiCC Business/Enterprise integrated

Integrated into the MiCC agent client, with unified workloads, queueing, and reporting



Core Features and Functionality

1. Omnichannel Engagement:

- **Web Chat, SMS, WhatsApp, and Video Chat:** Talkative enables seamless communication across
- All major digital channels, ensuring customers can connect with the business on their preferred media and device.
- **Integrated Knowledgebase:** This platform allows businesses to create a centralized knowledgebase that powers AI-driven responses across all channels, ensuring consistent and accurate information delivery.

2. **Generative AI-Powered Chatbots:**

- **Natural Language Understanding:** Talkative chatbots leverage advanced Large Language Models (LLMs) to understand and respond to customer inquiries in a natural and intuitive manner, significantly improving first-contact resolution rates.
- **Human-in-the-Loop Feedback:** Unique to Talkative, the platform continuously learns from human agent interactions, refining the AI's responses and making the system smarter over time.

Prerequisites

The following conditions must be met prior to placing an order for the Talkative rate plan:

For integration with MiCCB (MiContact Center Business) the only prerequisite is the Multimedia license per agent, which opens the 'Open Media' channel.

- MiCCB release 9.0 or above (support for Open Media)
- Multimedia Agent License - per Agent
- MBG configured with reverse web proxy setup to MiCCB

For integration with MiCCE (MiContact Center Enterprise) the following is required for a Talkative integration:

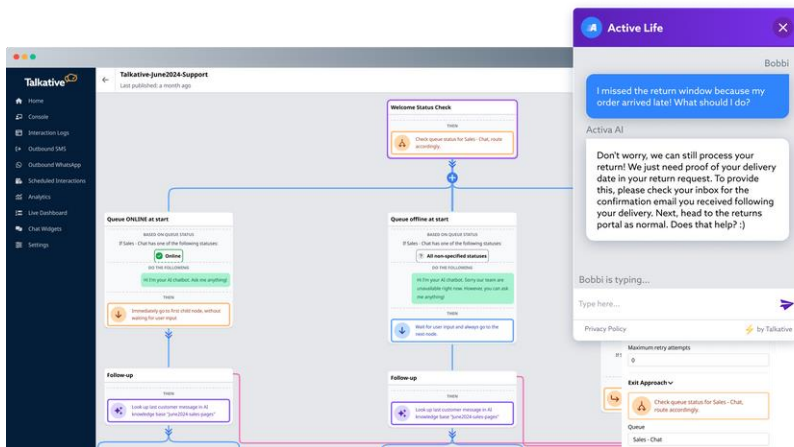
- MiCCE release 9.6 (support for Open Media), however it is recommended to use 9.7 or above
- MBG configured with reverse proxy server setup to MiCCE
- MiCCE Multimedia – System License
- MiCCE Open Media – System License
- MiCCE Open Media – Per agent license
- MiCCE Agent License – Per Agent License (Although for Web Agent ONLY deployment, you can use the MiCC Enterprise Web Agent – Per Agent License)

Features & Capabilities

AI Chatbot

Intelligent automation powered by generative AI

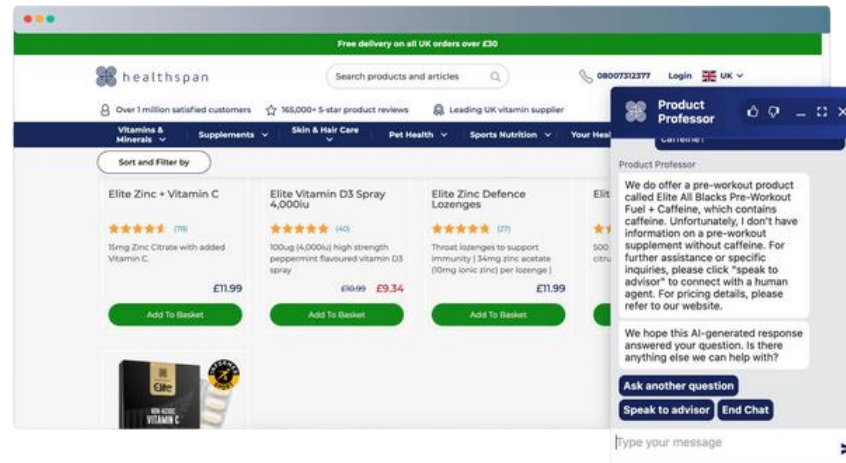
Powered by generative AI and Large Language Models (LLMs), Talkative's chatbot can automate up to 88% of customer queries with highly accurate and human-like responses - all within your current Mitel setup.



AI Live Chat

Real-time agent chat support enhanced by AI

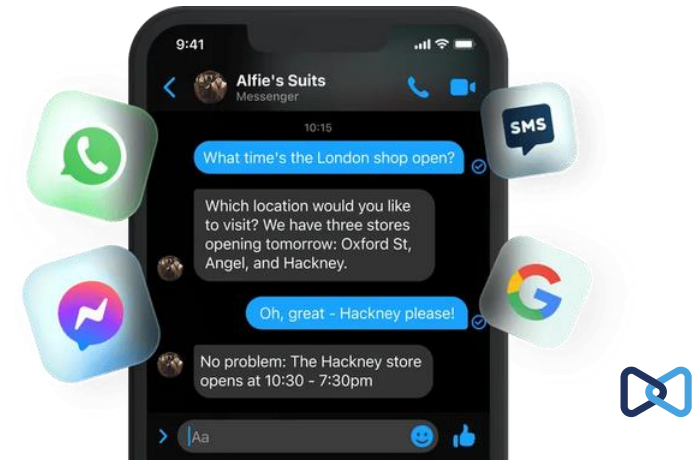
AI-enhanced Live Chat that integrates seamlessly with MiCC Business & Enterprise Agent clients, empowering agents to perform better and faster with real-time response suggestions, next-step advice, and internal-facing chatbot, "Navi".



Social Messaging

Meet & serve on popular platforms

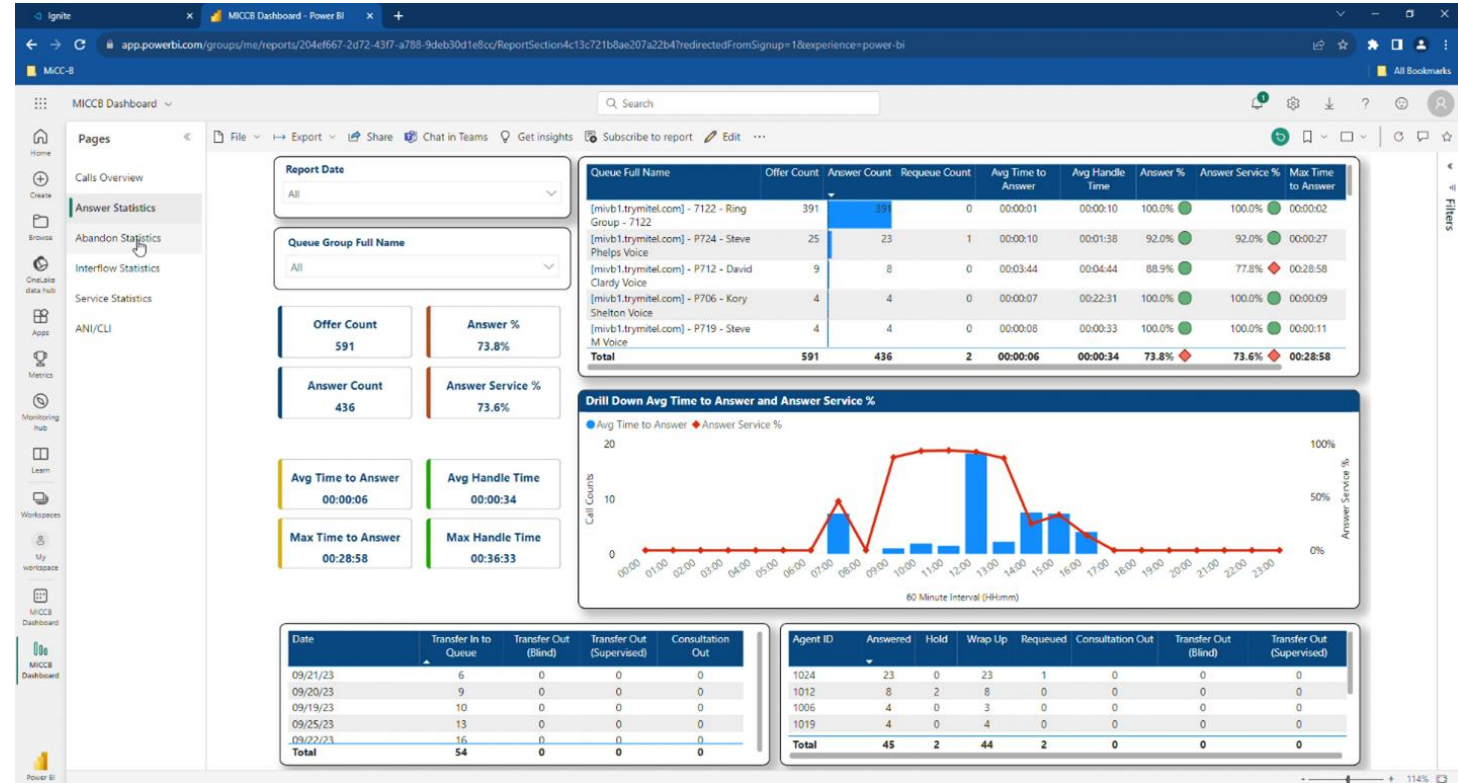
Social messaging that's fully compatible with MiCC Business & Enterprise, enabling you to engage and serve customers via Facebook Messenger, WhatsApp, SMS/MMS, and more.



Reporting and Analytics Dashboard via 3rd Party BI Engines

Sample analytics dashboard

Create your own custom dashboards using 3rd party Business Intelligence (BI) engines, such as...



Core Features and Functionality

1. Omnichannel Engagement:

- **Web Chat, SMS, WhatsApp, and Video Chat:** Talkative enables seamless communication across
- All major digital channels, ensuring customers can connect with the business on their preferred media and device.
- **Integrated Knowledgebase:** This platform allows businesses to create a centralized knowledgebase that powers AI-driven responses across all channels, ensuring consistent and accurate information delivery.

2. **Generative AI-Powered Chatbots:**

- **Natural Language Understanding:** Talkative chatbots leverage advanced Large Language Models (LLMs) to understand and respond to customer inquiries in a natural and intuitive manner, significantly improving first-contact resolution rates.
- **Human-in-the-Loop Feedback:** Unique to Talkative, the platform continuously learns from human agent interactions, refining the AI's responses and making the system smarter over time.

3. **Voice AI (coming soon):**

- **Automated Voice Interactions:** Voice AI extends Talkative capabilities to telephone interactions, allowing contact centers to automate inbound phone calls, collect customer information, and route queries efficiently.
- **Speech-to-Text and Text-to-Speech Integration:** Talkative Voice AI uses the latest models to provide natural-sounding dialogue, creating a seamless and human-like experience for customers.

Roadmap

	Q4 2024	Q1 2025	Q2 2025	Q3 2025
GenAI Chatbot	Advanced Insights Reporting		Enhancements	
Voice AI	Beta release	GA	Enhancements	
Email AI	Beta release	GA	Enhancements	
Other	AI assist for non-chat channels in Ignite	Enhanced outbound SMS/WhatsApp	TBC	

Talkative will always prioritize roadmap/development to best align with revenue potential and customer demand