

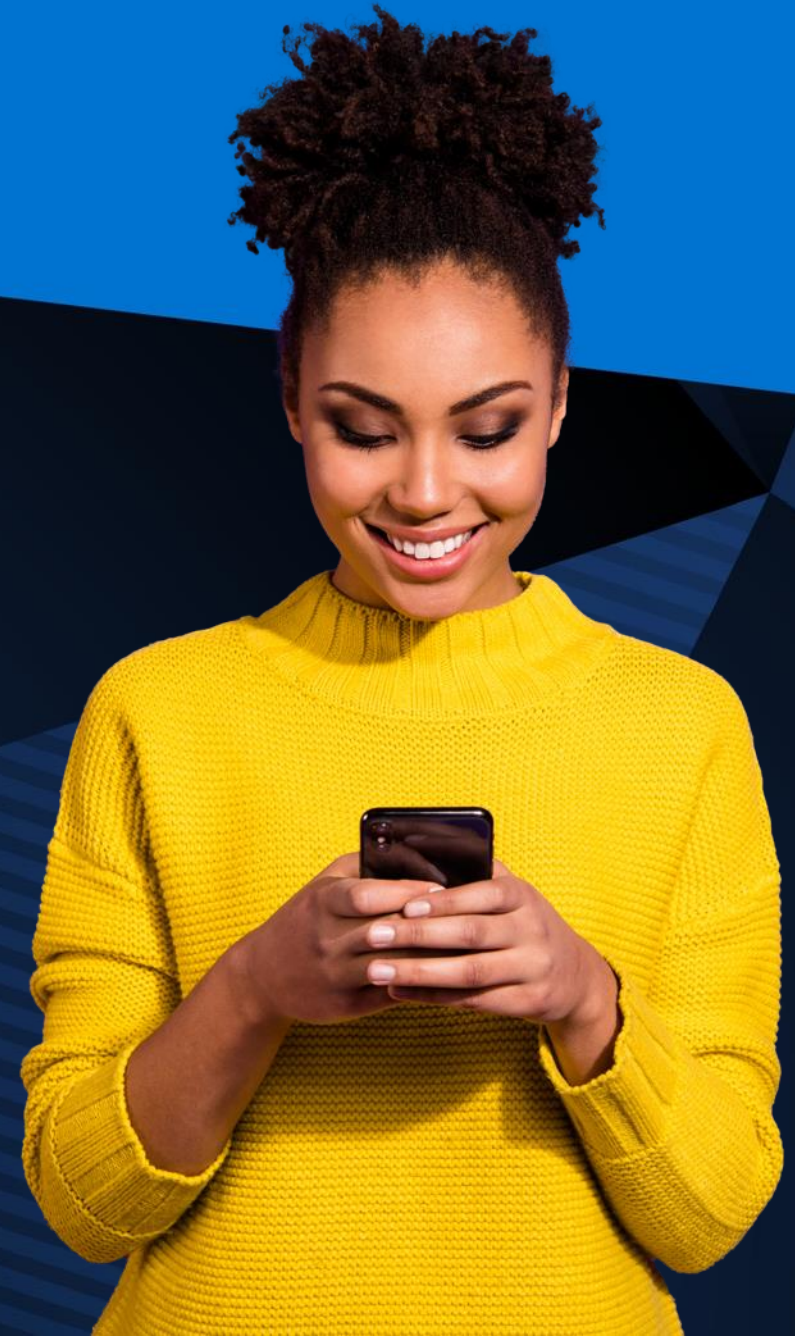


# Mitel OpenScape Business V3

Customer Presentation

November 2024

© 2024 Mitel. Proprietary and Confidential.



# Supercharge your SMB communications

We simplify communications through Mitel OpenScape Business – an “All-in-One” UC Solution for single and multi-site SMB with the easiest path to adopt future-proof technology and UC whenever the business is ready.

Let us show you how...

# Content overview

- 1 Market Trends
- 2 OpenScape Business – the solution
- 3 User Clients and Groupware
- 4 Hybrid Cloud: Unify Phone
- 5 Interworking with Microsoft Teams



# Content overview

- 6 Multimedia Contact Center
- 7 CRM Integration and Application
- 8 Devices for Voice and Video
- 9 Networking, Virtualization and Redundancy
- 10 With OpenScape Business into the future



# 1. Market Trends



# Key Factors for Success

## Many Tasks

- Fitting Voice and UC for all users
- How can modern communication support my business?



## Always on the Move

- Mobility with perfect collaboration
- How to improve contractibility and team collaboration?



## Improve Customer Services

- High expectations in customer services
- How can I serve customers better so that they can reach me even faster?



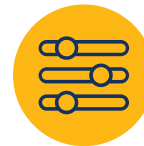
## Lower Operational Costs

- Investment protection by migration
- How can I protect my investment and gain the latest technology?



## Scalable and Flexible

- Latest technology which integrates into my infrastructure
- How can I meet my growing demands also tomorrow?



## Vendor Support

- Feel secure with the choice of partner
- How can I get support from the vendor just in case I need it?



# UC optimizes the Communication

## Unified Communication and Collaboration



UC combines multiple communication technologies – Presence, Conferences, Voicemail, e-Mail, Instant Messaging, Fax, Video, Web Collaboration, Contact Center, etc. – in one common portal!

A “must have” for all who require fast, efficient and cost-effective communication!

More than 8.1 Million Users worldwide benefit

## From OpenScape Business across different industries

- Industry (e.g. Automotive)
- Public Sector (Government)
- Finance
- Hotel / Hospitality
- Marketing Agencies
- Branch Solutions (Retail)
- Small and Midsized Customers across all Industries



Find latest references and success stories [here](#)





# 2. OpenScape Business - The Solution



# How we address customer challenges

## Deployment flexibility and investment protection

How can I ensure to invest into the right technology?



### Deployment Flexibility

OpenScape Business supports any kind of different deployments, either pure IP, TDM, hybrid or private cloud. Customers can migrate to IP whenever their business is ready.

How can I keep my operational and maintenance costs low?



### All-In-One Solution

OpenScape Business is a real All-In-One system which comes pre-installed with all Voice & UC services running embedded on a single appliance or in one virtualized image.

How can I ensure my investment is protected over the years?



### Future Proof

OpenScape Business is based on future-proof technology (new V3 Mainboard for all deployments) and Mitel continues to invest in OpenScape Business with a strong roadmap for future developments



# Mitel OpenScape Business - Highlights

## Award Winning Best-in-Class “All-In-One” Unified Communication & Voice Solution designed for SMBs

- **Unifies all your communications** – Comprehensive UC application incl. Presence, Voicemail, Fax, Mobility, Contact Center and much more
- **Scalability** – Typically scales from 2-200 users, 2,000 in a network
- **Flexible deployments** – Support of any given end-customer infrastructure, Appliance or software based, full virtualization, hosted or private cloud based
- **Go Hybrid / UCC** – add additional values from the cloud such as Unify Phone and/or Microsoft Teams
- **Interwork and Integrate** – complement Microsoft Teams with powerful embedded telephony and UC features
- **Serviceability** – Service Support included to get latest Software & Upgrades
- **Flexible Usage Options** – either CAPEX or OPEX based
- **Investing in maximum flexibility** – for single or multisite environments

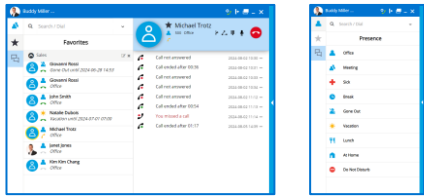


# Communicating should be intuitive and efficient

## Multi-media and multi-modal client access choices

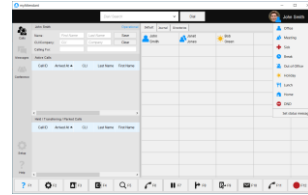
- Easy to use – voice and graphical user interface
- Rich, intuitive user experience

### Desktop Client

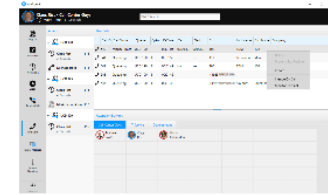


Scalable UC client incl. VoIP support for macOS and Windows

### Attendant Console

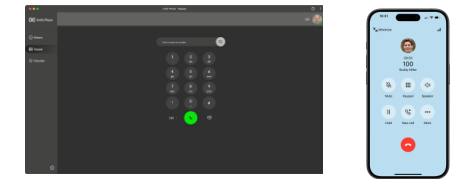


### Contact Center Client

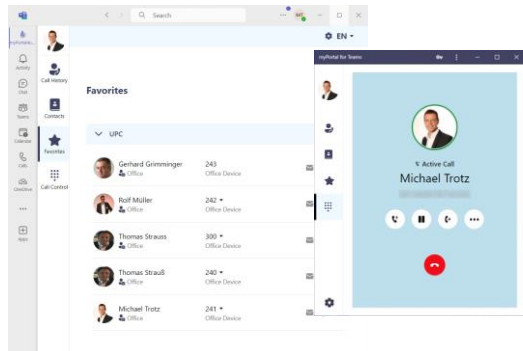


### Unify Phone

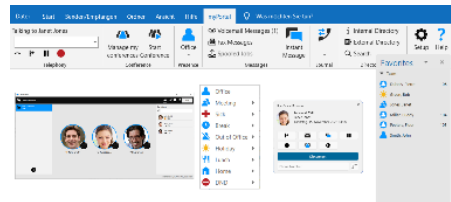
Cloud-based soft client for telephony



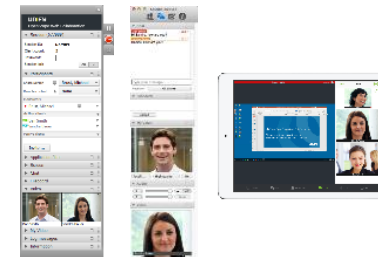
### Web-based UC Client embedded in Microsoft Teams or standalone



### Microsoft Groupware Integration



### Web Collaboration Client



### UC Integration into Mitel OpenScope Desk Phone CP



# Unify Phone – One solution – multiple user deployment options

## Unify Phone for OpenScape



Web



Desk



Device

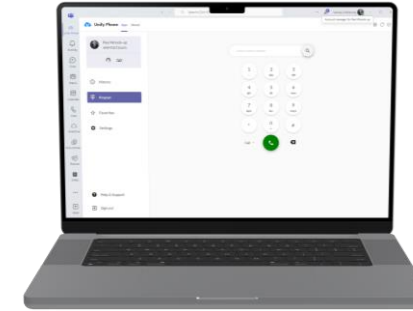
## OpenScape

**Customers looking for an easy to use, native telephony soft client connected to OpenScape for exceptional mobile and hybrid working experiences.**

## Unify Phone for Microsoft Teams



Mobile



Teams Plug-in



Tablet

## Microsoft Teams

**Customers wanting continued benefit from their OpenScape telephony while adding a consistent Teams UC experience with a fully cloud-based client to bring Hybrid UC to their MS Teams.**



# OpenScape Business deployment options

## OpenScape Business S

Virtualized Voice & UC  
for typically up to 200 User



Server based or virtualized (vSphere, Hyper V, KVM, etc.), for private cloud-based datacenter environments

## OpenScape Business X1 / X3 / X5 / X8

All-In-One Voice & UC for typically up to 200 users  
Onboard full IP, IP & Digital & Analog, DECT, ITSP, SIP Trunking



X1



X3



X5



X8

UC always fully included with V3 Mainboard



New V3 Hardware for X1-X8  
(depends on the mainboard variant)

A common hardware & software architecture across all deployment models  
Voice, UC, Networking & Mobility already integrated



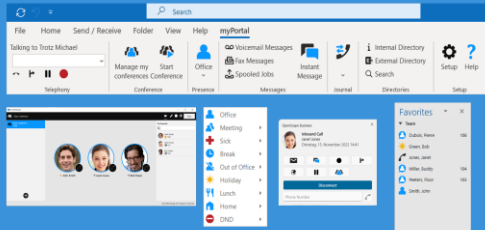
# OpenScape Business X1R

## Complementary deployment option for the OpenScape Business family

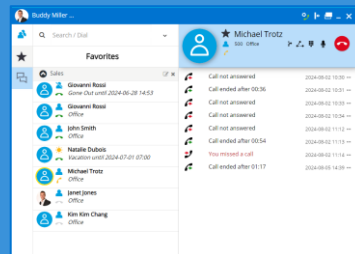
X1R<sub>ack</sub>



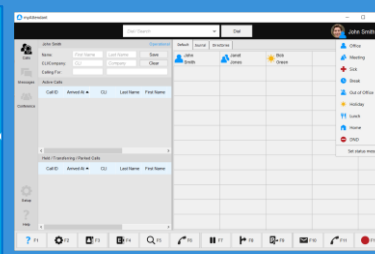
Microsoft Groupware Integration



Desktop Client



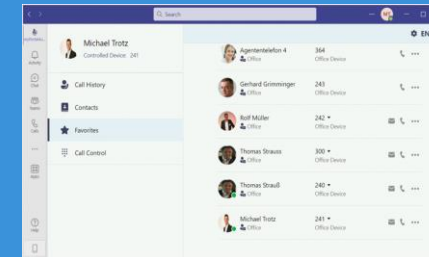
Attendant Console



Unify Phone



MS Teams Integration



Inhouse mobility DECT & Desktop Phones



- **IP focused:** Full ITSP-Support (as with X3R/X5R)
- **UC embedded:** for up to 50 UC User
- **TDM integrated:** 8 UP0/E Ports e.g. for DECT + 4 analog ports e.g. for Fax
- Fits perfectly for smaller **19" Racks** (1-inch-high unit, low installation depth)
- 19" rack mounting bracket, also useable for **Wall Mounting**



# Technology Upgrade (new Mainboard)

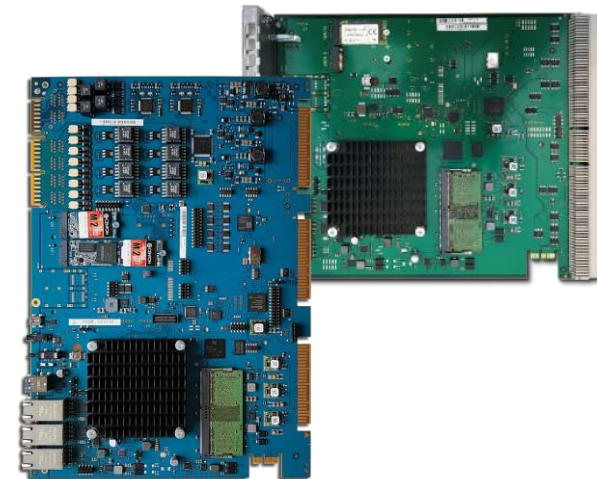
## New High-Performance Mainboard for OpenScape Business X1, X3, X5 and X8

Makes OpenScape Business future-proof (ready for further requirements, innovations and security demands)

**Standardized and flexible Solution Design**  
(Long-Term Availability, Quick Assist Technology, SSD, FPGA, Gigabit, etc.)

**Simplifies Installation & Configuration**  
(no need of UC Booster Card, Server and additional further components)

**Performance allows enhanced Capacities**  
(Up to 120 SIP trunks, enlarged Groups, Call Pick-Up, Mobility Users, etc.)





# OpenScape Business S for private cloud deployments

## All-In-One telephony and UC for private cloud/hosted/virtualized



Pure software – *no hardware installation needed*

Powerful telephony services – *included*

UC server – *included*

Contact Center – *included*

Mobility – *included*

Home Office support – *included*

Desk Phones & soft clients – *make your choice*

# OpenScape Business S for private cloud deployments

## All-In-One telephony and UC for private cloud/hosted/virtualized

Flexible scalable – connect your Desk Phone, Mobile, PC or Mac



Google Cloud

All-In-One image for easy and quick installation



~200 certified SIP Providers



Standard Server Installation



Hosted in a private datacenter



Own virtualized environment

# OpenScape Business – always the right choice

## On-premise



OpenScape Business X  
Operation in own company

## Hybrid



OpenScape Business X/S  
On-premise mixed with Private Cloud  
Perfect for Migration / Transformation

## Cloud



Google Cloud

OpenScape Business S  
Datacenter Operation fully virtualized

All-In-One“ stand-Alone or multi-site networks, digital, hybrid, pure IP or cloud based

Pay As You Go – Flexible Payment (OPEX or CAPEX), free choice of ITSP Provider

Powerful cloud integrations - with Unify Phone and Microsoft Teams



# 3. User Clients and Groupware



# How we address customer challenges

## Accelerate your daily business communications

How can I optimize my daily business communication?



### Broad range of devices

OpenScape Business offers a broad range of UC clients and devices which fits to the different working behavior, such as Office or anywhere worker using latest WebRTC Technology.

How can I integrate into my existing Office Tools and applications?



### Powerful Integrations

OpenScape Business offers seamless integration into Microsoft Outlook, interworking/integration with MS Teams and interfaces to connect to 3rd party tools, CRM and directories.

How can I ensure the reachability of my mobile workforce?



### Seamless mobile approach

OpenScape Business provides different solutions to integrate mobile, home office or Desk Share Users to ensure reachability, integration and to improve teamwork.



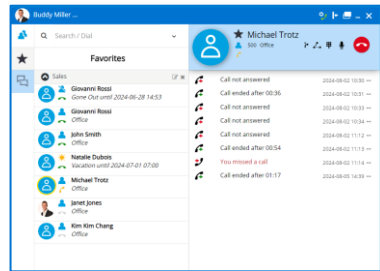
# UC Clients suitable for any workplace

## Desktop Client

- myPortal @work

A powerful UC solution for macOS and Windows

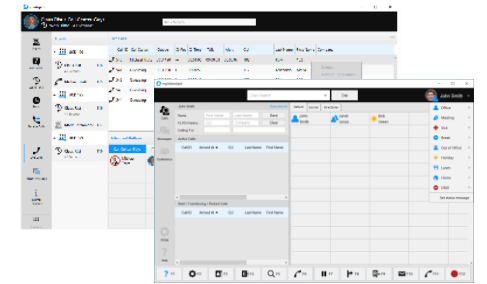
Combined WebRTC VoIP and UC Client



## Specialized Clients

- Specialized UC Clients

For Contact Center (myAgent) and Attendant Console (myAttendant) operation

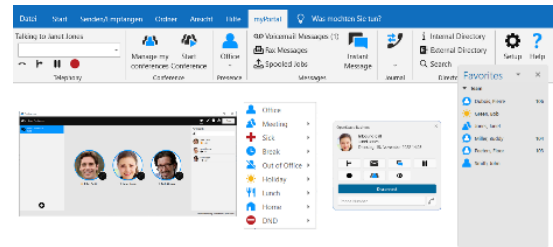


## Desktop & Groupware Integration

- myPortal for Outlook

A powerful UC integration for Microsoft Outlook

Full communication and collaboration feature diversity integrated within a known and familiar application - Microsoft Outlook (only for classic version)

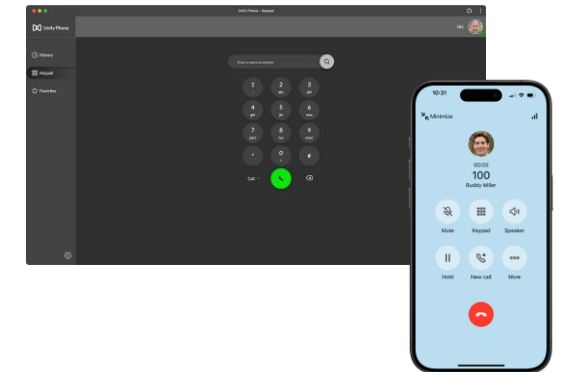


## Mobile Client for telephony

- Unify Phone

For Desktop and mobile (Android and Apple iOS)

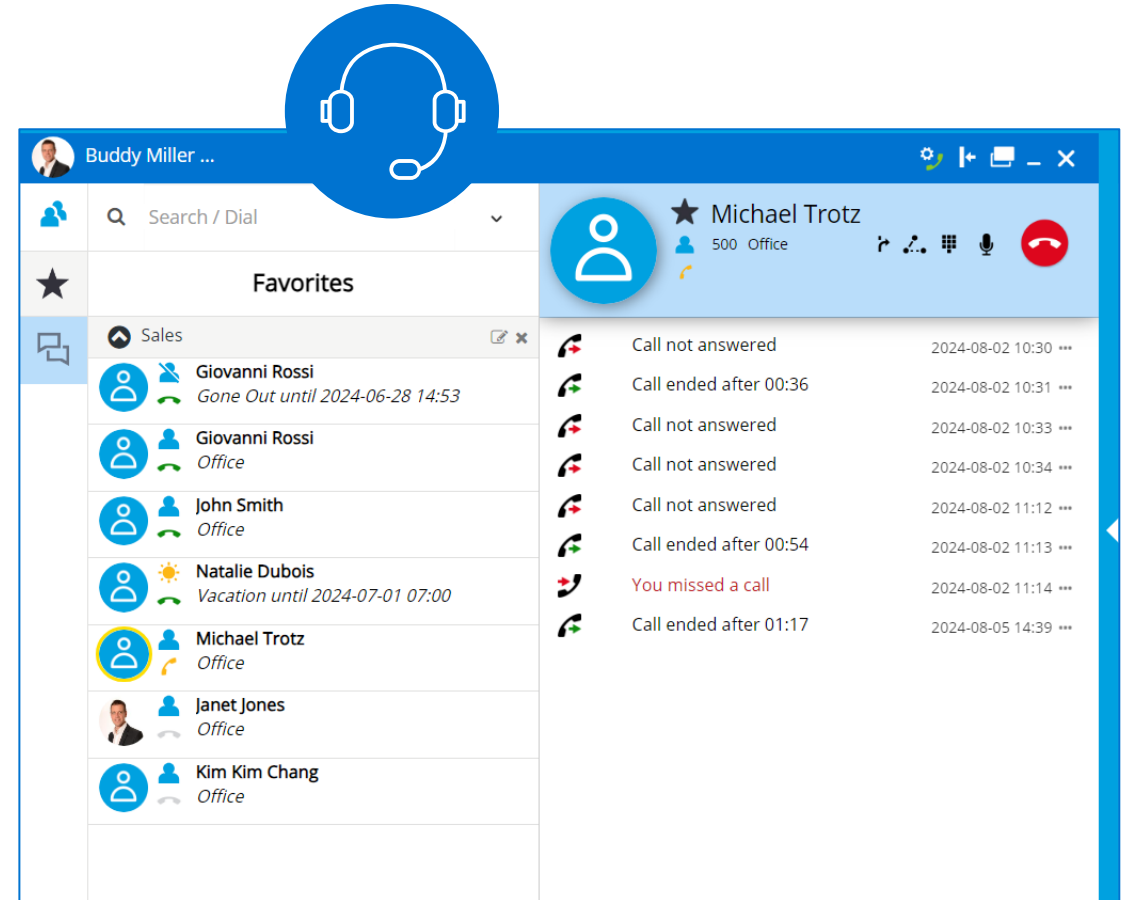
Customers looking for an easy-to-use telephony softphone from the cloud connected to OpenScape Business for hybrid and mobile working.



# myPortal @work Desktop Client

## VoIP Soft Client for Telephony and UC

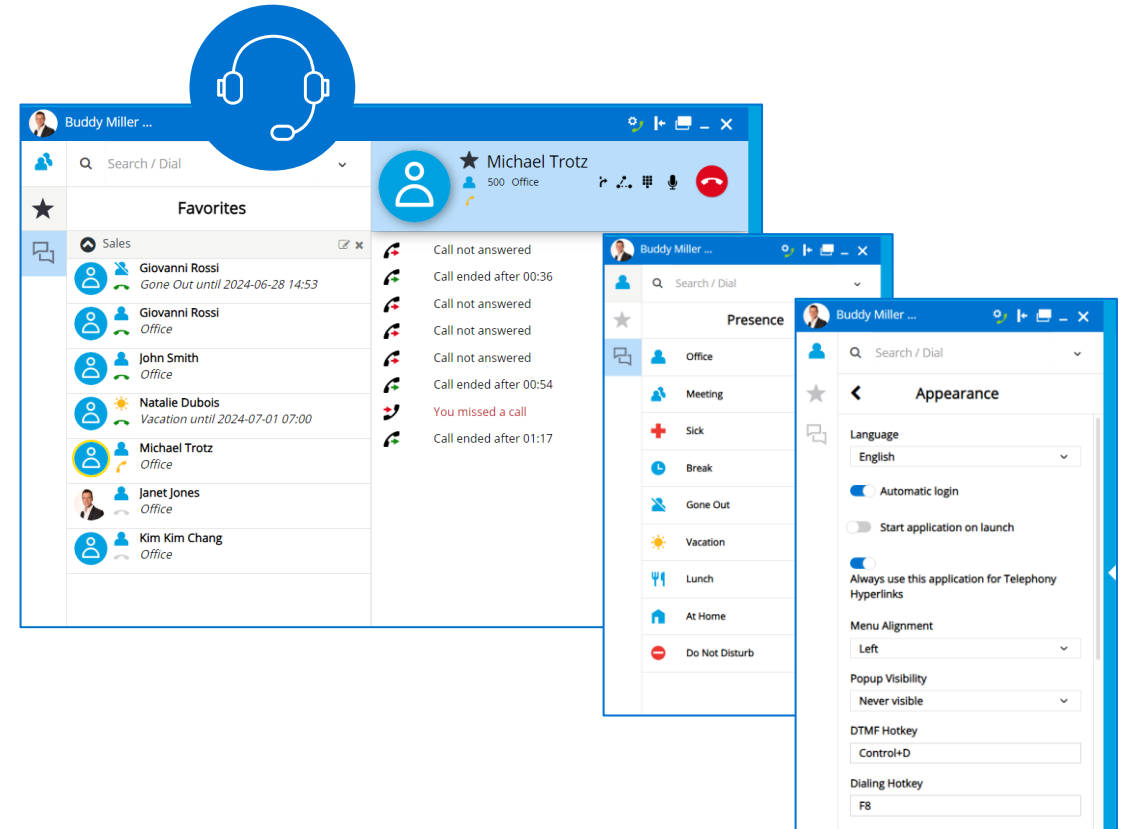
- One Client for Telephony and UC with a single user experience for the customer
- WebRTC based technology approach
- One common App for Voice & UC (for Windows and Apple MAC OS)
- VoIP Client for LAN, WiFi and WAN (device@home) environments
- Focused on SMB Customer needs: Intuitive, scalable, flexible, highest usability, small footprint, etc.
- Office, Desk Share and Home Office Usage



# myPortal @work Desktop Client

## Available for all deployments X1, X3, X5, X8 and Business S

- Presence incl. status-based announcements
- “Dial In” Managed Conferences for up to 16 Users
- Send invitations via email or clipboard
- Guest or individual PIN options
- Member Status
- Network-wide UC features like Presence & Call Status
- Start up of “hosted” Web Collaboration incl. Demo Mode
- Conversations – all information like Voicemail, Chat and Call Journal in a single view
- Favorites
- Visual Voicemail Control
- Voicemail to email service
- Hotkey / Click to Dial
- Personal Directory Access incl. CSV/XML Import
- New System Directory (Unified Directory)
- Live Text Search in directories
- Chat incl. History





# OpenScape Desk Phone

## UC availability on your CP device

- UC available even on your CP400/410/600/700/710 HFA phone
- Providing Powerful OpenScape Business HFA Telephony-, System- and UC Features
- Intuitive and menu driven User Interface / User Experience
- Favorites (free programmable keys)
- Conversations “All-In-One” list
- UC Presence / Status displayed



# OpenScape Business UC Suite

## myPortal for Desktop and Outlook Integration

Web-Collaboration

Call Recording

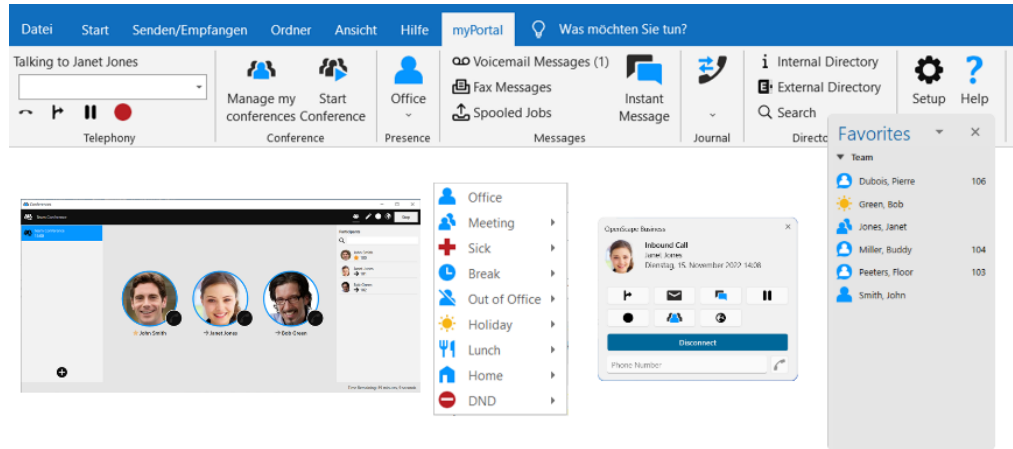
Integrated Presence

Visual Voicemail

Fax Mailbox

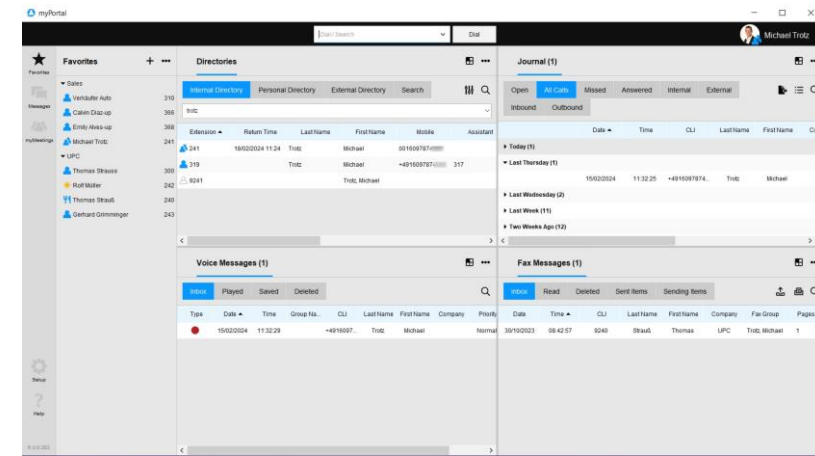
Call Journal

Outlook Integration



Favorites

Instant Messaging



Directory Access

Drag & Drop Conference

Call Pop-Ups

One Number Service

Personal Notification

Social Media

Personal Auto-Attendant

Dial per Mouse Click

Mobility

Speed up your communication with a comprehensive UC feature set integrated into the familiar Microsoft Outlook interface



# Mobility with device@home

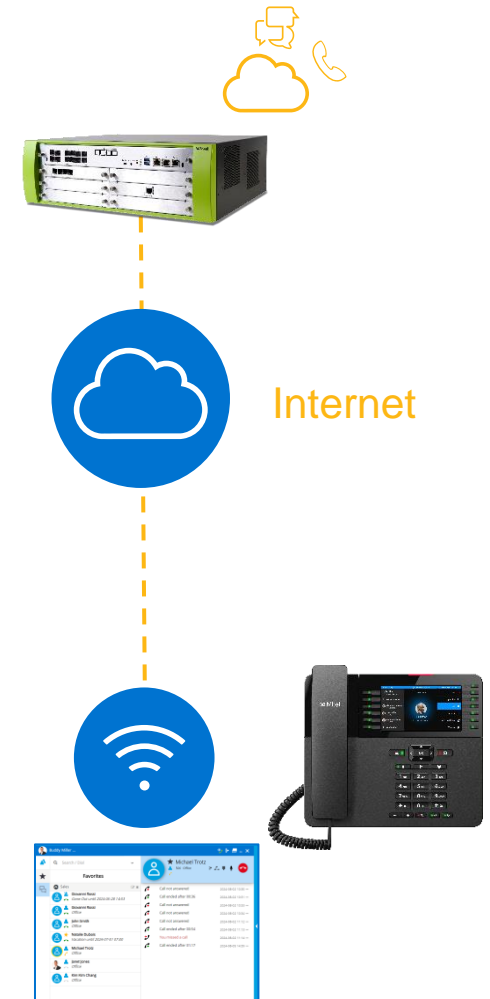
## Providing a secure and full featured system device w/o VPN

Using a full featured HFA system device without the need of a VPN:

- Desktop Phone (HFA)
- myPortal @work (Soft Client)

Enhanced Security Measures such as Signaling & payload Encryption, Authentication and different registration ports via internal SBC feature.

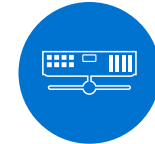
Use a familiar business phone also @home or everywhere with Voice & UC. Save costs, as no VPN infrastructure is needed (important for smaller companies)



# Mobility: device@home use cases

## Providing a secure and full featured system device w/o VPN

- OpenScape Business S/X „hosted“ with several smaller locations using a full featured device w/o VPN
- For Temporary Projects, just having a DeskPhone which can be simply „plugged in“ in any available Router , everywhere.
- For Home Office Workers or the Managing Director, want to have a fully integrated business phone @home
- OpenScape Business UC Suite Contact Center with Home-Office Agents (please note: Software VPN Client needed for myAgent)
- For small branches, like Doctors, Lawyers, Car Services providing after hour Hotline Services (Service Engineer @home)



# OpenScape Business SBC functionality

## Session Border Controller – always on security integrated

OpenScape Business provides integrated SBC-Functionality to avoid unauthorized access:

- SIP / ALL-IP Provider Connections
- Unify Phone interworking (via telephony connector)
- Device@Home (HFA/SIP)
- Activation and Configuration automatically as soon the Service is in Use

More Information about SBC and certified All-IP/SIP Provider:  
[http://wiki.unify.com/wiki/OpenScape\\_Business#Integrated\\_Session\\_Border\\_Controller](http://wiki.unify.com/wiki/OpenScape_Business#Integrated_Session_Border_Controller)  
[http://wiki.unify.com/wiki/Collaboration\\_with\\_VoIP\\_Providers](http://wiki.unify.com/wiki/Collaboration_with_VoIP_Providers)

*Secure interconnection for external/internal Communication*

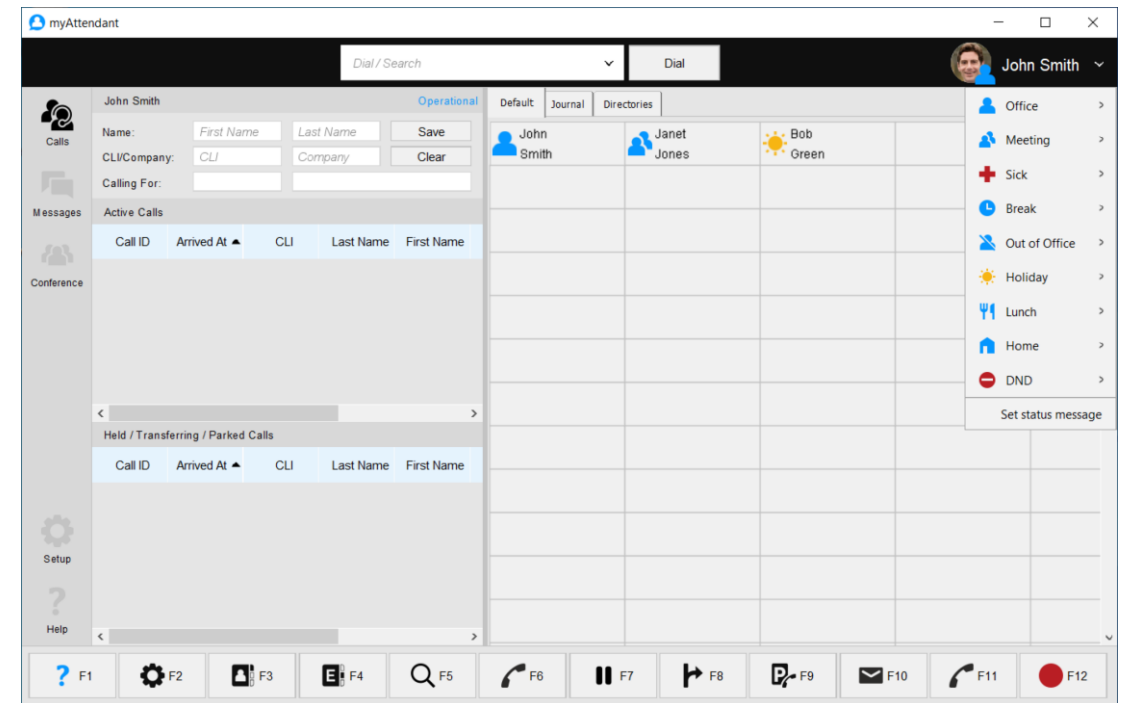


# OpenScape Business Attendant Console

**UC Client myAttendant** for operators to handle calls fast and efficient and for the managing of teams

The preferred choice for single or network-wide view (UC Networking)

Change Presence from other users, access to Voicemail & Fax with given rights only



Stay in control of your business and see at a glance who is available, and who is not



# OpenScape Business Attendant and BLF

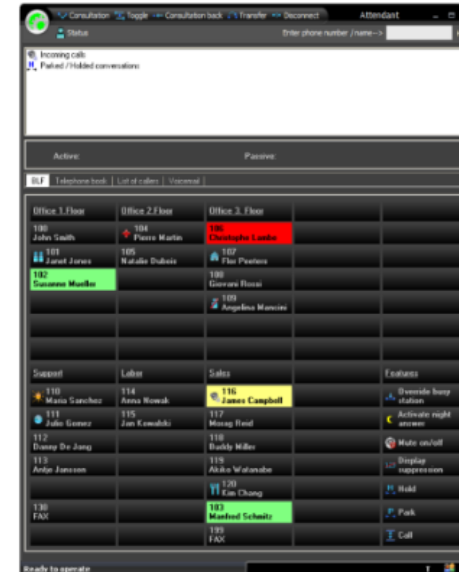
## Stand-Alone and network-wide presence support

### OpenScape Business Attendant

- Show BLF with Feature keys ( Hold, Day/Night )
- New Phonebook : System Speed dial
- "All in one window" for small systems
- Network wide "Call Status" & Presence for UC Scenarios
- Different Skin variants

### OpenScape Business BLF

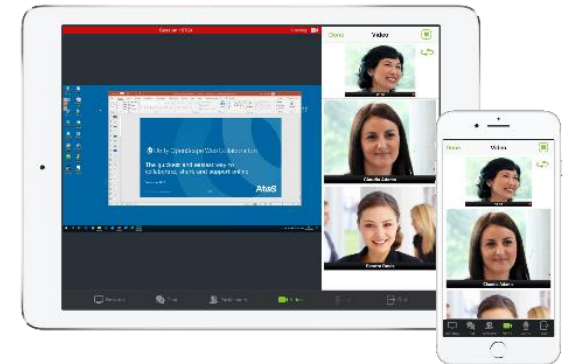
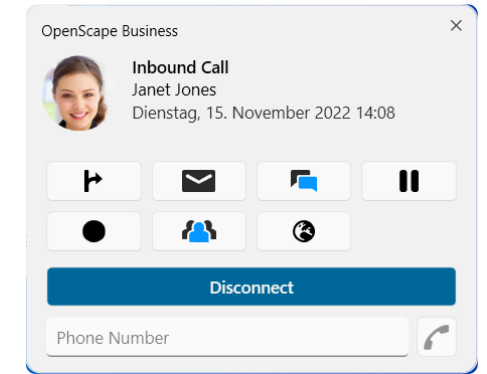
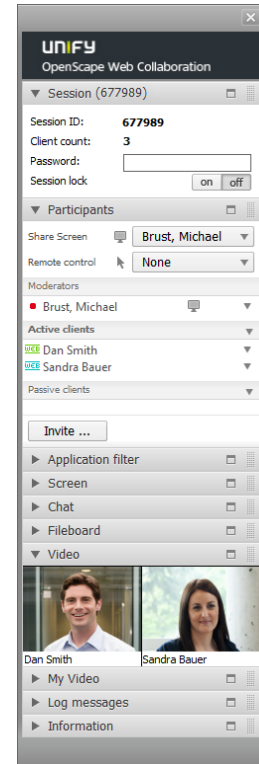
- Display and change presence status on Attendant BLF
- Show BLF with Feature keys ( Hold, Day/Night )
- New Phonebook : System Speed dial
- "All in one window" for small systems
- Network wide "Call Status" & Presence for UC Scenarios
- Different Skin variants



# Mitel OpenScape Web Collaboration

## Powerful Collaboration tool for OpenScape Business

- Full-featured OpenScape Web Collaboration integrates text, data, web, and multi-party H.264 desktop video conferencing
- New single licensing position as part of OSBiz licensing structure makes marketing easy
- Highly secure 256-bit AES encryption
- Launched via OpenScape Business Drag & Drop Conferencing Service or from call pop-up window
- OpenScape Web Collaboration hosted by FastViewer (a Matrix42 company) to save hardware and installations costs on-site, easy to deploy and maintain, recurring business opportunities
- 5-minute demo access to show OpenScape Web Collaboration to every customer





# On-Premise DECT Mobility Solutions

## for IP and TDM based environments

### DECT “Classic” for TDM based infrastructures

- Strong feature set and GUI known from HP3000
- DECT integrated on X1, X3 and X5 Motherboard and on SLU8/N (X3 and X5)
- 15 x Base Stations / 64 User for X3 and X5 (with new CMAe)
- 7 x Base Stations / 16 User for X1/W
- 64 x Base Stations / 250 Users for X8 (with SLMUC, max of 4)
- Easy to License on a per User / Handset base

### DECT IP V2 for IP infrastructures

- Pure DECT IP Solution for e.g. OpenScape Business S ( also for X)
- Phonebook via LDAP
- Call waiting and call forwarding
- Caller Name on display and differentiation of calls (internal/external)
- Message Waiting Indication
- Call Pick up from groups
- Further information can be found with Partner Portal and OpenScape Cordless DECT IP V2 Portfolio Homepage



# Management Application optimized for SMB needs

## OpenScape Accounting and Welcome

OpenScape Accounting is a powerful Accounting + Guest / Hospitality Management Software in a single solution design:

- Powerful Accounting Software optimized to SMB needs (User based pricing + Features)
- Management Reporting: Call Statistics and Reporting, e.g. Trunk Traffic, Fraud Detection
- “Welcome Module” providing Hospitality / Guest Features like Check IN / OUT

The screenshot displays the UNIFY OpenScape Accounting software interface. The top navigation bar includes 'UNIFY', 'Accounting', 'Admin', and a search bar. The main content area is divided into two sections. The upper section, titled 'Connections', shows a table with columns: Call Directk, Trunk, Date, Time, Durat, Extension, Transferring Ex, Dialed Num, and Call. The lower section, titled 'Check In', contains a form with the following fields: Salutation (dropdown), Title (dropdown), First name (text input, value: Martin), Last Name (text input, value: Wilde), Address (text area, value: TCC Research & Development GmbH, Buchholzstr. 89-101, D-51469 Bergisch Gladbach), Language (dropdown, value: English), Note (text area), PIN (text input, value: 68783), Room (text input, value: - [OSBIZ, 30]), Payment Type (dropdown, value: Prepaid), Daily rate (dropdown, value: Breakfast - [10.00000 €]), State (dropdown, value: Unknown), COS-Profile (dropdown), and Access code type (dropdown). A 'Save' button and a 'Clear dates' button are at the bottom right of the form. In the background, a bar chart is visible on the right side of the interface.

Further information can be found within OpenScape Accounting Sales Information



# **4. Hybrid Cloud: Unify Phone perfect for hybrid and mobile working**



# How we address customer challenges

## Enhance telephony services with powerful cloud-based team collaboration

How can I add team collaboration values to OpenScape Business?



### Collaboration and powerful telephony

OpenScape Business provides powerful telephony and UC features. With additional cloud services from Unify Phone the system can be enhanced with team collaboration features.

Why does such a hybrid cloud approach make sense?



### Hybrid Cloud – Investment Protection

With this approach, a customer can leverage the existing on-premise investment in OpenScape Business for exceptional mobile and hybrid working experiences.

What is the right choice for my business communication?



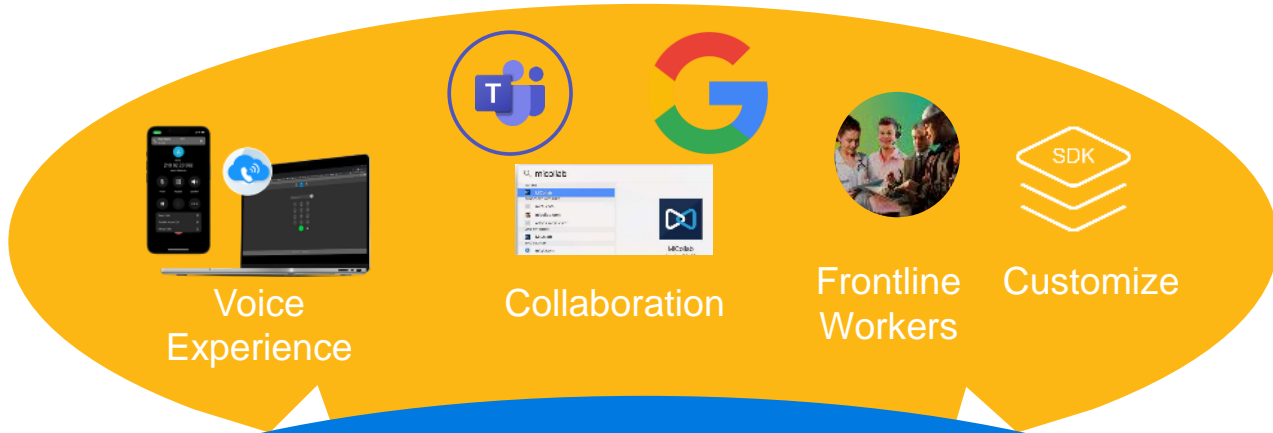
### Choices for the digital transformation

Mitel offers different pathways depends on the pace a company want to evolve and extend their business communication, either on-premise, hybrid, private or public cloud, from pure telephony to full blown cloud team collaboration



# Unify Phone – perfect for hybrid and mobile working

## Cloud



Integrates with cloud applications for collaboration or mission-critical communications.

## Hybrid



Unify Phone offers a unified experience for telephony on any device.

## On-Premises



Through connection to OpenScope and MiVoice platforms.



# Unify Phone – the connected App for Hybrid Working

## Multiple integration and plug-in choices for customers

- Cloud-based WebRTC client for OpenScape hybrid and mobile working natively with your OpenScape platform
- One Number Service with parallel ringing and call swipe across all clients and devices
- Contact integration with Exchange Online, On-Premises, Google, iOS and Android all in one place
- Works with existing OpenScape desk phones and applications.
- Agile application development with new features delivered continuously – with zero overhead

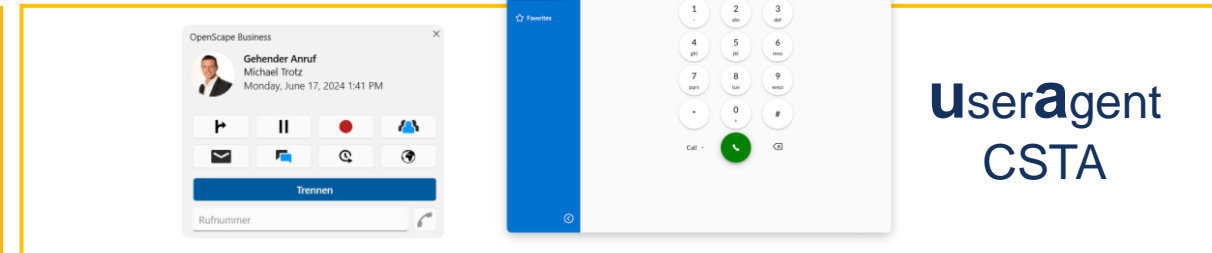
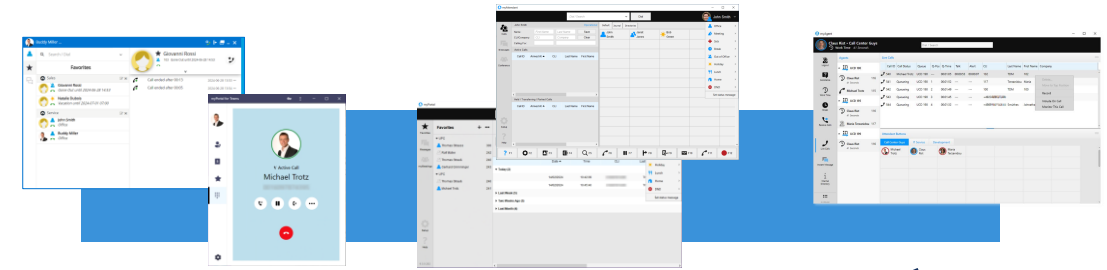


# CTI Control for Unify Phone out of the OpenScape Business Clients

- CTI control from the OpenScape Business UC Clients - Use Unify Phone as telephony soft client
- Initiate dialing from the UC Client - Telephony via the Unify Phone Desktop Client (Web Client/PWA)
- Enables new and more flexible user scenarios (remote worker, etc.)

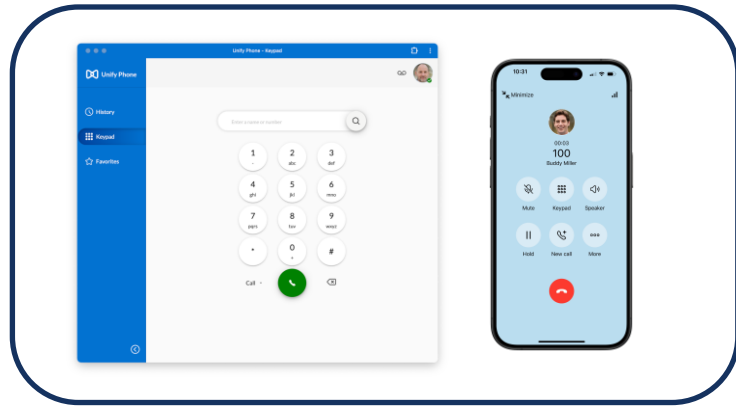
Combines the full range of features of OSBiz UC Clients with the flexible use of Unify Phone as a soft client

OpenScape Business UC Clients



# Expand Transition Journey using Unify Phone

## Unify Phone for OpenScape

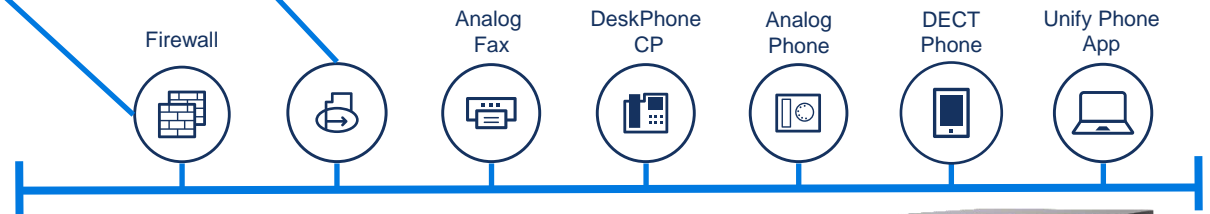


Enabling mobile and remote workers

Simple!



Delivering connectivity between softphone and OpenScape PBX



OpenScape Platform internal and PSTN connectivity





# 5. Interworking with Microsoft Teams



# How we address customer challenges

## Combine collaboration with powerful telephony services

How can I use my usual telephony services together with MS Teams?



### Collaboration and powerful telephony

OpenScape Business provides powerful telephony and UC features. With additional cloud services from Microsoft Teams the system can be enhanced with team collaboration features

What kind of interworking options do I have in combination with MS Teams?



### Interworking and Integration

In addition to Outlook/365 integration, OpenScape Business offers extensive options for connecting to MS Teams (via Direct Routing/SBC or as a plug-in integration). This allows telephony and UC services to be controlled directly from MS Teams.

What kind of Microsoft licenses do I need?



### Integration available with „FOC“ version

Depending on the plan, either/or the Enterprise and Phone System licenses are required for interworking. The integration (Teams Plugin) is already possible with the free MS Teams version.

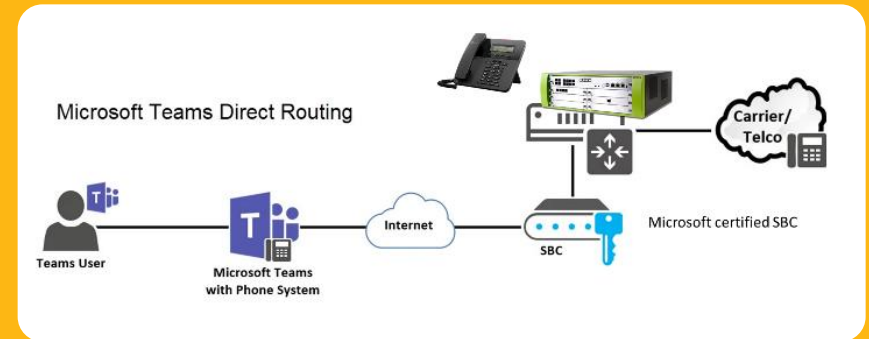


# Microsoft Teams Connectivity

## A comprehensive offer of interworking and integration options

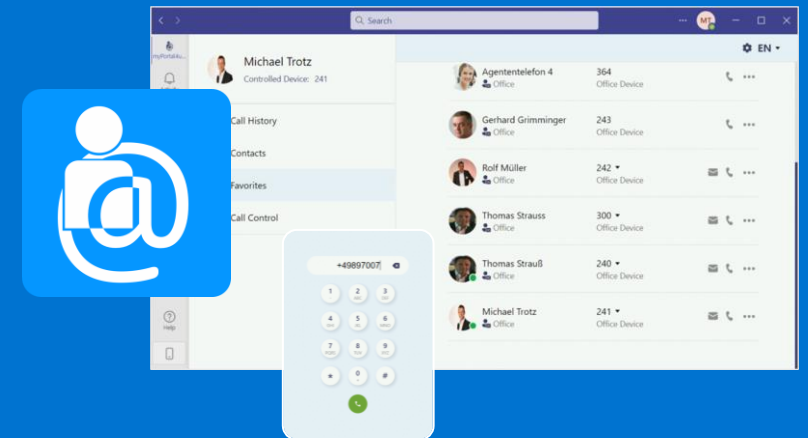
### Interworking

- MS Teams Direct Routing (enhanced)
  - Telephony directly out of the MS Teams Client
  - MS Teams User becomes a virtualized OSBiz User
  - Busy signaling on DSS Keys / UC Apps
  - One Number Service / parallel signalling
  - Microsoft- certified SBC required
  - MS Teams Phone System License and/or Enterprise license required



### Integration

- myPortal for Teams (plugin)
  - MS Teams UI (CTI) Plugin to control a connected OpenScape Business Phone
  - Telephony and UC features available (Directory Access, Contact Search, Click to dial, Call Journal, etc.)
  - Plugin comes „free of charge“ as an add-on value for the existing OSBiz UC / Groupware license / full UC power
  - No MS Teams Phone or Enterprise license required

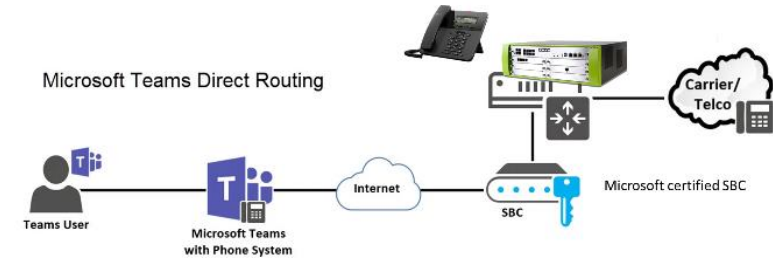


# Interworking with Microsoft Teams (via MS Direct Routing)

## Interworking – “trusted External User”

### Enhanced OpenScape Business V3 interworking with Microsoft Teams

- OpenScape Business delivers powerful telephony features on top of Microsoft Teams Collaboration
- On top of the “regular” approach the following additional features can be offered with “trusted External User”:
  - Each MS Teams User becomes a Mobility User within OSBiz
  - Same feature set as known from Skype for Business
  - Integration into OpenScape Business Call Management
  - Busy Lamp Indication (DSS key / UC application)
  - Parallel Ringing (MULAP) – One Number Service
  - OSBiz X1-X8: up to 150 User / OSBiz S: up to 200 User
  - Requires a chargeable Enterprise License or MS Phone System License / SBC (Licenses)



OpenScape Business has been successfully certified with MS Teams via “MS Direct Routing” (AudioCodes , Anynode SBC). Further information:

[https://wiki.unify.com/wiki/OpenScape\\_Business#MS\\_Teams\\_Interworking](https://wiki.unify.com/wiki/OpenScape_Business#MS_Teams_Interworking)

Requires the following OpenScape Business Licenses to connect to SBC / MS Teams

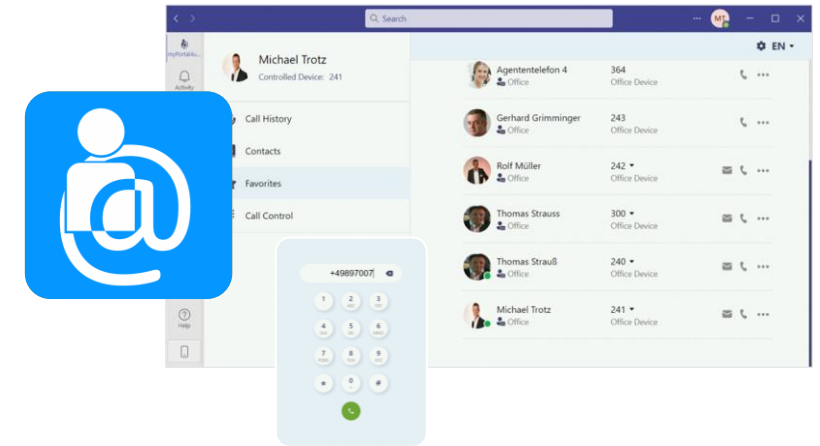
- OpenScape Business Networking license
- OpenScape Business IP User license
- Valid OpenScape Business Software Support

# myPortal for Teams App/Plugin

## Embedded telephony and UC features within Microsoft Teams

### The Key / Link to Microsoft Teams

- OpenScape Business telephony integrated in MS Teams
- CTI - Control of an OSBiz device directly out of MS Teams
- New GUI Layout incl. Dial Pad and Click to dial functionality
- OpenScape Business Call Control (Consultation, Toggle, Transfer, hold, etc.)
- Access to OpenScape Business Directories, Contacts and Contact Search
- Access to OpenScape Business Call Journal incl. Click to dial
- Access to Favorites incl. Number selection
- Parallel usage for e.g. with myPortal for Outlook for full UC capabilities
- Further Plug-In feature enhancements are planned
- No Enterprise or MS Teams Phone System License required



Requires the following OpenScape Business Licenses:

- OpenScape Business TDM/IP User License
- OpenScape Business UC User / Groupware
- Valid OpenScape Business Software Support



# myPortal for Teams Plugin visuals

## Access to most needed OSBiz telephony and UC features



Call History



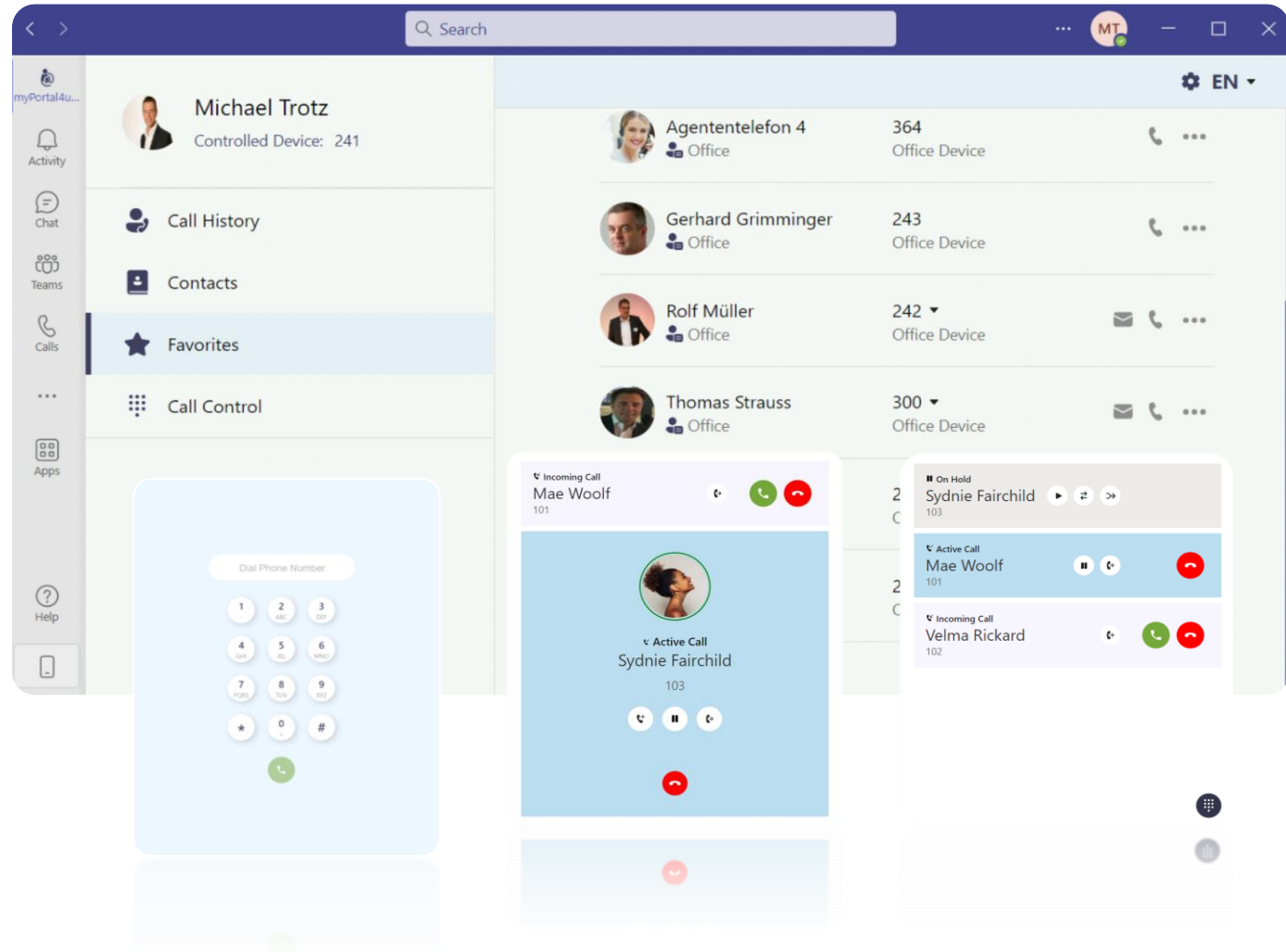
Contacts



Favorites



Call Control



# 6. Multimedia Contact Center



# How we address customer challenges

## Improve customer satisfaction

How can I increase hotline customer satisfaction?



### Increasing Reachability

OpenScape Business includes a Multimedia Contact Center which ensures the right reachability options for customers (Voice, email, Fax, Callback).

How can I improve my first resolution rate?



### Flexible Call Routing

OpenScape Business offers powerful and intelligent call routing capabilities in order to reach the right skilled or preferred agent to solve customer issues quickly.

How can I optimize my customer service?



### Workflow Optimization

OpenScape Business offers historical and real-time reporting options to optimize workflow on demand whenever it is needed.





# OpenScape Business Contact Center

## Integrated Contact Center – Improving Customer Services

- **Integrated Multimedia Contact Center**  
Deliver the complete range of customer engagement options (voice, email, fax, chat)
- **Intelligent routing capabilities**  
Maximizing “first contact resolution” with integrated skill-based, CLIP or VIP routing, Database dependent Routing to always ensure reaching the right agent
- **Business Process Integration**  
Connectivity to external customer databases and launch of 3rd party CRM applications
- **Easy Management & reporting**  
Integrated Administration tools to allow easy contact center setup incl. call flows, announcements and customized reporting

The screenshot displays the OpenScape Business Contact Center interface. The top bar shows the user's name 'Claus Rist • Call Center Guys' and 'Work Time 41 Seconds'. A search bar is labeled 'Dial / Search'. The main area is divided into several sections:

- Agents:** A list of agents with their names and work times. Agents shown include Claus Rist (41 Seconds), Michael Trotz (115), and Maria Terzanidou (117).
- Live Calls:** A table of active calls with columns for Call ID, Call Status, Queue, Q-Pos, Q-Time, Talk, Alert, CLI, Last Name, First Name, and Company. A context menu is open over the table, showing options like 'Delete...', 'Move to Top Position', 'Record', 'Intrude On Call', and 'Monitor This Call'.
- Attendant Buttons:** A grid of buttons for different services, including 'Call Center Guys', 'IT Service', and 'Development'. Agent avatars for Michael Trotz, Claus Rist, and Maria Terzanidou are visible.
- Call Control:** A floating window for call control with a play/pause button, a 'Wrapup code' field, and a 'Forward this call to another queue.' button. Below are checkboxes for 'fish of the day', 'question on open hours', and 'short question'.
- Inbound Call:** A floating window showing 'Inbound Call' from 'Michael Trotz • Call Center Guys' on 'Mittwoch, 17. Mai 2023 10:56'. It includes a 'Hang Up' button and a 'Phone Number' field.



# OpenScape Business Contact Center

## myAgent User Client in more detail

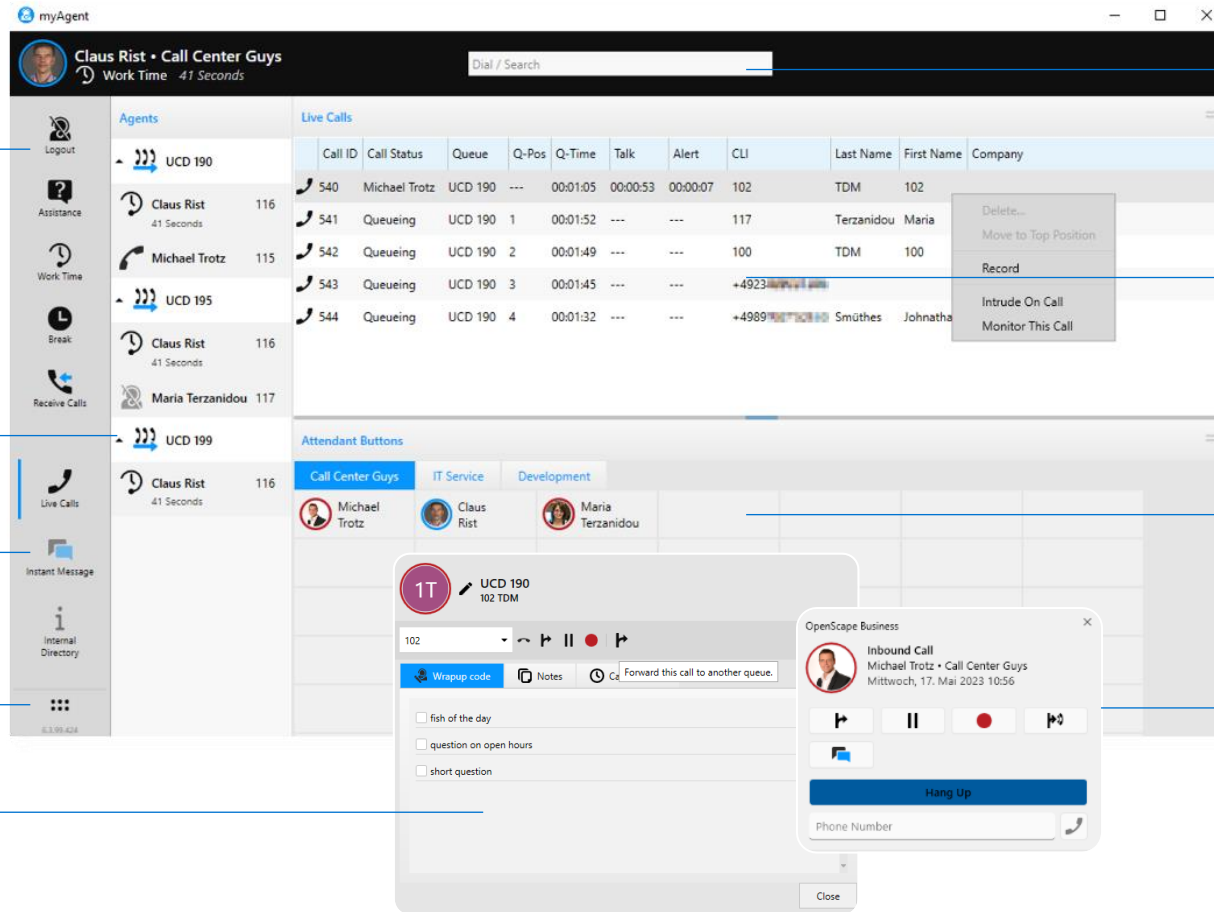
Context specific and dynamic tool bar with most important agent functions, such as assistance support, skill level, etc.

Available agent groups and users, availability of agents, set skills

Chat support (IM)

Quick access to administration, user settings and reports

Call pop-up (CRM) with call control, call history, notes and wrap-up code handling



Quick search and Dial option incl. Directory access

Live Calls – waiting queue with caller information

Attendant buttons with presence status of „experts“ /group handling in different tabs

Call tray pop-up with call features such as transfer, call recording and chat

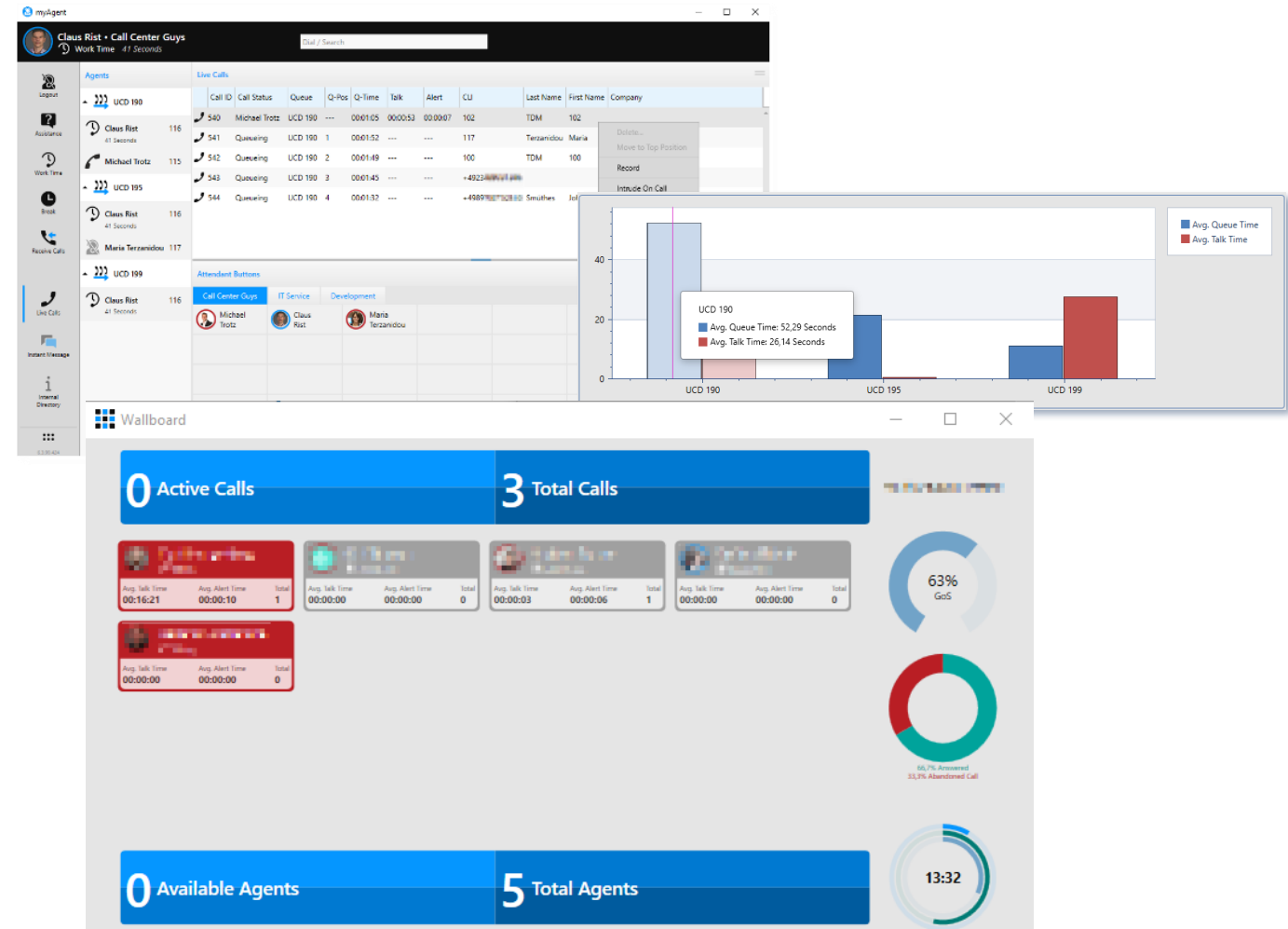
Answer customer calls in a professional manner with the integrated Multimedia Contact Center



# OpenScape Business Contact Center

## Visual Wallboard

- Integrated Visual Wallboard as part of the OSBiz Contact Center
- Clear overview of required key contact center information
- Group and User availability information's
- „Dashboard“ shows Contact Center KPIs (Grade of Service, etc.)
- Access for Supervisor and Administrator level
- Part of the myAgent client which can be shown up on a monitor / projector / etc.



# 7. CRM Integration and applications



# How we address customer challenges

## Integration and Interfaces for 3rd party applications

How can I connect my business application?



### Flexible Integration

OpenScape Business offers a variety of generic and flexible interfaces to connect to any kind of 3rd party application (web-based CRM, ERP, etc.).

How can I recognize an incoming caller?



### Standardized Interfaces

OpenScape Business offers interfaces to connect to external databases, such as MS SQL or ODBC. Name resolution for incoming/outgoing call incl. search options.

How can I directly dial from my business application?



### Accelerate business communications

By using common API's like TAPI, OpenScape Business can be used as a CTI dialer for 3rd party applications.



# OpenScape Business – the open approach

## Easy integration in your IT

### Software based UC solutions – Integration and Interfaces

#### Integration

- Integration into business environments and customer databases with Open Directory Services and Application Launcher to increase productivity

#### Flexible Deployments

- Desktop and OS/Application level virtualization reducing physical HW while enhancing availability and reliability

#### Technology Partner

- Enhance OpenScape Business with additional values and application from certified Unify Technology Partners (Headsets, hotel solution, Recording. Etc.)

#### Connectivity

- Open SIP Interface to leverage lowest cost IP communications via SIP trunking, connectivity to Microsoft Teams, etc.

### The Open Approach” – Enabling IT flexibility”

UCC solutions based on industry standard interfaces allowing customers to seamlessly integrate into the IT Eco Systems of choice



Firefox



ANDROID



Terminal Services



Teams



Google Cloud

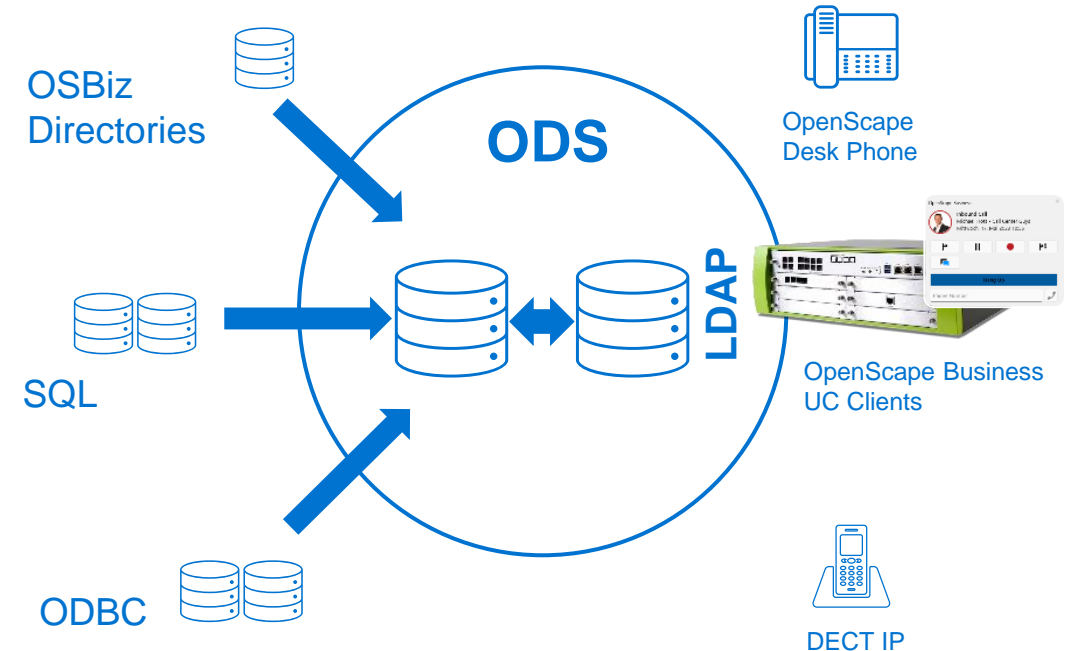


SDK / Web Service Interface



# OpenDirectory Services for ODBC Connectivity

- Access to all OSBiz directories
- Connection to multiple SQL external databases
- ODBC Connector
  - MySQL, MariaDB,
  - Dbase, Oracle, SAP R4 / ERP
  - Microsoft Access; Excel
  - Windows based data sources with ODBC V3.5 compatible drivers, like MS Excel



**Flexible connectivity to a broad range of databases**  
**Unified Directory Access with a single LDAP Interface**

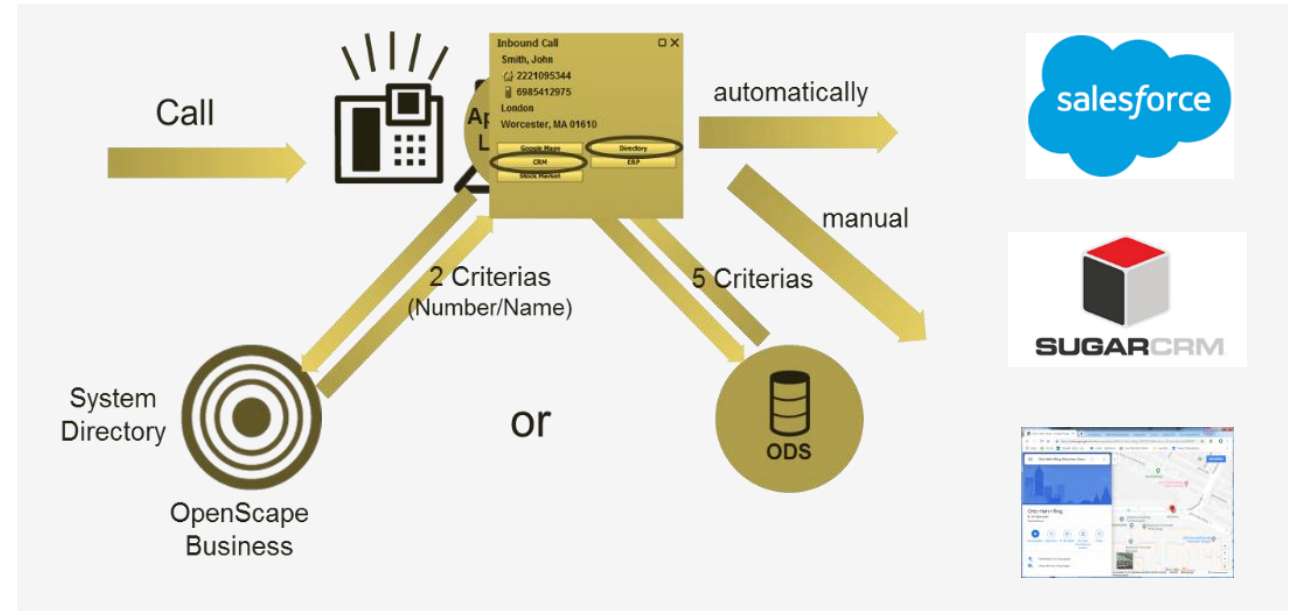
More Information about which ODBC Databases can be connected can be found here:  
[https://wiki.unify.com/images/7/7f/OSBizV2\\_ODBC\\_to\\_ODBC\\_Bridge.pdf](https://wiki.unify.com/images/7/7f/OSBizV2_ODBC_to_ODBC_Bridge.pdf)



# Business Process Integration

## Application Launcher

- Start customers business application via batch or HTTP/S Command
- Access to LDAP & OSBiz based directories for name resolution.
- Deliver up to 5 criteria's via
  - Batch File Execution -CRM applications
  - URL Execution – online phone books, Google Maps
- To customers business application
- Start up of customer's business application manual by clicking App launcher Action Button or automatically during an incoming call
- Requires new V3 Advanced Mainboard with ODS (OpenDirectory Service) to access an external database (SQL, ODBC) or LDAP based directories



Flexible Approach to open up customer's business application

Further description and integration examples can be found here [https://wiki.unify.com/wiki/OpenScape\\_Business\\_Interfaces#Application\\_Launcher](https://wiki.unify.com/wiki/OpenScape_Business_Interfaces#Application_Launcher)





# 8. Devices for voice and video



# How we address customer challenges

## The right device for my communication needs

How can I ensure the right device for communication?



### Broad Range of device options

OpenScape Business offers a broad range of UC clients and devices which fits to the different working behavior, such as Office or anywhere worker using latest WebRTC Technology.

How can I ensure the reachability of my mobile workforce?



### Seamless Mobile approach

OpenScape Business provides different solutions to integrate mobile, home office or Desk Share Users to ensure reachability, integration and to improve teamwork.

How can I benefit from latest technology (IP)?



### Increased User Experience

IP Technology allows the integration of additional feature values, such as UC Integration and direct video streaming (IP door cam, etc.).



# More flexibility with our proven devices and our new device family

Mitel OpenScape Desk Phones IP & TDM



TDM



*\* OpenScape Business is ready to support the new CP405T when it is released*

DECT



The right device for every purpose



Wi-Fi



# New OpenScape Desk Phone CP Range Overview



CP110



CP210



CP410



CP710



Wall Mount Kit

Compatible with all new CP devices



WiFi Adapter CP10

Compatible with CP210, CP410 & CP710



KM410

Compatible with CP410 & CP710



KM710

# OpenScape Desk Phone CP Streaming

## Direct Video streaming solution

for CP600/700/700x/710 HFA, directly between CP Phone and an IP Cam

## User can stream camera on request

Stream during an incoming call or via pressing a phone button at anytime

## Support of up to 4 cameras

on each device, can be assigned to a door opener on different phones)

## Support of common video standards

(H.264, H.263, mjpeg, etc.)



# Support of Mitel Phones on the OpenScape Business



- Mitel Phones 6800/6900 are released in the SIP variant for the migration/transition to OpenScape Business
- Compatibility list with range of features available
- Connectivity via SIP – OpenScape Business IP User License required

Support of CTI / UC functionality from the OpenScape Business myPortal UC clients

## Supported Functionality

The following table describes the features which are currently supported with the different Mitel IP (SIP) devices when connected to OpenScape Business V3R3 FR2. Some features are not supported natively via SIP but can be invoked via feature codes (see Notes column in such cases).

Functionality	6800	6905 6910 6915	6920W 6930W 6940W	6970	Notes
Audio Codecs	•	•	•	•	G722, G729, G711 a law
Basic Call	•	•	•	•	
Call Ended	•	•	•	•	
Call Forwarding	•	•	•	•	All, Busy, No Answer
Call Waiting	•	•	•	•	
Conference	○	○	○	○	3-way conference
Consultation	•	•	•	•	Press the transfer button twice
CTI/UC	•	•	•	•	
Date & Time	•	•	•	•	
Deflect	•	•	•	•	Deflect is available via speedial/transfer key
Directed pickup	•	•	•	•	dial *59+number
Group pickup	○	○	○	○	picking up a ringing group call is possible by dialing *57 (no call info in device display)
Do not disturb	•	•	•	•	
DTMF	•	•	•	•	
Hold & reconnect	•	•	•	•	
Alternate	○	○	○	○	via hold and unhold
Phonebook	•	•	•	n.a.	via OpenScape Business LDAP server (part of Open Directory Service)
Phone Lock	•	•	•	•	
Redial	•	•	•	•	Press redial button... • once: go to call history • twice: dial last number
Transfer	•	•	•	•	Blind transfer by pressing transfer button twice
Serial Ringing	•	•	•	•	
Simultaneous Ringing	•	•	•	•	



# The Mitel 6900 Series



6905

Common Area



6910

Entry Level GigE



6915

Entry Level Color GigE



6920w

Entry-level Color GigE

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



6930w

Mid-range Color GigE

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



6940w

Executive Color GigE

1. 6940w Wi-Fi



6970

Audio Conference Phone

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

# Support of Mitel SIP DECT on the OpenScape Business

- Mitel SIP DECT is specially tested and approved for migration/transition to OpenScape Business
- Connectivity via SIP – OpenScape Business IP User License for each DECT Handset required
- Interfaces such as ESPA and MODBUS for 3<sup>rd</sup> party connectivity available

Attractive *VERTICAL* extension for OpenScape Business including Event Manager, Alarm Server Connectivity, etc.



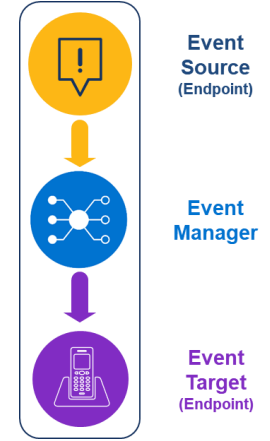
MULTI-CELL



**712dt** Entry    **722dt** Business    **732d** Industrial    **742d** ATEX    **612dt** Entry    **622dt** Business    **632dt** Industrial



**RFP 44** Indoor 4-Channel    **RFP 45** Indoor 8-Channel    **RFP 47** Indoor 8-Channel External Antennas    **RFP 47 DRC** Indoor/Outdoor 8-Channel Directional Antennas    **RFP 48** Indoor DECT + WLAN (Wi-Fi)





# 9. Networking, Virtualization and Redundancy



# How we address customer challenges

## Multiple Locations and always on telephony

How can I easily add further sites to my company?



### Deployment Flexibility

OpenScape Business growth as your business grows and offers deployment options for single and multisite locations with a centralized administration approach.

How can I improve my teamwork across the sites?



### Seamless functionality across sites

Next to voice Interworking, OpenScape Business offers UC capabilities across the network. For e.g. favorites from one location are visible in all others.

How can I ensure telephony services are always on and benefit from virtualization?



### Survivability and virtualization flexibility

OpenScape Business can be deployed as a software solution in a virtualized environment, supporting high availability and survivability features offered by the virtualized vendor.



# OpenScape Business Networking

## Voice and UC Networking important for SMBs

- Many Businesses have multiple locations (branches, sales offices, etc.) or offices on a single campus
- Site expansion is also typical as small and medium sized businesses grow
- The need to communicate and collaborate as one entity is especially critical for smaller companies trying to compete with large enterprises

## Benefits

- Always know the availability of your colleagues in other locations
- Stay within reach of your colleagues and customers from any device and location
- Managing a single UC domain vs. multiple redundant standalone deployments

OpenScape Business Voice and UC Networking  
Growing demand on SMB customers with multi-site environments



# OpenScape Business Networking

## Voice and UC Networking Scenarios

### OpenScape Business deployments

- Multiple networked OpenScape Business X1/X3/X5/X8
  - Voice Networking
  - UC Networking (V3 Mainboard)
  - Mixed OpenScape Business X1/X3/X5/X8 with OpenScape Business S
    - Voice Networking
    - UC Networking with V3 Mainboard
- OpenScape Business S utilizing OpenScape Business X1/X3/X5/X8 as a gateway
  - Single or Multi Gateway Option
- OpenScape Business SIP Interconnection
  - Connection of certified 3rd Party SIP Applications

### Networking with Large Enterprise

- OpenScape Business X1/X3/X5/X8 networked with Mitel OpenScape 4000 V8R2 and above
- OpenScape Business networked with Mitel OpenScape Voice V10 / Mitel OpenScape Enterprise V10

A broad range of Voice and UC networking capabilities for multi-site SMBs  
The right networking solution depending on customer requirements



# Improve Teamwork across multiple locations

- Voice supported presence management (presence visibility)
- Network-wide call status (ringing, on call, active mobile device)
- Call Pick Up via myPortal
- Instant Messaging including multiuser chats
- Drag & Drop Conferencing in the network
- Network-wide Web Collaboration (with Desktop Sharing & Video)
- Voicemail forwarding in the network
- Business Attendant and myAttendant change presence status for all users
- System-wide internal directory and favorites
- External directories via Open Directory Services
- Integration into MS Exchange calendar and public folders
- Providing network-wide busy lamp indication on DSS Phone Keys
- UC Networking available for all deployments with network-wide Presence Status, Call Status, Call Pick Up and Chat

## UC Networking X1/X3/X5/X8 & Business S



## UC Networking with V3 Mainboard



# OpenScape Business Redundancy Options

## OpenScape Business Survivability – It is your choice

### High Availability Server Hardware

- Dedicated Standard Industry Server
- Redundant power supply
- Linux SW based redundant hard disks (RAID)  
two physical HD's recommended
- ECC RAM to detect and correct RAM errors

### OpenScape Business Redundancy

- OpenScape Business Redundancy options for IP Telephony Users (HFA) between different or same model variants (S/S, X/X, S/X, X/S)
- In case of Business S or X emergency, OS IP HFA devices will automatically re-register via second standby registration setting towards existing another S or X system
- Voice functionality can be used during the emergency mode

### VMware – High Availability

- Monitors and detects virtual machines for “guest OS” failures and automatically starts virtual machines
- Detects server failures automatically, using a “heartbeat” on servers
- Restarts virtual machines almost instantly without human intervention on a different physical server
- In case of fail over Business S will restart immediately with existing configuration; no further licenses needed



# Virtualization

## Enabling IT so that it is always on

### Benefits and motivation of virtualized environments:

- Reduction of physical Server-Parks -> HW costs, Space
- Re-organization due to server rank-growth (server farms got out hand)
- Need of Centralized Management due to high number of applications
- Enhanced reliability
- Ease of Data Backup and Restore
- Scalability
- Monitoring
- Re-use of old OS systems in a virtual environment
- Green IT aspects (One Server needs less power)
- Reduced Service Hours

### OpenScape Business supports virtualization



Microsoft  
Hyper-V

VMware vSphere



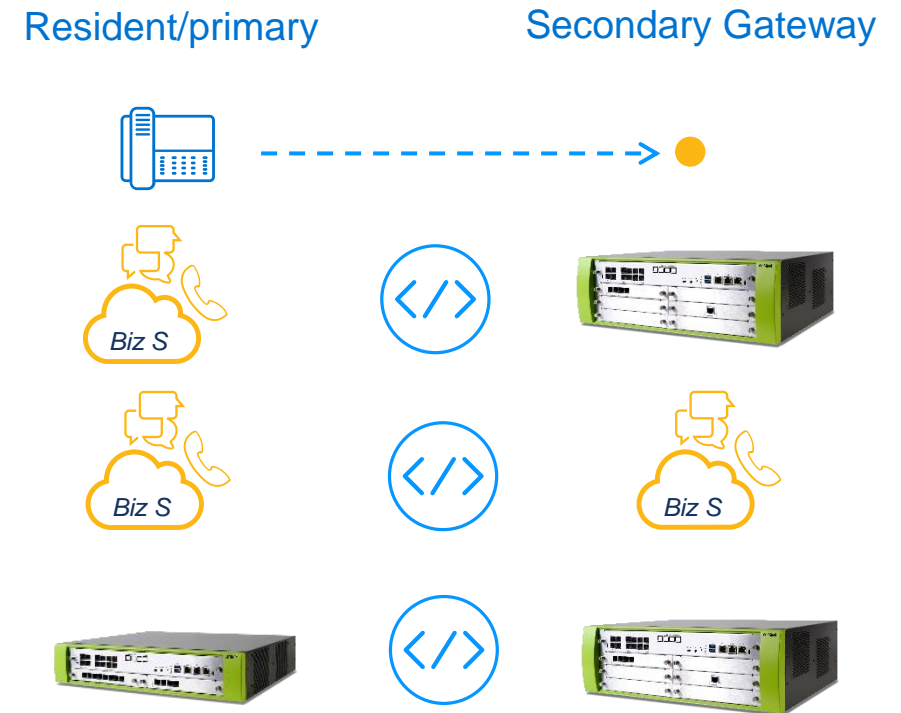
OpenScape Business S  
Software based UC Solutions for SMB's  
allowing Virtualization  
All-In-One Image for OpenScape Business S in  
Google Cloud



# Enhanced Redundancy for IP telephony

Keep business communication alive in case of an outage:

- Redundancy now possible between all model variants (X/X, S/S, S/X, X/S)
- IP Phones (HFA) can register to a secondary gateway in case of an outage (system or network related)
- New OpenScape Business Redundancy User license option meets customer needs
- Based on the current reliable concept between OSBiz S and X (Gateway)





# 10. With OpenScape Business into the future



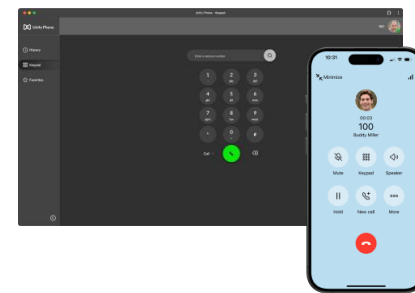
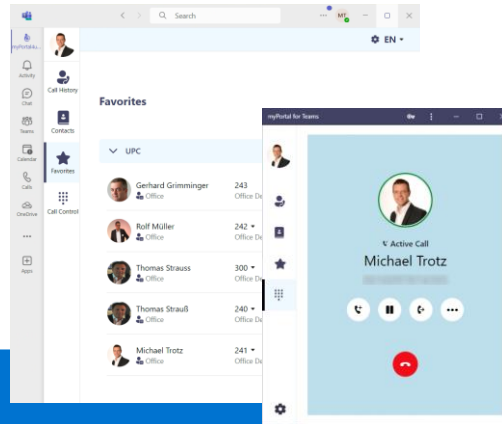
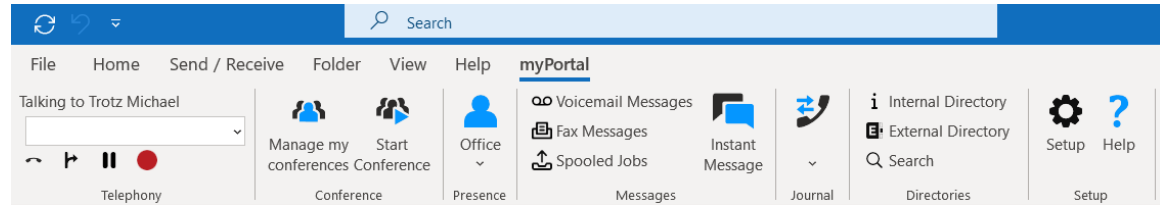
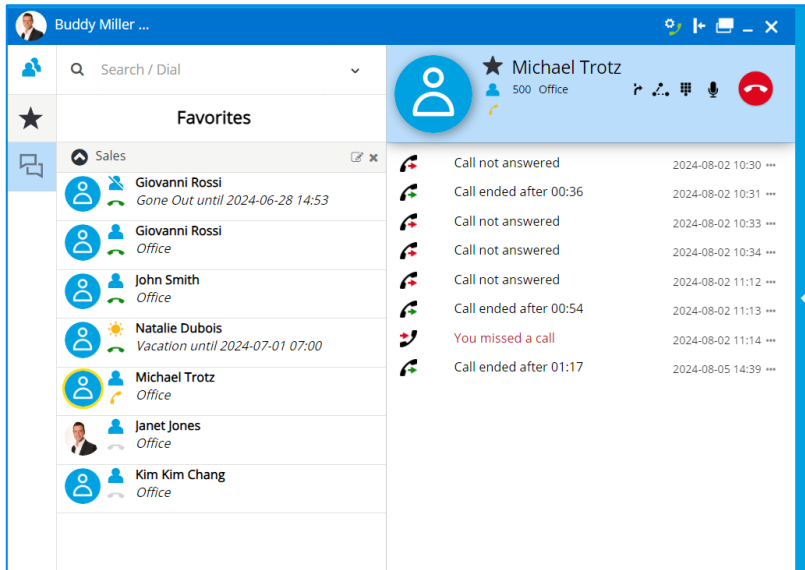
# Mitel OpenScape Business - Highlights

## Award Winning Best-in-Class “All-In-One” Unified Communication & Voice Solution designed for SMBs

- **Unifies all your communications** – Comprehensive UC application incl. Presence, Voicemail, Fax, Mobility, Contact Center and much more
- **Scalability** – Typically scales from 2-200 users, 2,000 in a network
- **Flexible deployments** – Support of any given end-customer infrastructure, Appliance or software based, full virtualization, hosted or private cloud based
- **Go Hybrid / UCC** – add additional values from the cloud such as Unify Phone and/or Microsoft Teams
- **Interwork and Integrate** – complement Microsoft Teams with powerful embedded telephony and UC features
- **Serviceability** – Service Support included to get latest Software & Upgrades
- **Flexible Usage Options** – either CAPEX or OPEX based
- **Investing in maximum flexibility** – for single or multisite environments



# Common User Experience across all UC Clients



OpenScope Business S  
for hosted / Private Cloud / Datacenter



Pure Software Solution, on a standard Server or fully virtualized

OpenScope Business X Models  
for on-premise / Appliance based



Solutions for any infrastructure: on-premise, hosted, private cloud, pure IP, hybrid or digital



# Key Takeaways



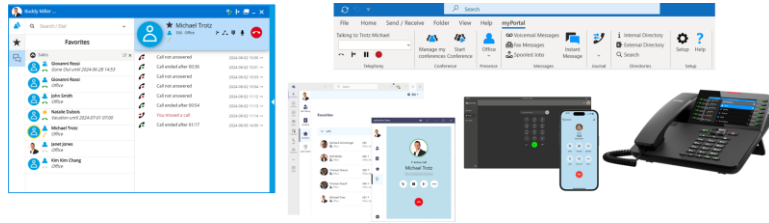
- Designed as a true All-in-One Appliance with TDM, analogue, DECT, IP and UC as default capabilities, driving Partners toward this higher margin business by selling UC on top of a voice solution
- With the Technology Upgrade we make OpenScape Business future-proof and ready for upcoming requirements, innovations and further security enhancements
- A new common UC Client based on latest technology. Smooth migration path and investment protection for customers as they can use existing licenses to upgrade to myPortal @work
- Supporting all deployment models incl. redundancy options, from on-premise based to a hosted/private Cloud Solution or the combination of both (depends on customer needs)
- Enhance OpenScape Business with valuable UCC Cloud Services by using Unify Phone (stand-alone) as web-based or mobile application
- Enhanced interworking options with Microsoft Teams – integrate telephony and UC services
- Flexible License and Payment Models – either CAPEX or OPEX based, guarantees recurring business opportunities
- 1, 3 or 5 years of SW Upgrades are included – receive all upgrades and updates for free, incl. Partner Support: Expert Assistance Hotline, Remote access platform for Partners and even more
- Mitel continues to invest in OpenScape Business with a strong roadmap for future development



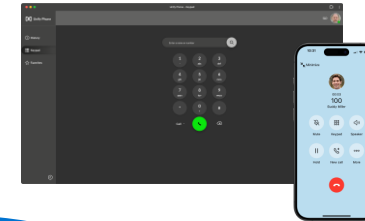
# OpenScape Business

Voice #Unified Communication #Collaboration #DigitalWorkplace #Cloud #hybrid

User Experience & Collaboration



Seamless Mobility

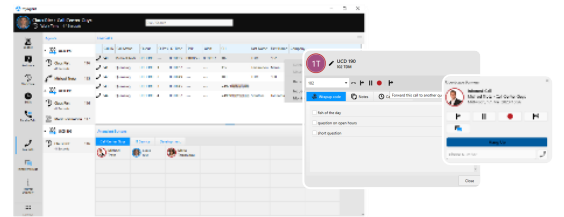


Flexible Installation



Scalable, reliable, secure and future-proof

Contact Center



Mitel is the most trusted and credible supplier of communications worldwide, with specifically tuned and packaged solutions for SMBs

