



Workflow Studio

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Wat is Workflow Studio

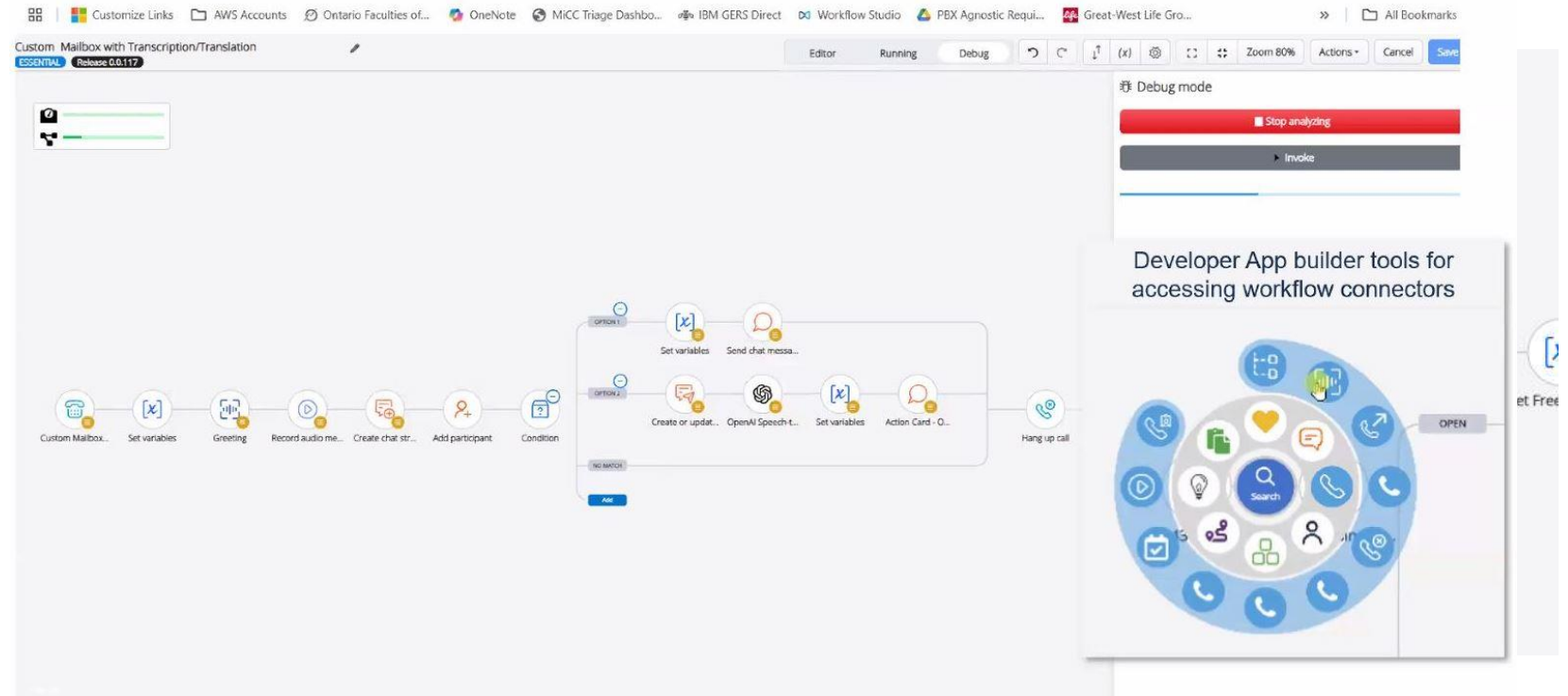
AI
ready!

Mitel Workflow Studio is een platform voor doorgedreven integraties
tbv het maken en beheren van **zakelijke communicatie processen**



Versnelde
ontwikkeling

- Ontwerpen met grafisch weergegeven modules

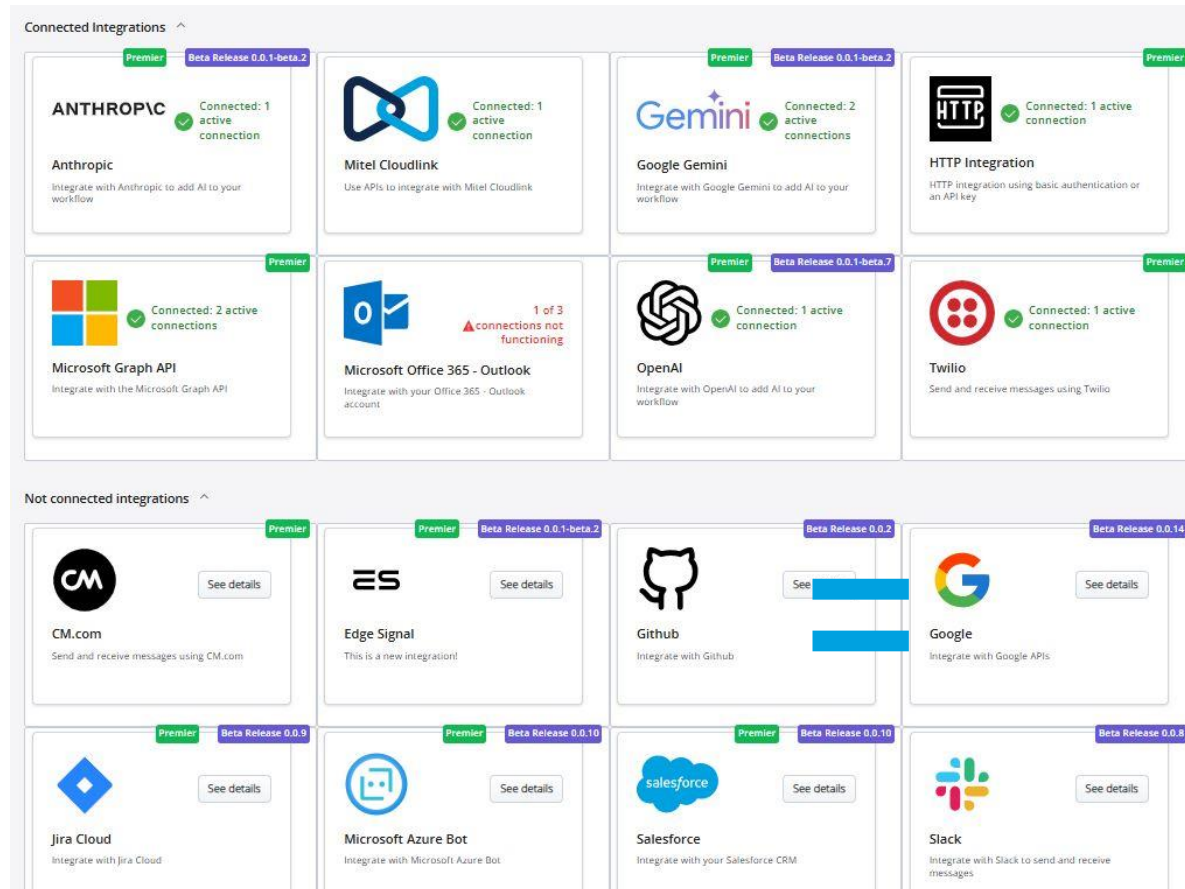


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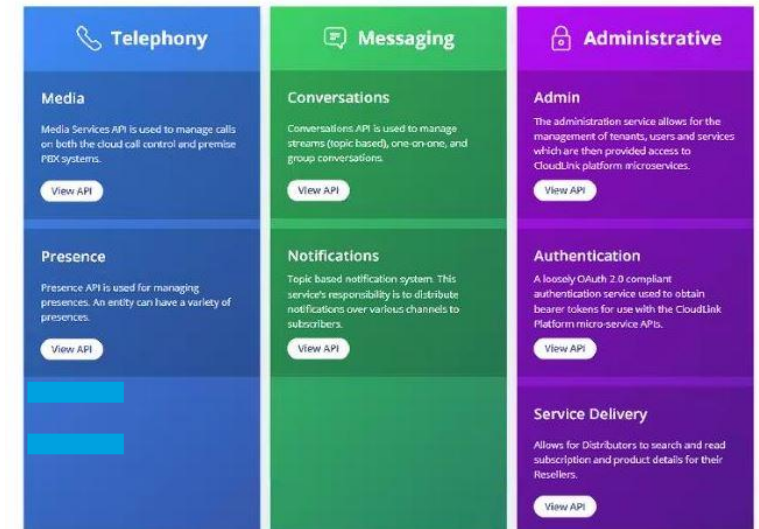
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**Vereenvoudigde
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- Toegang tot API's



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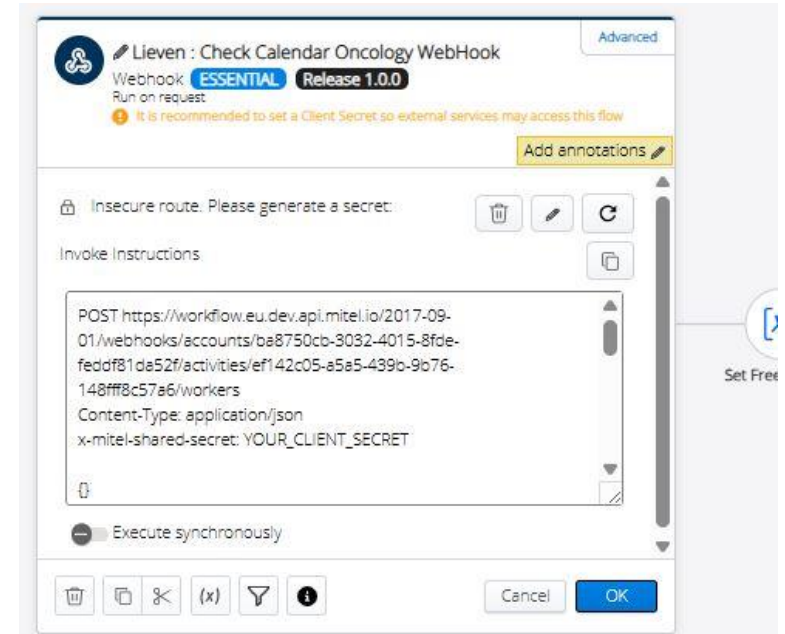
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- Uitbreidbaar met externe toepassingen



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Kerntoepassing voor Mitel's Common Communication Framework,
klaar voor het toepassen van **AI**



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Vereenvoudigde integraties

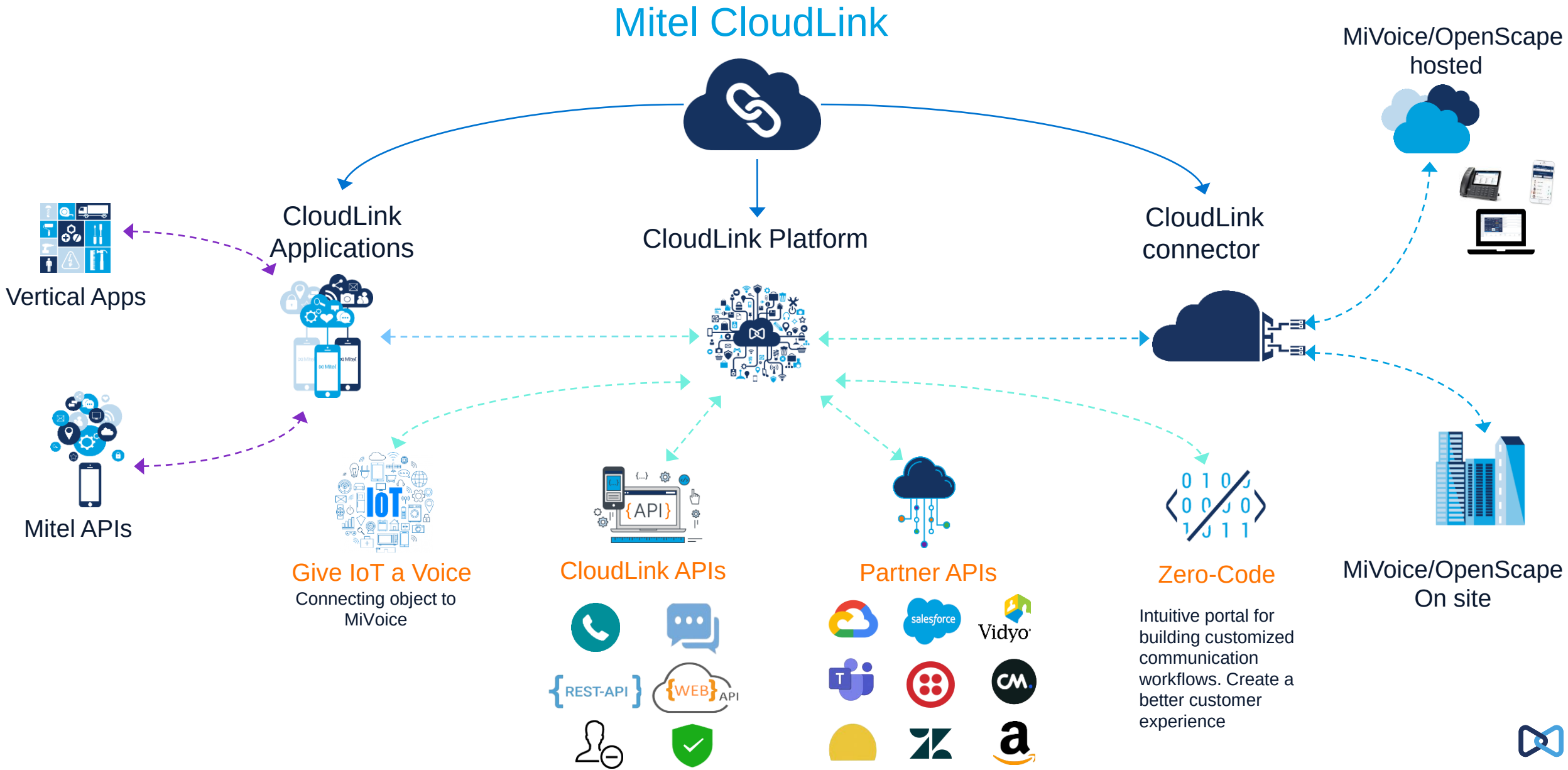
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Nieuwe zakelijke oplossing

- Gestroomlijnde workflow
- Snellere implementaties

Cloudlink topologie



Mitel WorkFlow Studio : Use Case 1 = Calendar integration

Find the right doctor.

Flow 1 = incoming call is forwarded to the right doctor on duty

Flow 2 = check the schedule to see if a doctor is scheduled at any time

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
0	Fleming	Hippocrates	Barnard	Alzheimer	Fleming	Lecter	Hippocrates
1							
2							
3							
4		Barnard		Hippocrates		Barnard	Fleming
5							
6	Barnard		Fleming		Barnard		
7		Lecter					
8							
9	Alzheimer		Lecter			Fleming	Barnard
10				Fleming			
11							
12		Alzheimer	Alzheimer		Alzheimer	Alzheimer	
13				Lecter			
14	Lecter						Lecter
15		Fleming				Hippocrates	
16							
17	Hippocrates		Hippocrates	Barnard	Hippocrates		
18							
19							Alzheimer
20							
21							
22							
23							

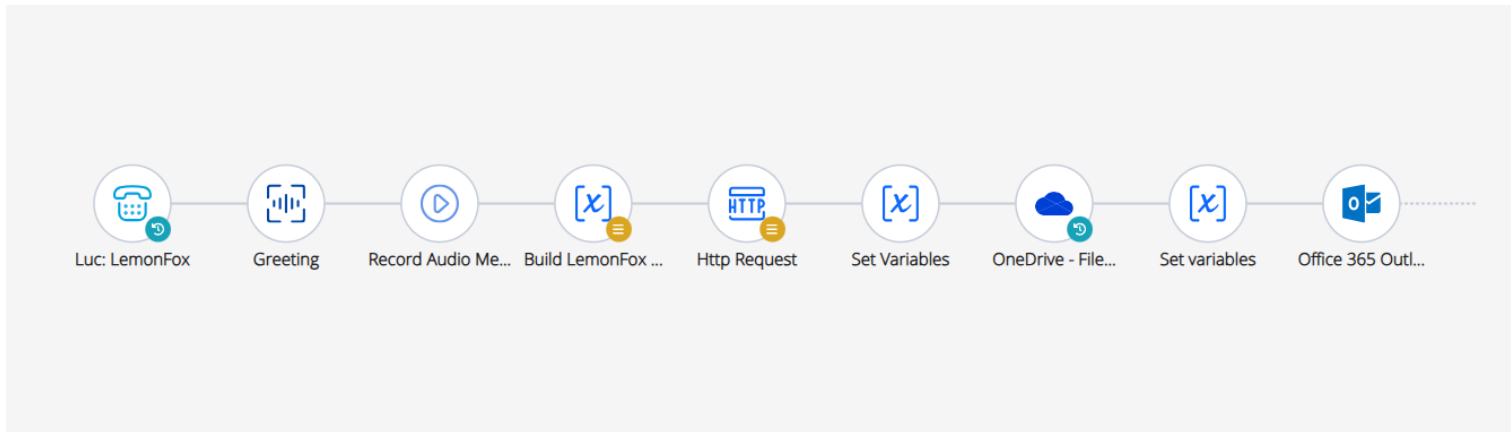
Name Doctor		Phone Number
1	Barnard	2233
2	Janssens	2244
3	Fleming	2255
4	Alzheimer	2266
5	Hippocrates	2277
6	Vesalius	2288
7	Lecter	2299
8	Jekyll	2211



Mitel WorkFlow Studio : Use Case 2 = Transcription + E Mail

IT Service Desk: transcribing incoming messages

- Transcribe incoming voice messages
- Deliver the transcriptions with original messages to the Ticketing system.



Mitel WorkFlow Studio : Use Case 3 = Camera Integration (Edge Signal)

Shop Environment: Visual Surveillance of the Checkout Area

The camera application can initiate specific workflows based on various situations:

1. If no one is present behind the cash register to scan the products.
2. If there is a long queue of customers, an extra cash register will be opened.
3. If the person behind the cash register is not wearing the appropriate attire, it may indicate a potential robbery.
4. In the case of a self-scanning cash register, if a minor attempts to purchase alcohol or cigarettes.



Use cases – customer cases

Forward the call to the appropriate technician on duty

Trigger: Incoming Call
Integration: Outlook Calendar

When a call comes in, WFS checks a Service Mailbox for a scheduled meeting containing the technician's details and forwards the call accordingly.

Create tickets on recorded messages

Trigger: Incoming Call
Integration: AWS LEX/Microsoft Office 365

When callers arrive at the Service Desk, they can leave a message. With AWS LEX, the message content is transcribed and sent via email to the ticketing system, where a ticket is generated.

Automated visitor registration

Trigger: Sign In app - webhook
Integration: MiCollab

An individual uses an app to check in at the front desk and provide their identity and the name of the person they visit. This information is then sent to the intended recipient via Workflow Studio.

Check the Mousetrap

Trigger: SIP DECT Event Manager
Integration: Micollab - Twilio/CM.COM

Several mousetraps on the farm are set to send a signal (chat + SMS) when they catch a mouse. The person who removes the mouse can clear the alarm to prevent further action.

Routing based on preferred agent

Trigger: Incoming Call
Integration: CRM + Teams

When a call comes in, we use the caller's number to find the preferred agent in the CRM database, check their availability on Teams or Micollab, and route the call accordingly.

Intelligent team voicemail

Trigger: Incoming Call
Integration: AI + Outlook Agenda

When a user is busy or unavailable, calls are routed to the WFS. Callers can leave a message or use a voice bot to schedule a meeting. The bot checks the caller's Outlook agenda for scheduling.

Routing based on AI questions

Trigger: Incoming Call/chat
Integration: AI Bot

The AI system uses natural language processing to categorize queries based on keywords, sentiment, and urgency, directing calls to the right service.

Hotel - Local concierge bot

Trigger: incoming call or chat
Integration: AI

Guests can use the bot for information on local attractions, dining options, transportation, and so on, and then we can connect to the appropriate service for further action.



Vragen

