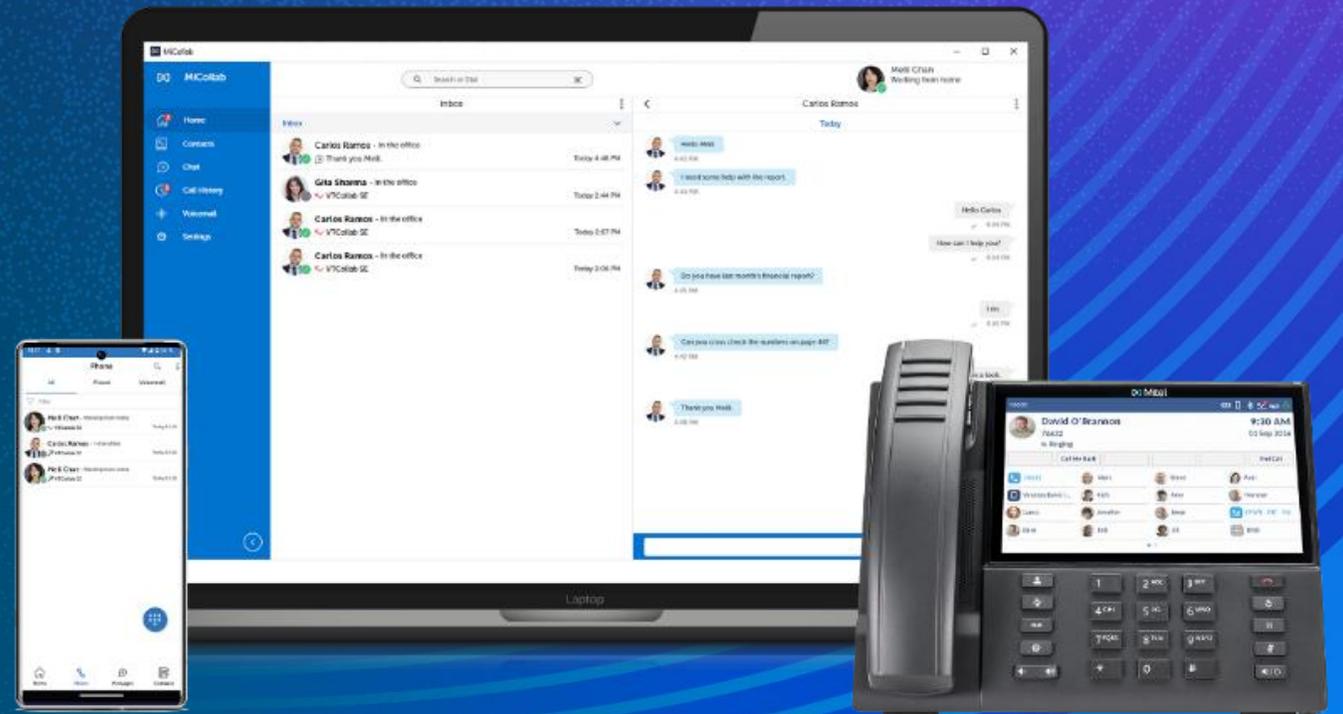




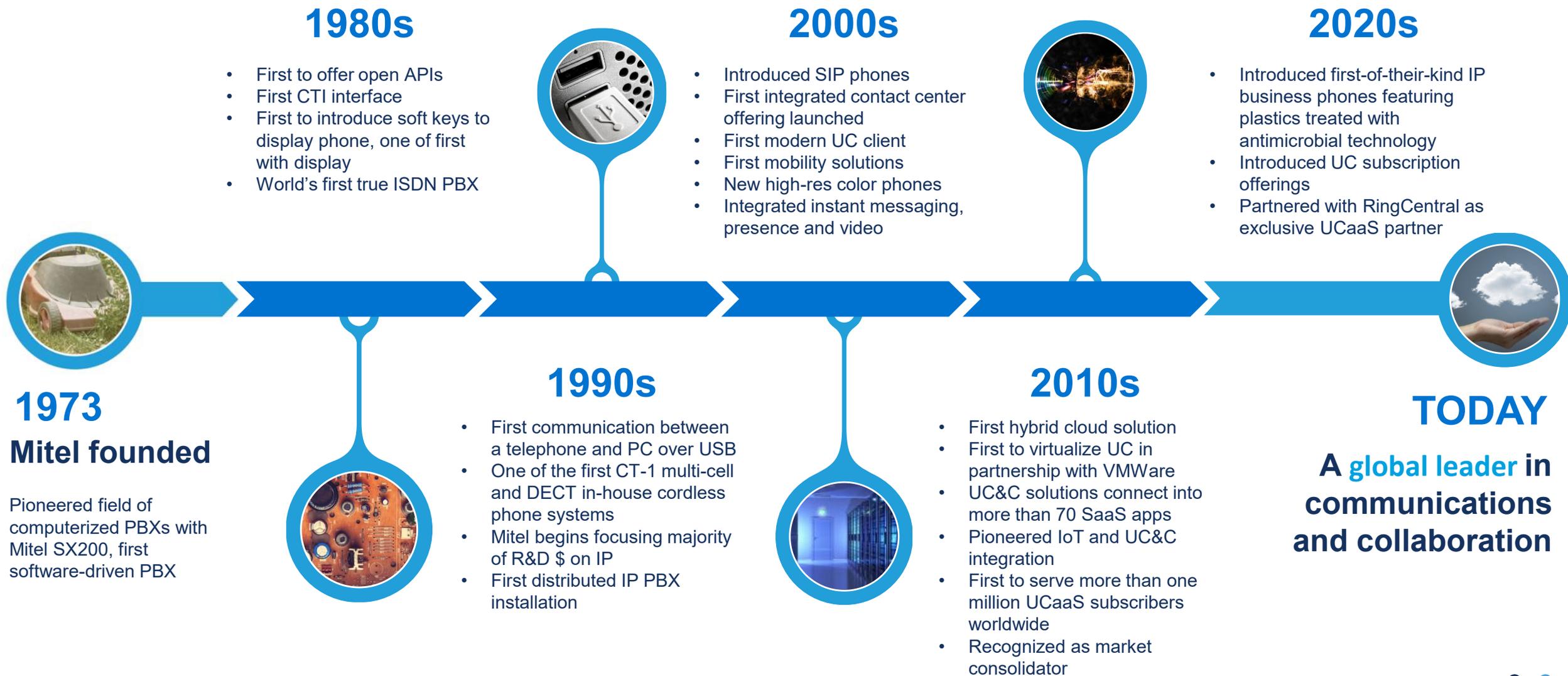
# Mitel MiVoice Business

Hybrid. Intelligent. Connected.



Mitel - CSSA  
November 2025

# Mitel: A Brief History





**Mitel Today - a global market leader in business communication**

- Founded in **1973**
- **#1** UC Provider Worldwide
- **80+** million users Worldwide
- **5,500+** Partners Worldwide
- **Over 2,100** patents and applications
- **Global Presence** - local service

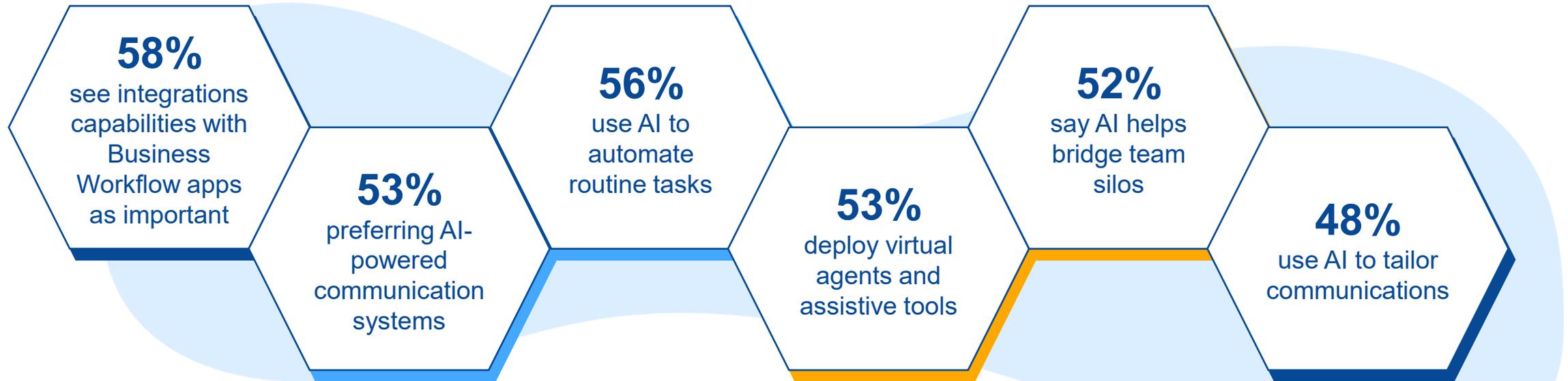


# Hybrid and AI Revolution in Business Communications



## Top 3 value drivers for hybrid are consistently:

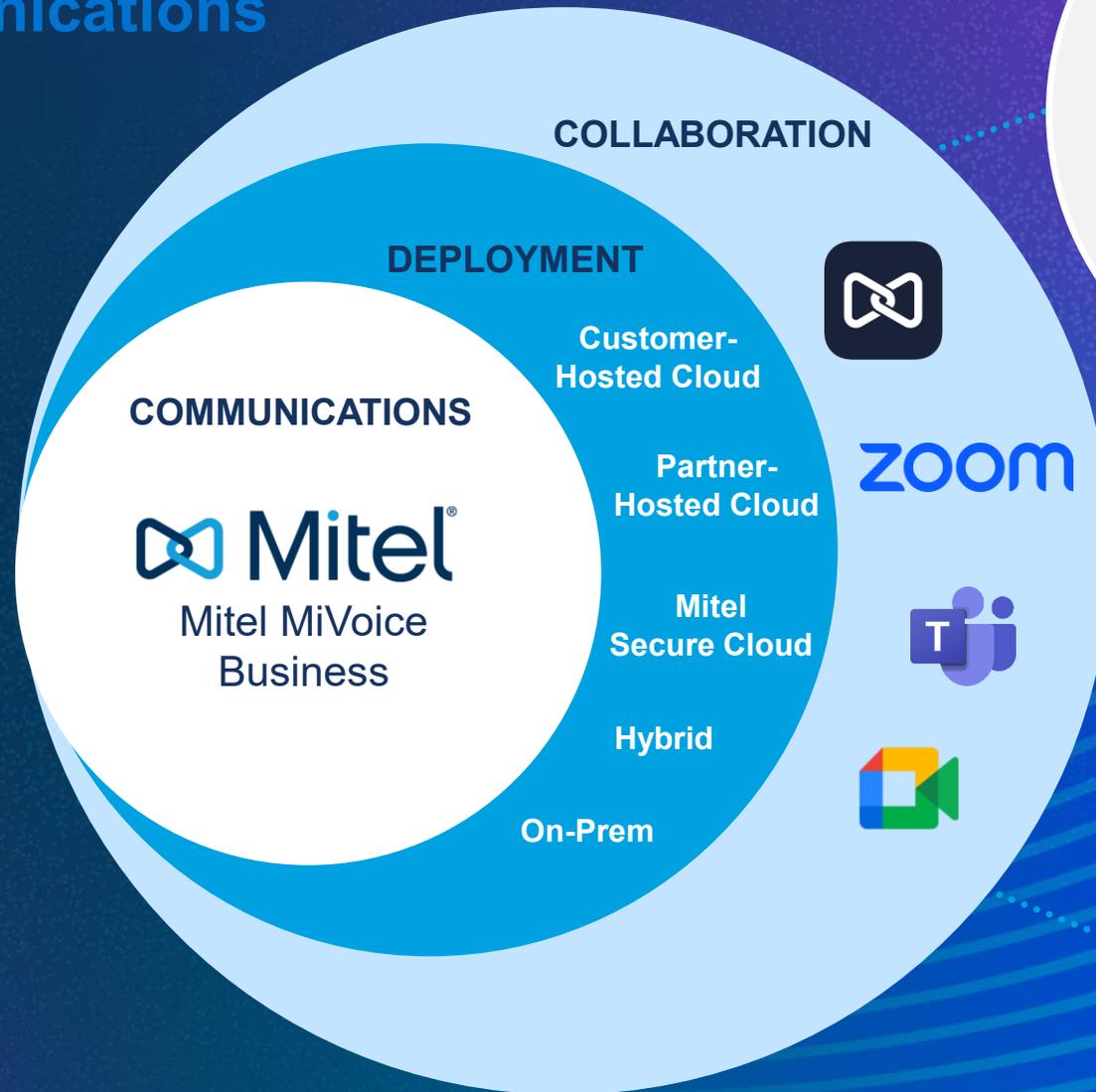
- ✓ Ability to support a distributed workforce
- ✓ Ability to ensure control & data security
- ✓ Flexibility to scale



# Mitel's approach

## One Common Communications Framework

- ✓ Tailored Flexibility
- ✓ Mix-and-Match deployments
- ✓ Unified Frontline & Back-Office experience
- ✓ Enterprise scalability



### VERTICAL SOLUTIONS

- VCCS
- OpenScope Xpert
- Mitel Revolution
- CEMS

### MITEL CX

- Omnichannel Experience
- Real-Time Insights
- Advanced Analytics
- AI-Powered
- Workforce Optimization

### AI ECOSYSTEM

zoom Talkative

airmeez augmented intelligent solutions PolyAI

interface.ai

ASC Mitel



# It's Software – Deploy & Purchase How YOU Want To!

Mitel **Call Control** Solution (MiVoice Business Solution)

Partner / Customer / Hybrid Provided Infrastructure

On-premises

Customer Instance Cloud

Partner Instance Cloud

Public Cloud  
(Azure, AWS, Nutanix)

Hybrid

Private or Private Cloud

vmware®

Microsoft Hyper-V

PROXMOX

KVM

NUTANIX

Microsoft Azure

amazon web services



Perpetual Licenses (CapEx)

Cash Accepted!

OR

Subscription Licenses (OpEx)



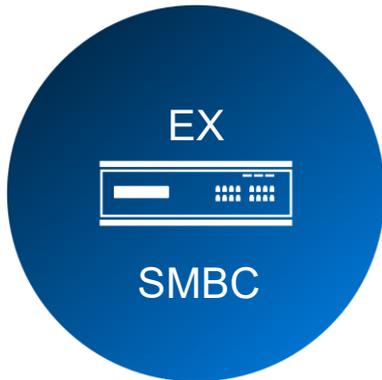
Mitel provides CapEx Options for Organizations with Time-Defined Budgets



# THREE DEPLOYMENT OPTIONS

---

## MiVoice Business Mitel Controller



- 1) On-premises

## MiVoice Business SVI



- 1) On-premises
- 2) Private Cloud
- 3) Public Cloud

## MiVoice Business Virtual



- 1) On-premises
- 2) Private Cloud
- 3) Public Cloud





# Mitel MiVoice Business Controllers



## MiVoice Business on SMBC:

- Scales up to 150 users (450 devices)
- Embedded Voicemail up to 350 mailboxes
- Integrated MBG for SIP Trunking, Teleworkers, and Mobility built-in
- Integrated CloudLink Gateway for apps and cloud integrations
- Native FXS and FXO ports fully licensed – no add-ons required

**PERFECT FOR:** SMB customers  
**AND** branch offices for enterprise customers



## MiVoice Business on EX Controller:

- Scales up to 500 users (1,500 devices)
- Embedded Voicemail up to 1,500 mailboxes
- Supports enterprise digital trunking (T1/E1 PRI)
- Expandable for FXS and FXO trunking
- Integrated CloudLink Gateway for apps and cloud integrations
- Enterprise-class resiliency with dual PSU options

**PERFECT FOR:** Large and multi-site organizations with branch offices

Purpose Built Hardware



# What is MiVoice Business Solution Virtual Instance?

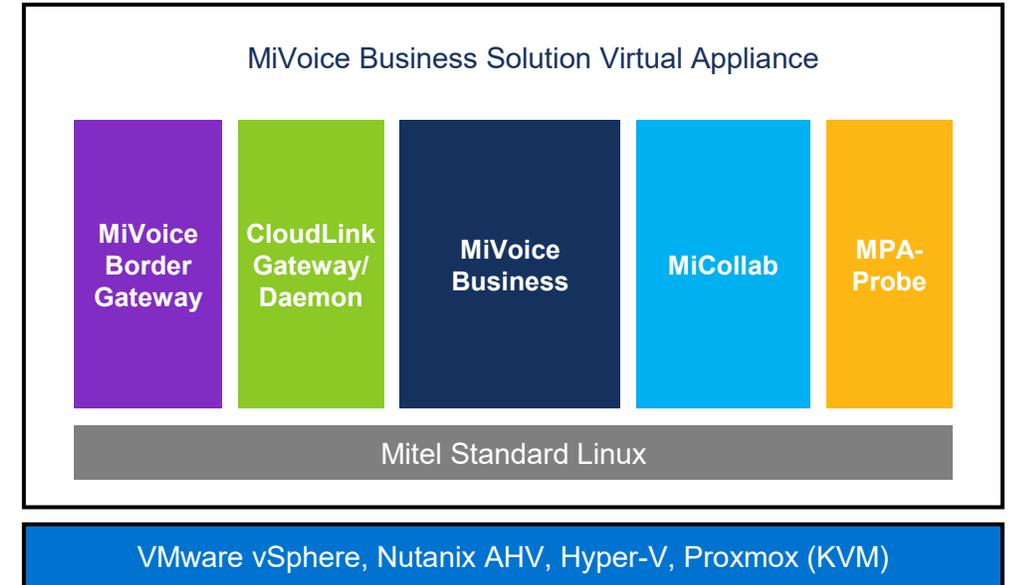
## Fully featured, minimal cost and complexity

### A **single virtual appliance** with:

- Telephony (Hot Desking, Softphone, Teleworker, ...)
- Unified Messaging/Voicemail
- Chat, video conferencing, screen sharing, file sharing
- Intelligent Auto-Attendant
- Performance Analytics interface
- SIP trunking connection
- WebRTC voice and video calling
- Secure remote access to various services

### Up to 500 users

For high-availability two or more instances can be deployed!



Application	Capacity	vCP U	Disk (GB)	Memory (GB)
MiVB Solution Virtual Instance	250 users	4	100	10
MiVB Solution Virtual Instance	500 users	6	180	12

Simplest, most cost-effective deployment option for the MiVoice Business Solution



# VIRTUAL



- On-premises
- Private Cloud
- Public Cloud



## Fully featured, maximum scalability

Three **virtual machines** (MiVB, MBG and MiCollab) with:

- Telephony (Hot Desking, Softphone, Teleworker, ...)
- Unified Messaging/Voicemail
- Chat, video conferencing, screen sharing, file sharing
- Intelligent Auto-Attendant
- Performance Analytics interface
- SIP trunking connection
- WebRTC voice and video calling
- Secure remote access to various services

Multi-site, with growth **up to 5000 endpoints per MiVB**



# Commercial Flexibility – CapEx or OpEx

All the capabilities, reliability, and flexibility of MiVoice Business, available as a **Subscription** or as a **Perpetual License**.



## Perpetual Licenses (CapEx)

### Single Line

Ideal for lobbies, meeting rooms, and shop floors where only telephony is required, and analog phones are typically used.

### UCC Basic

Functional feature set for employees with basic telephony and messaging needs.

### UCC Entry

Enhanced extensions providing entry business communication features like voicemail, chat messaging, and audio/video meetings.

### UCC Standard

Full suite of calling and real-time collaboration features, transitioning easily between desk, mobile and PC softphone.

You  
choose!



## Subscription Licenses (OpEx)

### Telephony

Rich business communication including full call control and voicemail features for business users and common areas.

### Entry

UC client and multiple device support (softphone, mobile, deskphone, etc).

### Premier

Ideal for executives, road warriors and other knowledge workers who need everything in Entry and more.

### Elite CX

Designed for specific Contact Center Agents of organizations of all sizes.

Mitel offers licensing models to fit your customer's needs



# The Modern Desktop for Today's World

Open SIP Ready!



**NEW!**  
**6907**  
Common Area



**6910**  
Entry level GigE



**6915**  
Entry-level Lite Color GigE



**6920**  
Entry-level Color GigE  
 1. 6920w Wi-Fi  
 2. 6920t Antimicrobial  
 3. 6920wt Wi-Fi + Antimicro



**6930**  
Advanced Color GigE  
 1. 6930w Wi-Fi  
 2. 6930t Antimicrobial  
 3. 6930wt Wi-Fi + Antimicro



**6940**  
Executive-level Color GigE  
 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



6970 Conference phone



# Mitel 6900 Series – Open SIP Phones

## Built for third-party call control and cloud interoperability

- Purpose-built SIP variants for **open call control**
- **Certified** with top UCaaS providers
- **Modern, reliable design** with full accessory support
- **Single SIP firmware** – no reflashing required
- **TAA Compliant** made in Germany
- Competitively Priced
- Backed by **Mitel's dedicated SIP support team**



*Certified with leading UCaaS and carrier platforms:  
8x8, Alianza, Clearspan, BroadSoft, Crexendo, Dialpad, Intermedia,  
Metaswitch, RingCentral, Zoom*





# Mitel MiCollab

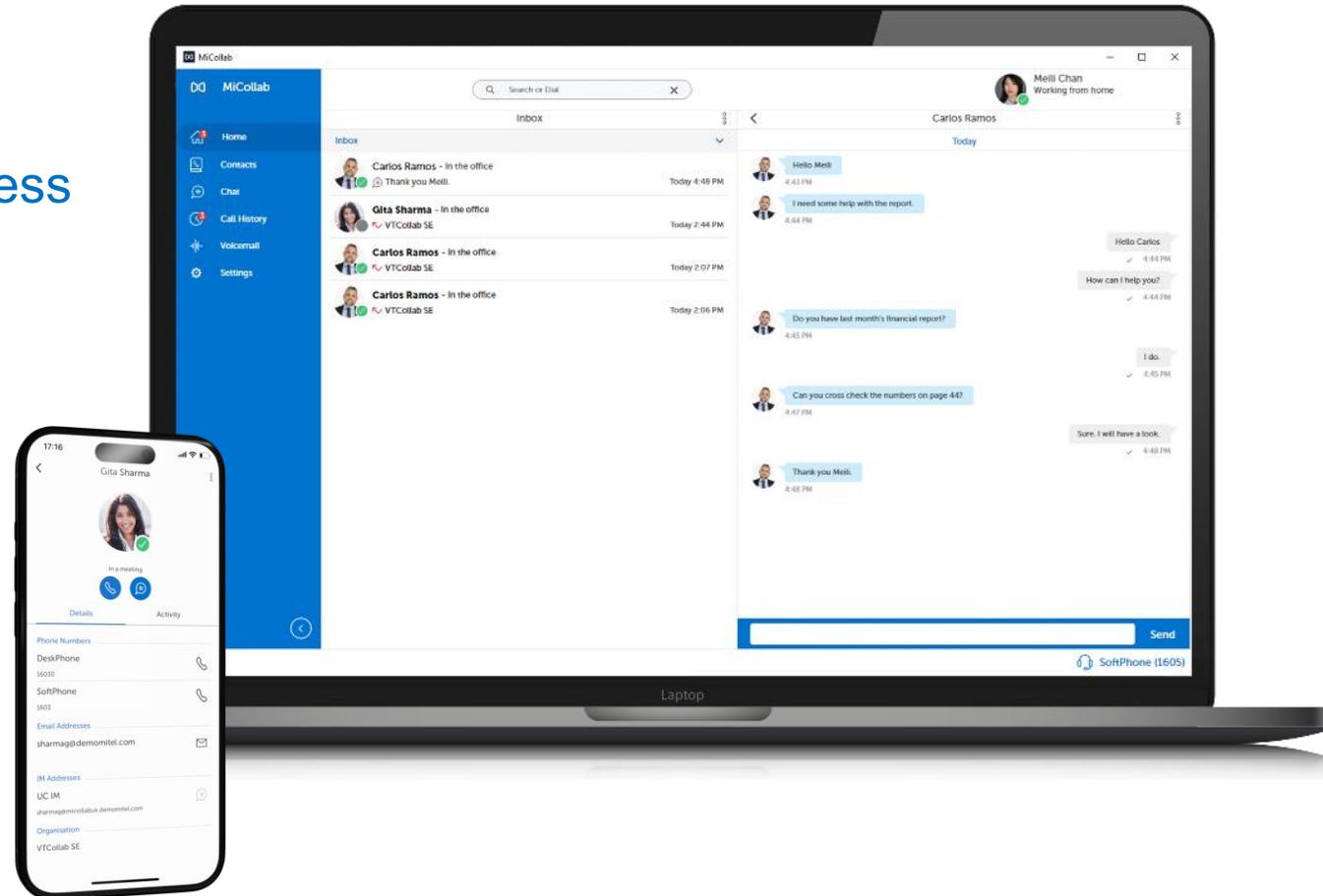
From communication to  
collaboration



# Mitel UC Experience - MiCollab

MiCollab Client **single point of access** for:

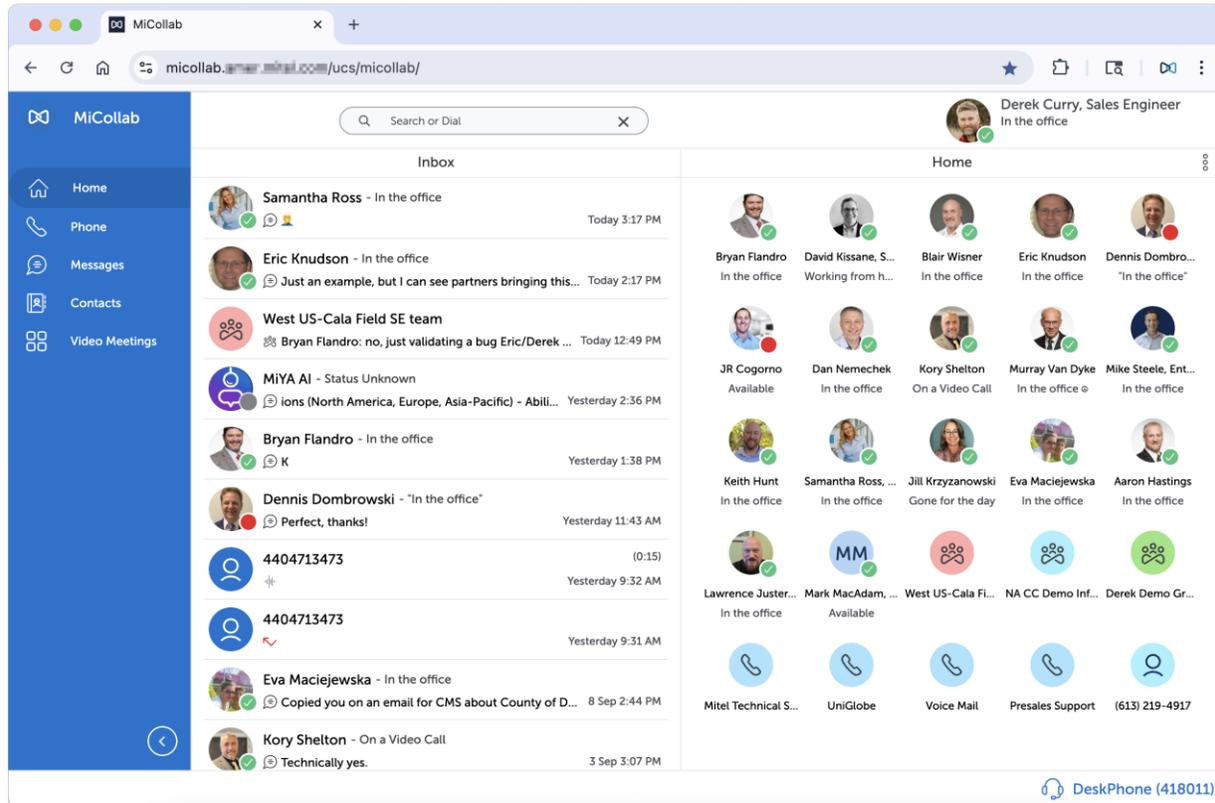
- ✓ Team Collaboration
- ✓ Presence information
- ✓ Chat (Instant Messaging)
- ✓ Dynamic Presence w/Calendar Awareness
- ✓ Corporate Directory Access
- ✓ Click-to-Call
- ✓ Collaboration
- ✓ Call History
- ✓ Softphone
- ✓ Visual Voice Mail (Play/FWD/Delete)
- ✓ Point-to-Point Video
- ✓ SMS Group and One-to-One\*
- ✓ Robust 3<sup>rd</sup> Party Video Integrations



\*SMS requires an SMS capable provider - Twilio

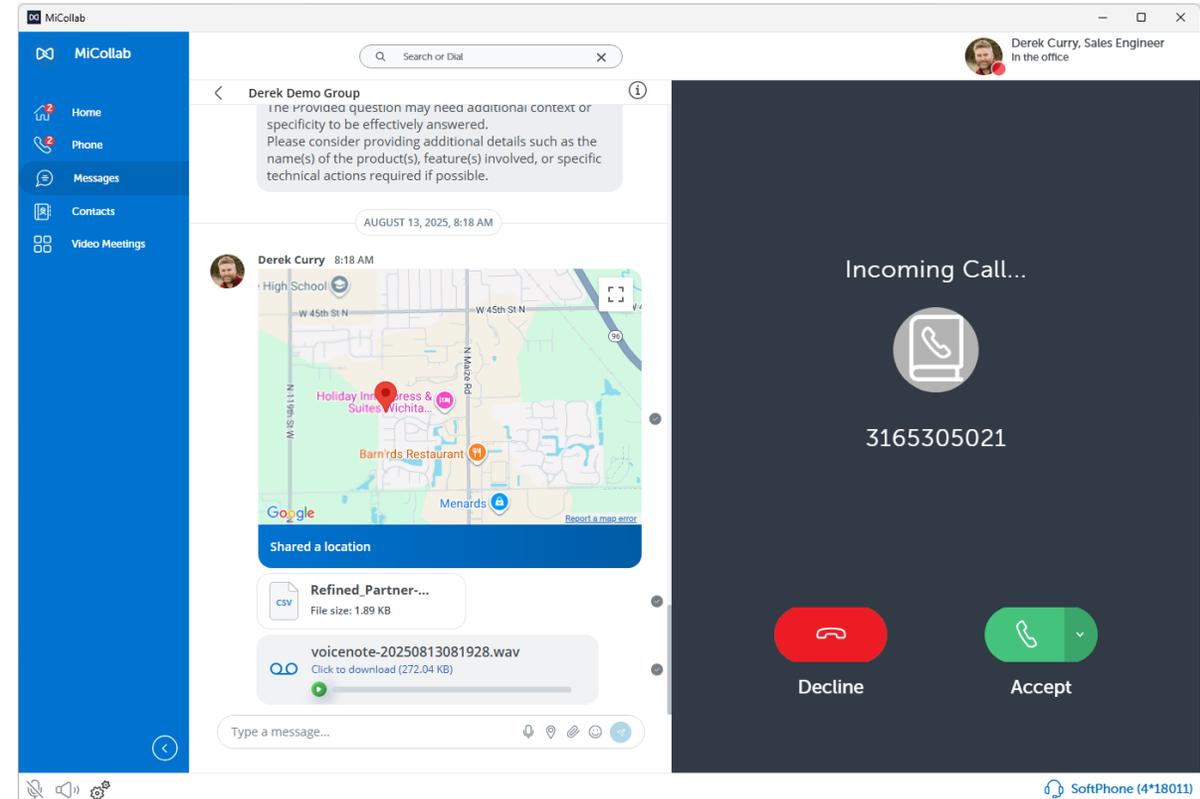


# MiCollab Desktop & Web Client - Consistent Experience



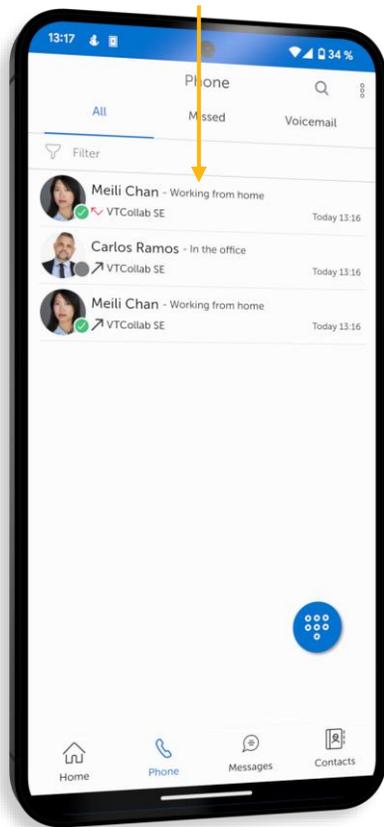
**Customizable Home Page** with Contacts, Real-Time Presence, Off-Hook Status, URL Shortcuts, and Integrated Video Cross-Launch

**Persistent Chat Platform that includes:**  
File Sharing, Voice Messaging, and Location Sharing



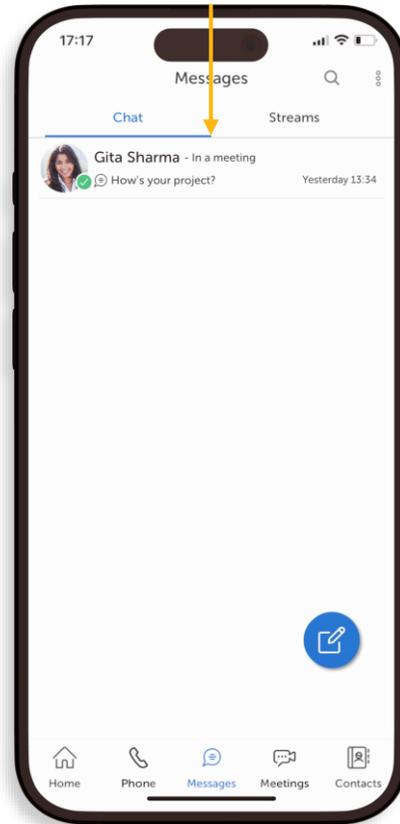
# Mitel MiCollab Mobile Client – iOS and Android

Call History and Voicemail

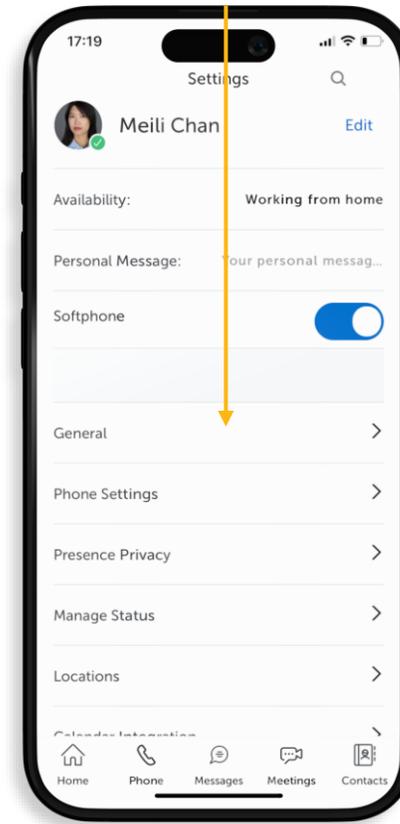


Android

All messages from contacts, groups and streams in one place.

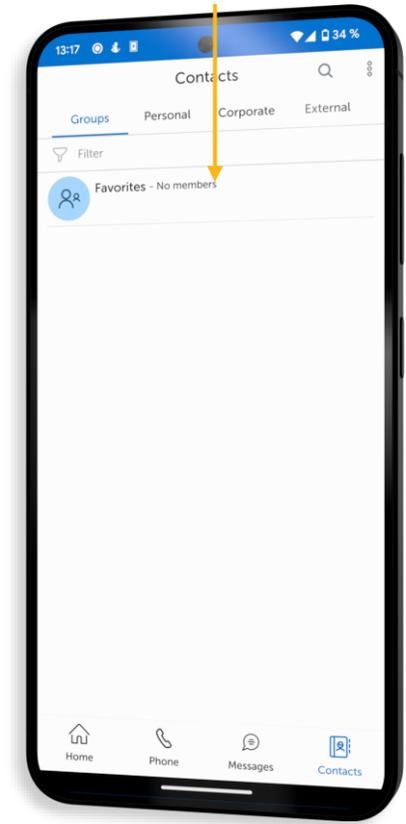


Easy configuration settings



iPhone

Company and personal contacts (plus group lists)

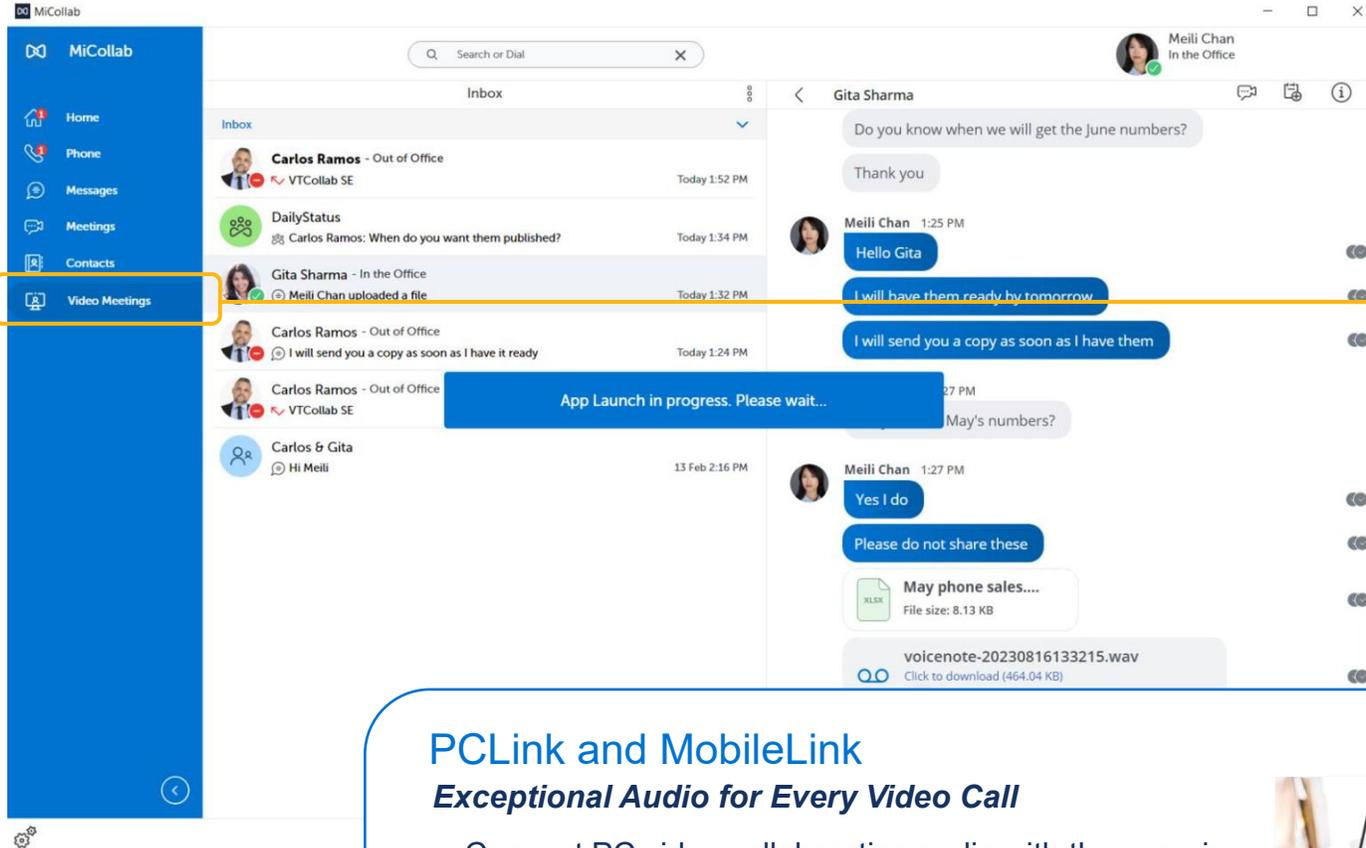


All-in-One Intuitive App



# 3rd-party Video Cross-launch - Integrate with Your Video Platform

- With MiCollab, you can view your meeting list and join Zoom, Microsoft Teams, or RingCentral meetings directly.



## PCLink and MobileLink

### Exceptional Audio for Every Video Call

- Connect PC video collaboration audio with the superior sound of your Mitel desk phone (PCLink)
- Bring your mobile audio, contacts, and calls to your Mitel desk phone (MobileLink).
- Available on Mitel 6920w, 6920wt, 6930w, 6930wt, and 6940w IP Phones



# Taking Hybrid Experience to the Next Level

---

98%

**Video Conferencing is a MUST  
from a Communication Solution  
Provider**



## **Mitel + Zoom = One Integrated Experience**

- Seamless, single-application for meetings and mission-critical comms
- Integrated experiences for knowledge and frontline workers

91%

**of enterprises are  
prioritizing hybrid for their  
communications needs**



## **Mitel Common Communications Framework**

- Open blueprint for a consistent, hybrid communications experience across on-premises and customer, partner, or Mitel-hosted dedicated clouds
- Mix and match to best suit each customer's operational needs

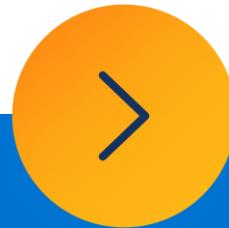
# Hybrid by Design: Flexibility Without Compromise

Maintain control and extend your investments while supporting modern work



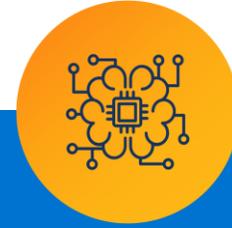
## Maintain control and maximize current investments

- Maintain control over configurations, updates, and system changes
- Leverage existing investments without isolation
- Build on what they already have



## Deliver AI-first collaboration built for modern work

- Call, meet, chat, and more from the Zoom Workplace app, fully integrated with your Mitel phone and devices
- Summarize meetings, draft content, and prioritize next steps automatically with AI-power assistance
- Brainstorm, document, and manage project with Zoom Dos, Whiteboard, and more.

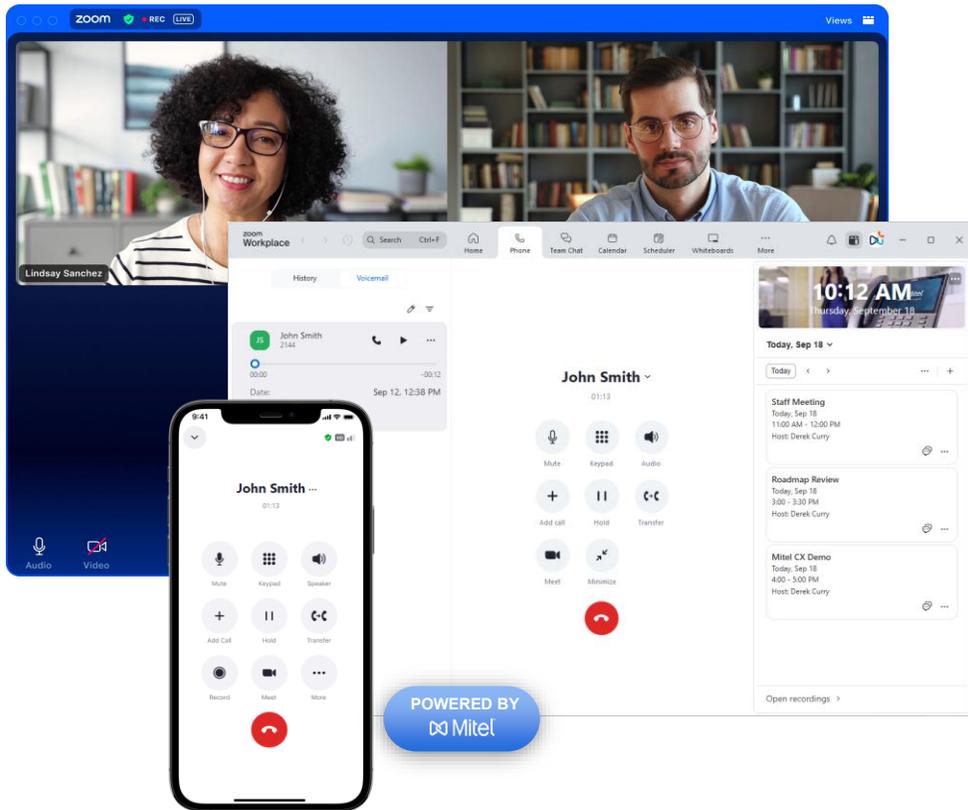


## Gain the best of both worlds

- Mission Critical Communications & Best of Breed Collaboration
- Streamlined management of the Hybrid Solution
- Maintain reliability and security
- Consistent user-facing client experience across devices

# Extend Mitel Voice with Zoom Collaboration

## Trusted Voice. Modern Collaboration



### Phone Features

- Single login experience with Zoom Workplace incl. telephony
- Make/Receive calls
- Visual Voicemail
- Multiple Call Appearances
- Call Hold
- Conference Calling
- Call Transfers - cold/warm
- Call History
- Call Forwarding
- Do Not Disturb
- Corporate Contact Sync

### Zoom Workplace Features

- Elevate phone call to a Zoom Meeting
- Calendar integration
- Presence between Zoom Workplace apps & presence to other Mitel phones
- Zoom AI Companion meeting & chat functionalities
- Access to Zoom Meetings & Team Chat
- Meeting with Zoom Workplace app

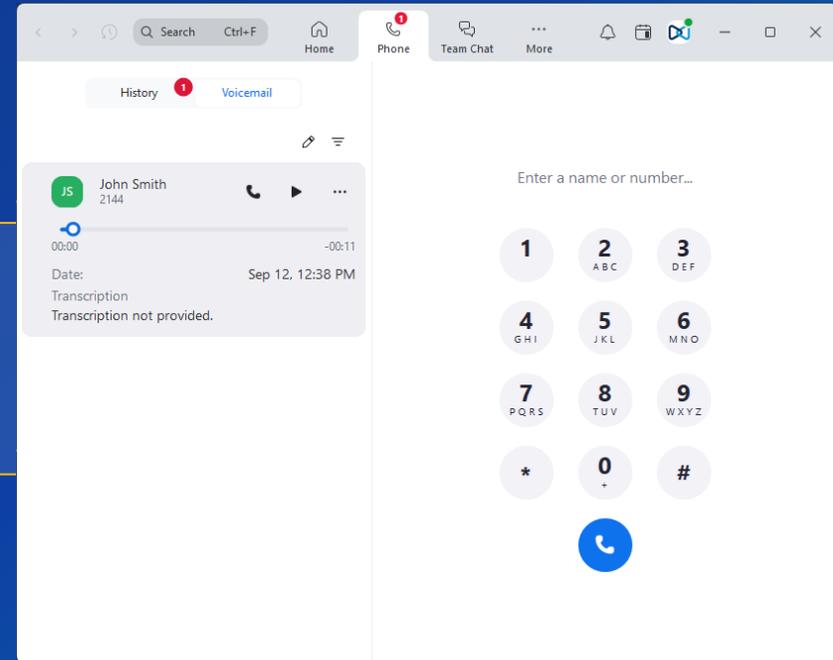
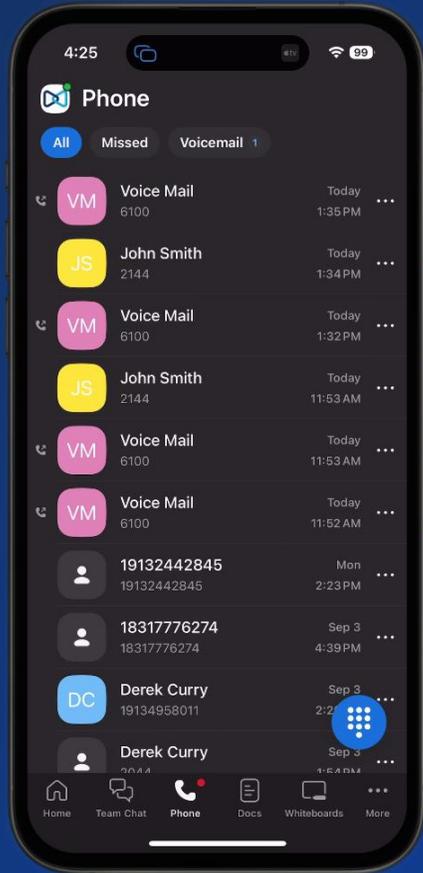
### Supported Mitel Hardware

- Mitel 6900
- CP phones



# Work Effortlessly On the Go

Flip between devices for interaction continuity



For organizations that have  
chosen MS Teams  
for **collaboration**



Mitel is your way forward  
for  
**VOICE** solutions



# Why do we provide interaction options for MS Teams?

## Motivation and derived strategies for MS Teams customers



### Harnessing potentials and synergies:

MS Teams is the collaboration market leader and omnipresent at the office workplace, Mitel to provide the most voice ports



### Cost reduction:

Phone system, calling plan, 3rd party apps and SBC infrastructures are expensive



### Close gaps:

MS Teams does not cover all communication requirements natively at all



### Secure operations:

Hybrid scenarios with MS Teams require PBX/telephony expertise



# Mitel Solution Alternatives

## Customer has:

Office365 Business Essentials  
/ MS365 Business Basic  
(Teams Web only)

Office365 Business Premium  
/ MS365 Business Standard

Office365 Business  
/ MS365 Apps for Business

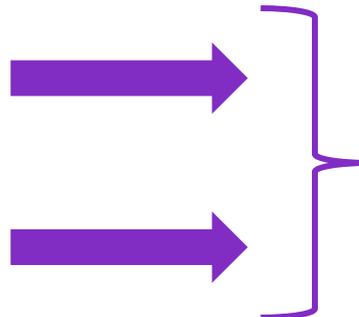
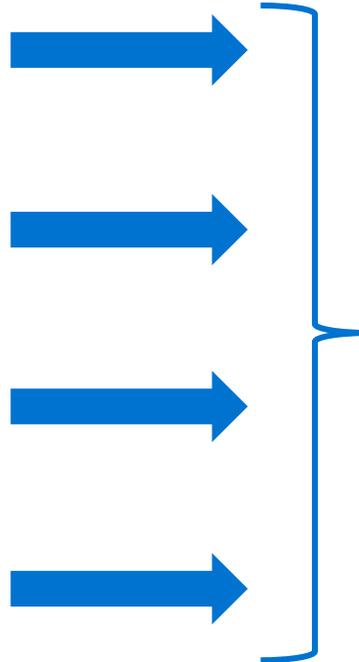
E1 and / or E3

Any of the Above  
+ Phone

E5  
(includes Phone)

**AND**  
No Phone License

Phone License



## Mitel Solution Options:

### Mitel Assistant

Mitel PBX + MiCollab Telephony  
only Client

**Direct Routing** to Mitel PBX  
via Mitel OpenScape SBC

# Mitel Assistant – Key Features & Benefits

## Seamless MS Teams Integration

- Installed as a tab within Teams
- Full Mitel call control in floating window
- Bi-directional real-time presence sync

## Enhanced Calling Experience

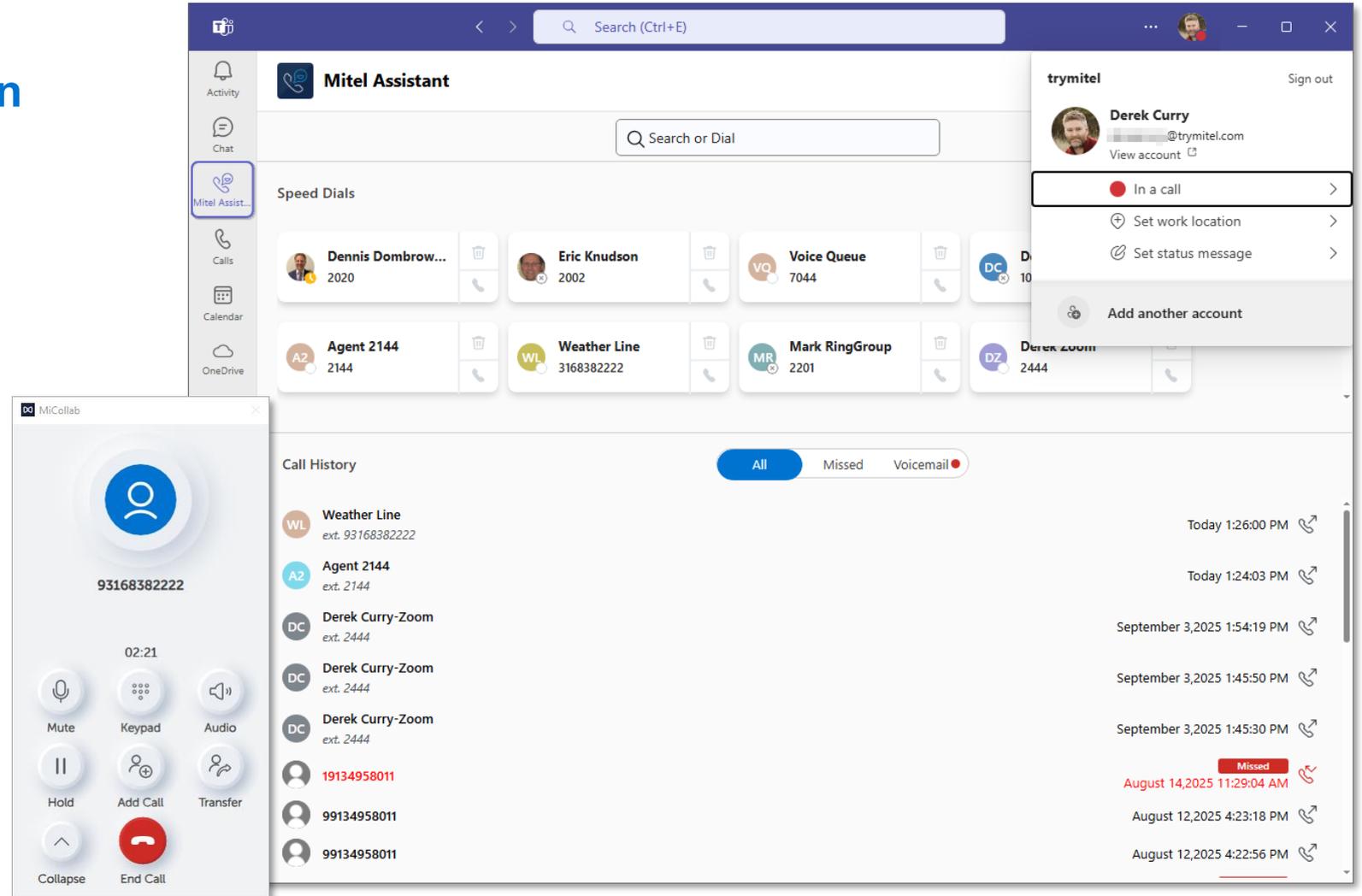
- Single click to place/answer calls
- Call history & voicemail access
- Message Waiting Indicator for voicemails
- Up to 100 speed dials

## Flexibility & Device Choice

- Works with UC & CX users
- Use any device: Mitel softphone, mobile, desktop
- Access corporate directory & personal contacts

## Value Proposition

- No Teams Phone license required
- No Teams Calling Plan needed
- Keep your existing carrier
- Mitel “five 9’s” telephony reliability



# Direct Routing – Key Features & Benefits

## Integration

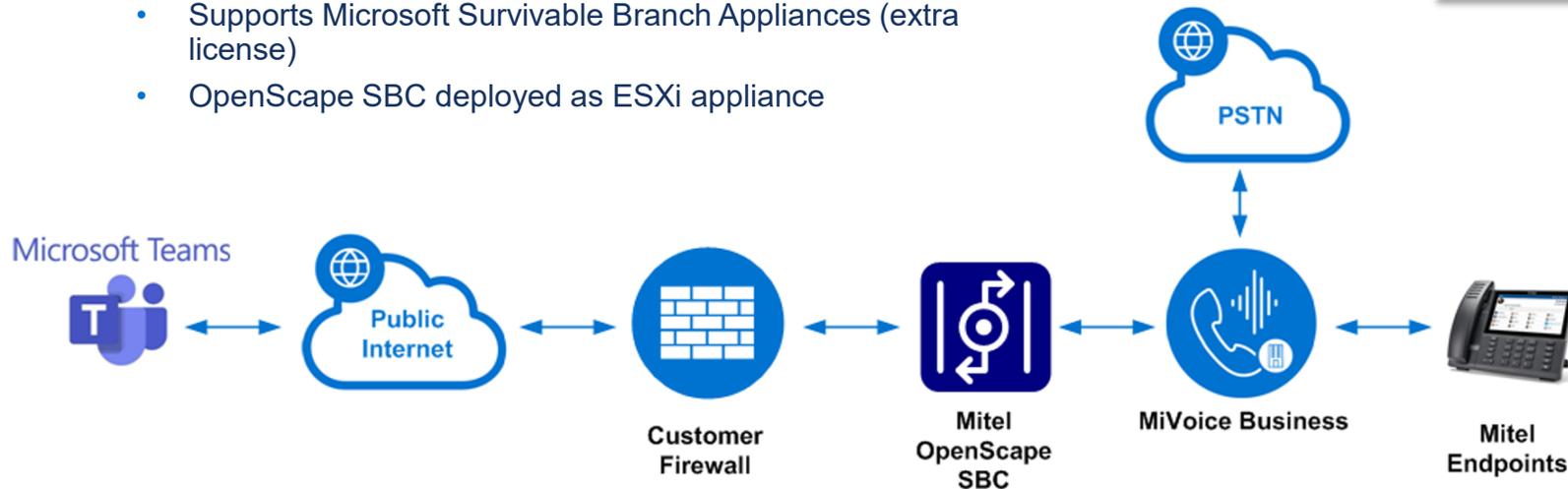
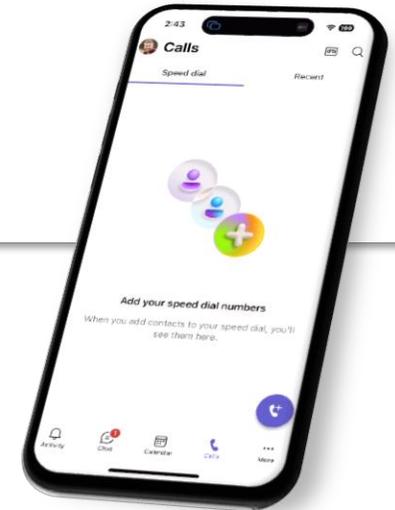
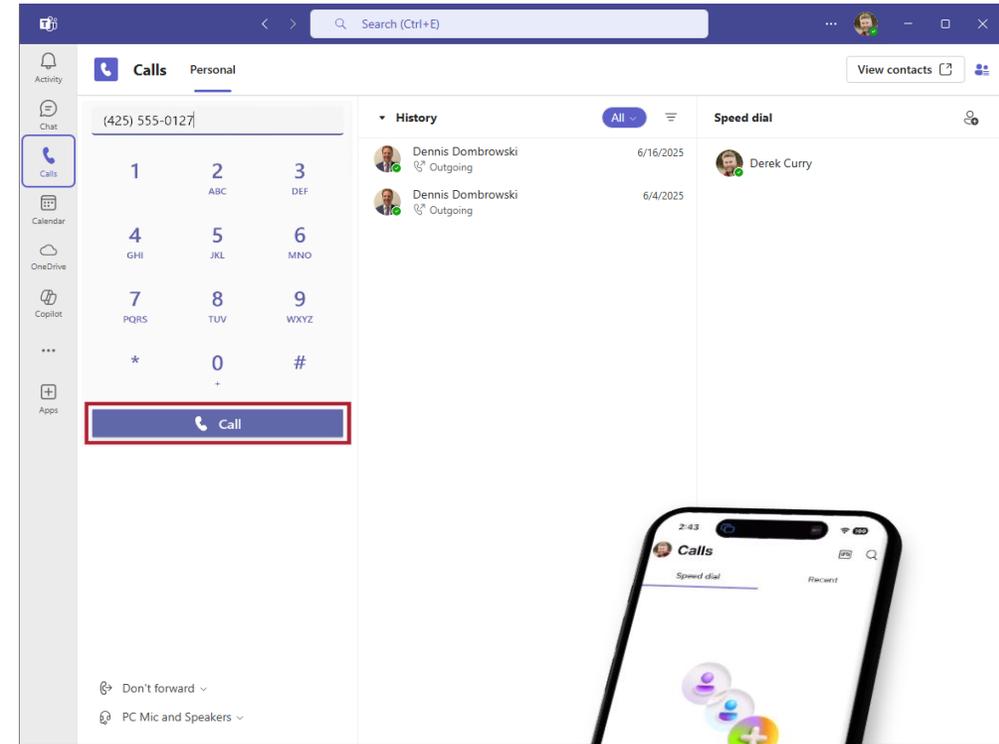
- Microsoft-certified OpenScape SBC connects Teams to Mitel PBX
- Seamless calling between Teams softphone and Mitel extensions
- Use Mitel trunks for PSTN calls

## User Experience

- Cross-platform presence system
- Teams users stay in their familiar client using the embedded Teams dialpad for calling

## Licensing & Requirements

- Requires Microsoft + Teams Phone (no Teams Calling Plan needed)
- Concurrent session licensing (not per-user)
- Supports Microsoft Survivable Branch Appliances (extra license)
- OpenScape SBC deployed as ESXi appliance



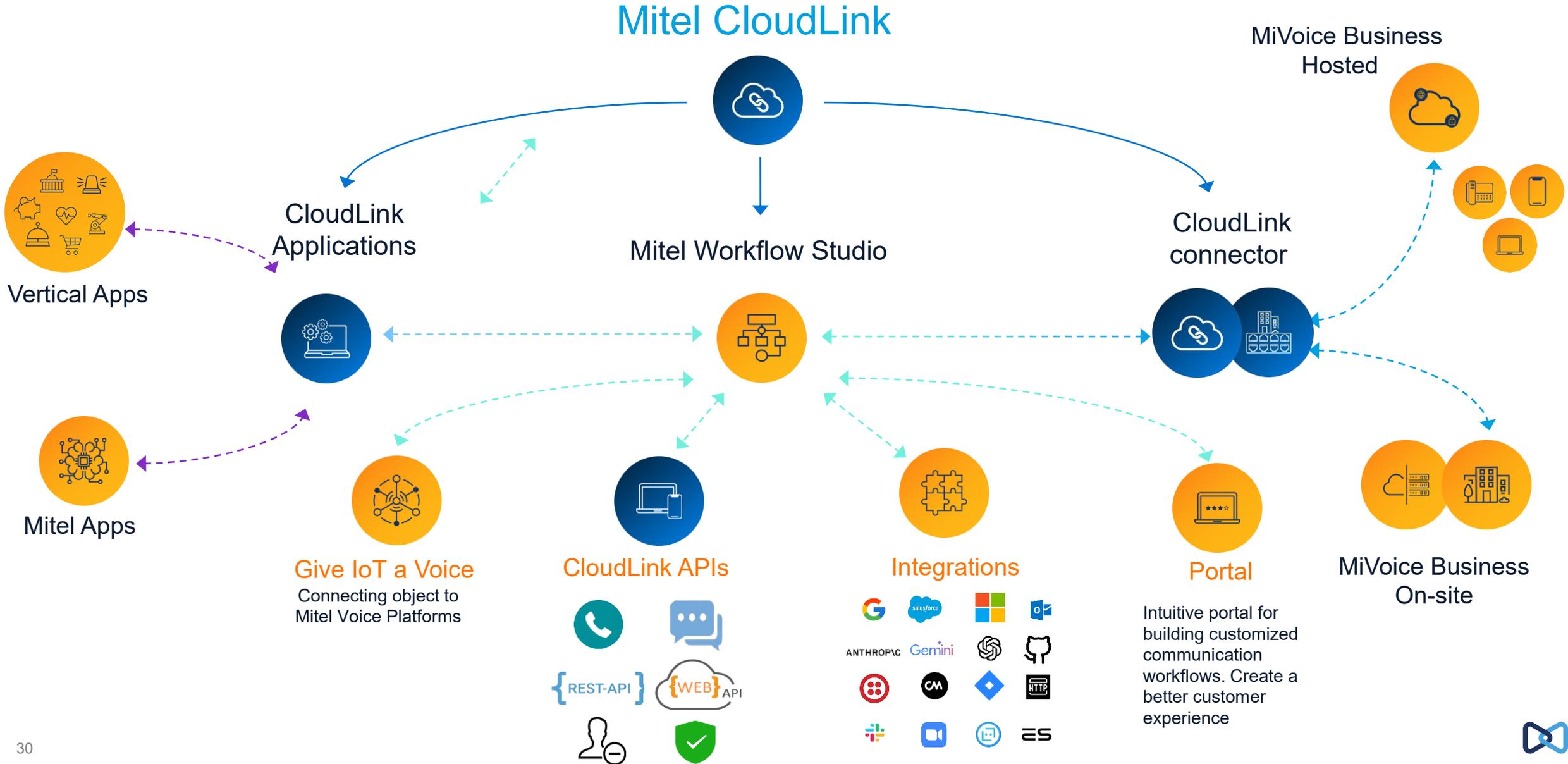


# Mitel CloudLink

*A single platform connecting voice, apps, and AI to create new service opportunities*



# Mitel CloudLink: Bridging Apps, Workflows, and Communications



# The Building Blocks of Workflow Studio



*Workflow Designer Activity Wheel*

**Triggers** – Define when a workflow begins – from an inbound call, chat, SMS, HTTP request, IoT event, or scheduled task.

**Actions** – The functional steps a workflow performs, such as placing a call, sending an email or chat, changing presence, connecting to an AI agent, updating a database, or invoking an API.

**Integrations** - Pre-built connectors link Mitel system to external business applications like CRM, ERP, and GenAI platforms.

**Templates** – Ready-to-use workflows combining triggers and actions for common use cases (AI voice agents, auto-attendants). Easily customizable!

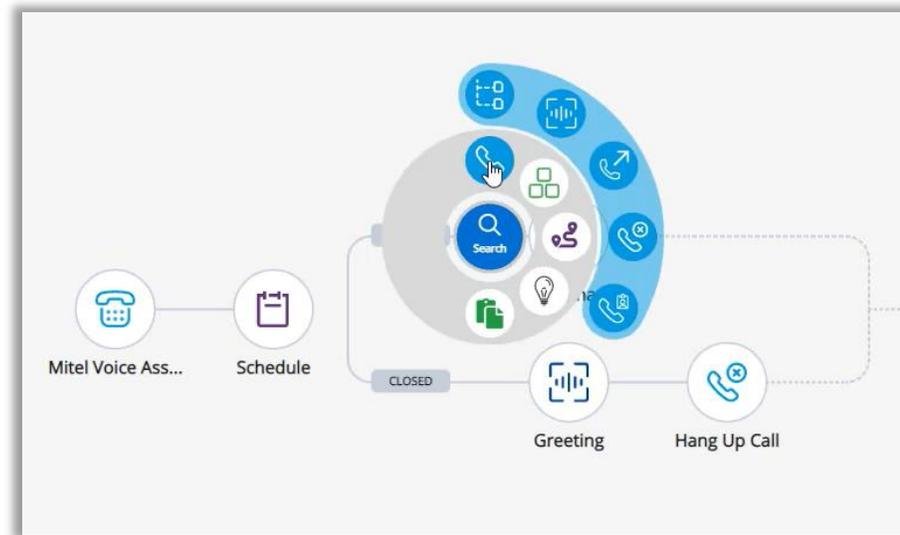


# Intelligent Low-Code / No-Code Auto Attendant

## Features

-  Flexible Greetings
-  Dial Menu Options
-  Simple Dial-by-Name
-  Speech Recognition
-  Multilingual Interactions
-  Text-to-Speech
-  Localization Support
-  Ready-to-Use Templates
-  Google Places Integration

Intelligently direct customers to the people and resources needed to answer their questions and get business done.



**Watch the video!**  
[Overview for Customers](#)

The perfect solution for

- **Small and medium organizations**, with increasing inbound call flow to be managed.
- **Departments of large organizations** that don't need their own contact center.

Handle inbound calls with Workflows. Simple to set up, quickly and efficiently.



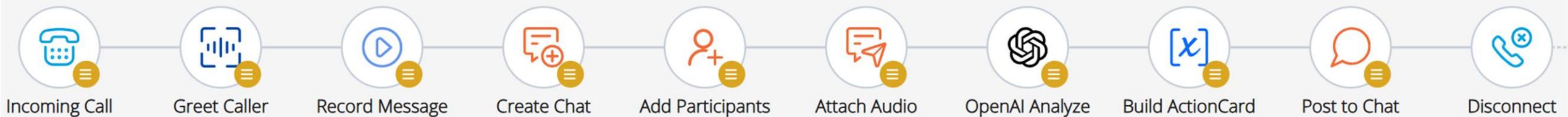
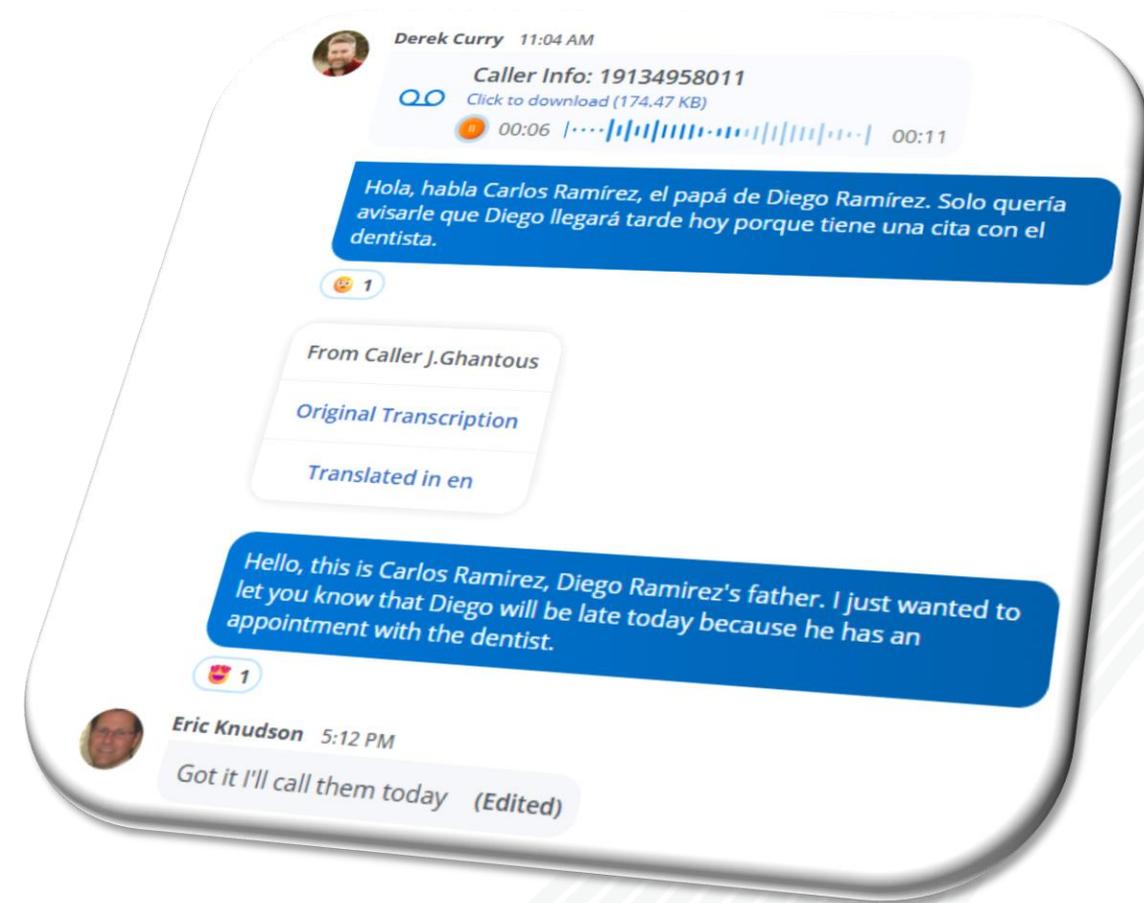
# Use Case – AI Enhanced Group Mailbox

## Workflow at a Glance

- Calls route to Workflow Studio when the group is busy or closed.
- Caller is greeted and prompted to leave a message.
- Recording and caller info are posted to the MiCollab group chat.
- All group members see it immediately.
- Any member can ‘claim’ it with a reaction or quick reply to confirm ownership.

## Key Benefits

- ✓ Team-wide visibility of view/claimed status
- ✓ Caller name & number automatically included.
- ✓ Multi-language caller prompts available.
- ✓ Voicemail **auto-transcription**.
- ✓ Transcript can be **translated** to additional languages.



# Use Case – K-12 Attendance Hotline

## Workflow at a Glance

- Caller dials the attendance hotline
- System plays a greeting with instructions
- Caller records student name and reason for absence
- AI converts the audio to text and extracts details
- Data is logged automatically in an attendance sheet
- Caller receives a confirmation message

## Key Benefits

- ✓ Simple process for parents to report absences
- ✓ Accurate records captures automatically
- ✓ Time saved for office staff and teachers
- ✓ Supports multiple languages through AI translation
- ✓ Audio recordings linked for easy verification
- ✓ Shared attendance log accessible by staff

	A	B	C	D	
1	Date	Time	Text	Phone	Recording
2					
3	7/18/2025	12:00	I am calling from my son Jonathan Braganza. He has a doctor's appointment today.	16138620114	<a href="https://mitel-us-west-2">https://mitel-us-west-2</a>
4	7/18/2025	13:49	Mark Allen, A-L-L-A-N, has a doctor appointment today. Thank you much.	19529304451	<a href="https://mitel-us-west-2">https://mitel-us-west-2</a>
5	7/18/2025	13:51	Hello, this is Mrs. Smith. I'm calling for Mary Smith, S-M-I-T-H. She has an appointment and she'll be out this afternoon. Thanks.	19529304451	<a href="https://mitel-us-west-2">https://mitel-us-west-2</a>
6	7/18/2025	15:38	Hello, this is calling for Jason Smith. He will be absent this morning with a dentist appointment.	16138620114	<a href="https://mitel-us-west-2">https://mitel-us-west-2</a>
7	7/31/2025	11:29	Hi, this is Derek Curry. I was just calling to let you know that my son, Connor, will not be attending this morning. He has a dentist appointment. Thank you.	19134958011	<a href="https://mitel-us-west-2">https://mitel-us-west-2</a>
8					
9					
10	8/15/2025	6:21	This is for Mary Smith, S-M-I-T-H. She'll be out at the dentist today. Thank you very much.	19529304451	<a href="https://mitel-us-west-2">https://mitel-us-west-2</a>
11	9/9/2025	10:31	Hello, Sue Anderson, A-N-D-E-R-S-O-N, will be absent this afternoon with a doctor appointment. Thanks.	19529304451	<a href="https://mitel-us-west-2">https://mitel-us-west-2</a>
12	9/9/2025	11:44	Yeah, I didn't hear the beep. So this is Eric Knudson, K-N-U-D-S-O-N, I'm going to be out for the rest of the day. Thanks.	19529304451	<a href="https://mitel-us-west-2">https://mitel-us-west-2</a>
13	9/10/2025	8:56	Hello, this is for Andy Miller, M-I-L-L-E-R. He'll be out this morning with a brief dentist appointment. He'll be back this afternoon. Thank you.	19529304451	<a href="https://mitel-us-west-2">https://mitel-us-west-2</a>
14	9/16/2025	6:06	Hello, this is Eric. I'm calling for Mike Miller, M-I-L-L-E-R. He's over at the Conference attending the K12 for today. So that's it. Bye now.	19529304451	<a href="https://mitel-us-west-2">https://mitel-us-west-2</a>



# Use Case – After-Hours On-Call Judge

## Workflow at a Glance

- Police officer dials the after-hours on-call judge line
- System checks the schedule and identifies the judge
- Officer hears a greeting with the judge's name
- Officer is prompted to enter their badge ID
- Badge ID is captured and validated
- Call details are logged automatically (date, time, officer ID, judge)
- Officer is transferred directly to the on-call judge



## Key Benefits

- ✓ **Clear guidance:** Simple voice prompts; keypad or speech both work
- ✓ **Always accurate:** Connects to the on-call judge based on the schedule
- ✓ **Faster access:** Direct transfer to the judge; operator option for urgent follow-ups
- ✓ **Built-in accountability:** Automatic logs for audits and case reviews
- ✓ **Fewer mistakes:** No guessing or searching for the right judge's number
- ✓ **Reliable anytime:** Consistent after-hours process, nights, weekends, and holidays



# Use Case – Gen AI Based Call Routing

## Workflow at a Glance

- Welcomes the caller with a natural voice prompt.
- Captures the caller's request using speech recognition.
- Google Gemini analyzes the request (Sales, Billing, Support, etc).
- Workflow prepares routing details and a short summary for the recipient.
- Transfers the caller to appropriate destination with context included.

## Key Benefits

- ✓ Better Customer Experience through natural voice interaction.
- ✓ Faster resolutions with AI-driven call routing.
- ✓ Fewer transfers and reduced wait times.
- ✓ More efficient call handling with AI summaries before each call.
- ✓ Transcript can be **translated** to additional languages.



# Hotel Front Desk Voice Assistant

## Conversational AI Receptionist



### Staff Efficiency

- Self-Service concierge for routine guest requests
- Increase live agent availability for more complex request
- Focus on face to face in person interactions

### Improve Guest Experience

- Assist guest anytime any day
- Proactively identify common asked questions
- Increase Call resolution rates

### Employee Satisfaction

- Take the stress off the staff managing routine request
- Spend more quality time in front of guests
- Manage data not people



# Go limitless with Workflow Studio

AI  
ready!

## The growing list of integrations available!

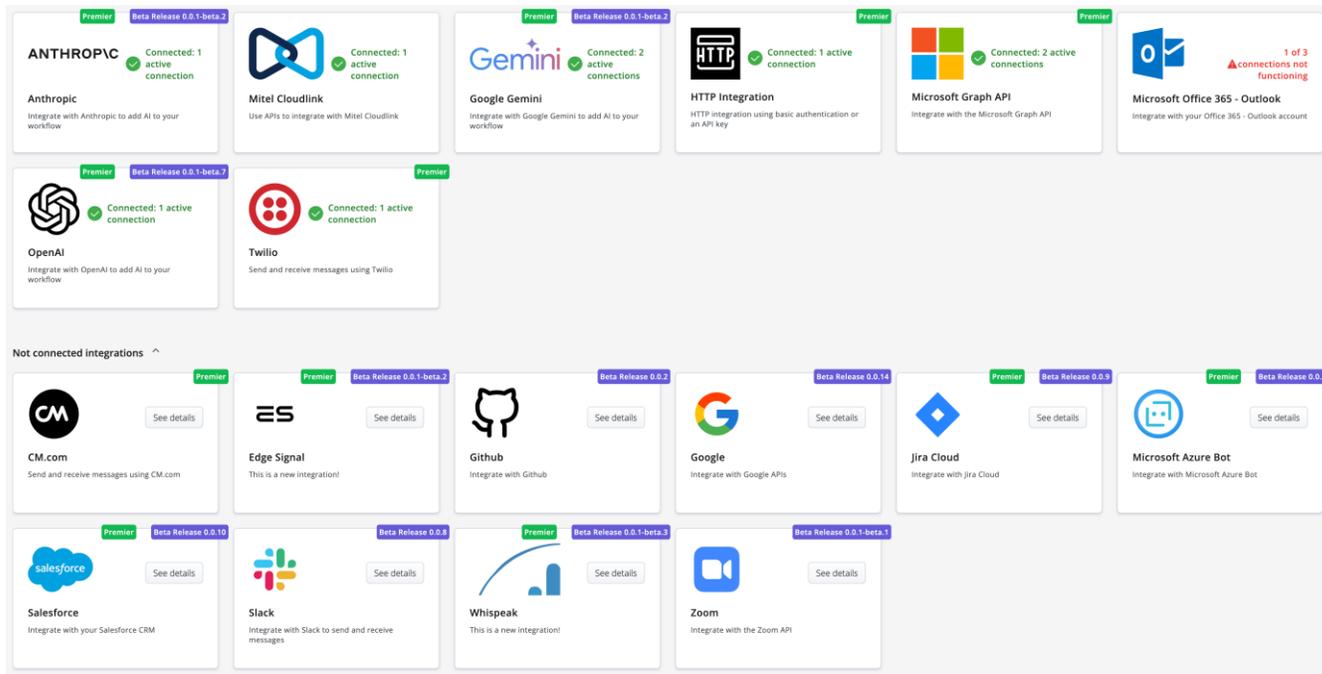


Image: Integrations Directory in [Mitel's Integrations Hub](#)

## ...and the versatility of Mitel APIs

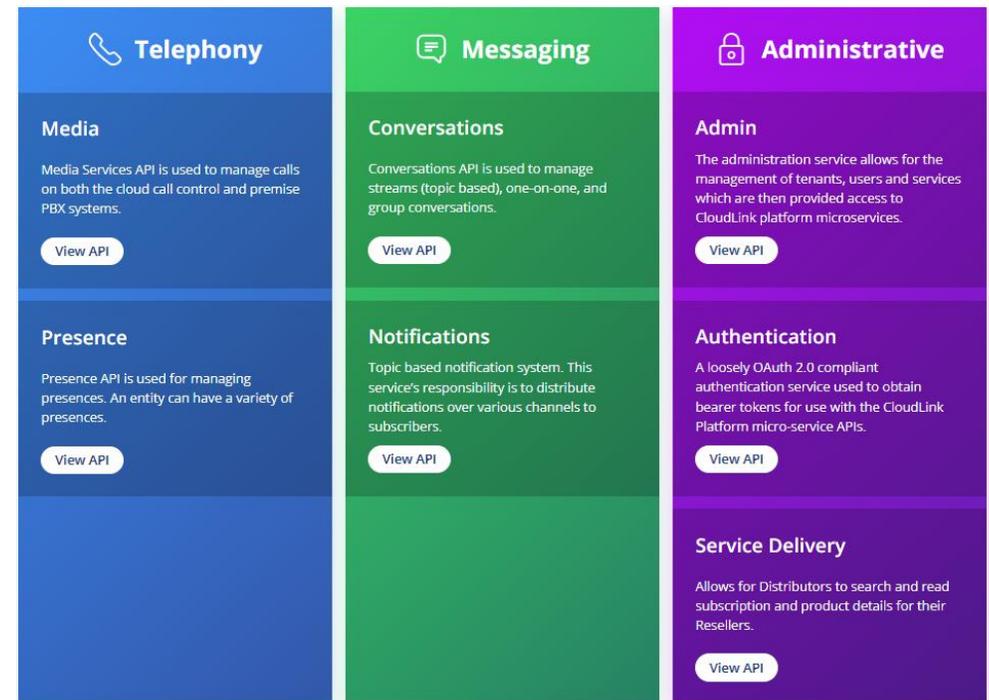


Image: [Mitel APIs](#) cover a wide variety of business needs.

Unlock the Power of Seamless Workflows



# Everything businesses need to deliver **Exceptional CX**

## Flexible Deployment and Purchasing Options

- On-Premise, Private Cloud, Public Cloud
- CapEx or Subscription



# AI-Assisted Channels, Features & Capabilities

## AI Virtual Agent

Intelligent automation powered by generative AI

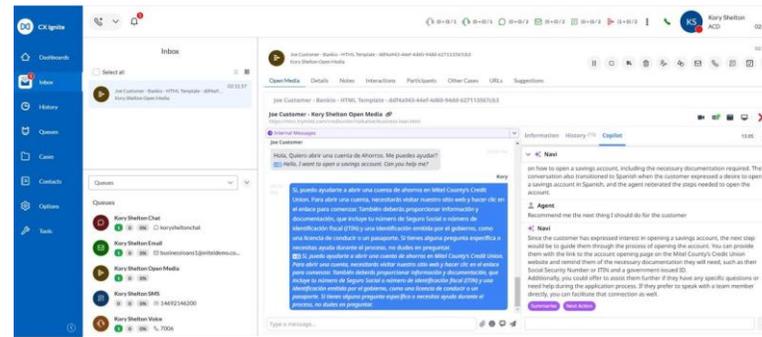
Powered by generative AI and Large Language Models, the AI Virtual Agent (**Voice & Chatbot**) can automate up to 88% of customer queries with highly accurate and human-like responses



## AI Live Agent Assist

Real-time agent chat support enhanced by AI

AI-enhanced Live Chat within the Ignite Agent interface, empowering agents to perform better and faster with real-time response suggestions, next-step advice, and internal-facing assistant, "Navi".



## Social Messaging

Meet & serve on popular platforms

Social messaging that's embedded into the Ignite Agent interface, enabling agents to engage and serve customers via Facebook Messenger, WhatsApp, SMS/MMS, and more.

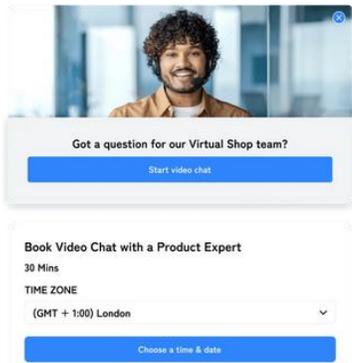


# From Video to Insights – CX Elevates

## Video Chat

Face-to-face interactions, anywhere, anytime

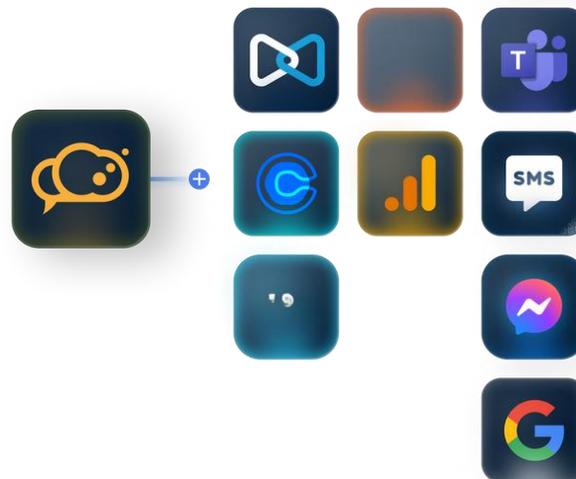
Video chat takes the in-person customer experience online. Deliver high-quality video calls via the website, app, and messaging channels.



## Omnichannel Integration

MCX unifies all channels for a true omnichannel experience

AI-powered channels and assistants ensures a consistent and unified CX at every touchpoint, regardless of the channel.



## Analytics & Reporting

Data-driven insights for continuous improvement

Analytics and reporting features that provide extensive data insights for continuous improvement of CX, operational efficiency, and overall performance.



# Mitel CX INTEGRATIONS

## CRM



## WFO



## Service Management



## Video & Cobrowse



## Social Messaging



## Platform



## Outbound



## AI



## Speech



## Dashboards



## BI



## Digital Workforce



# What makes MiVoice Business *different*?



Choice, flexibility and deployment options for small business to large enterprises



UC for small business with mature feature richness to tailor to unique requirements



Collaboration capability to connect businesses in local markets - scale up and down depending on user needs





**Thank you!**