MiVoice Business
CAPEX (Perpetual Licensing)

User Profiles

A CAPEX purchasing model that provides all the cutting-edge technology, robustness, security, performance, and functionality of MiVoice Business that CIOs demand, and CFOs appreciate.

MiVoice Business on a one-time CAPEX purchasing model.

MiVoice Business CAPEX offers unique flexibility

✓ Mix and match user profiles to suit each employee's requirements.

✓ Dynamically add users according to your evolving needs.

✓ Flexible deployment options (on-premise, private cloud or public cloud) that can evolve according to your IT strategy.

User Profiles

MiVoice Business CAPEX offers the following user profile options, so every user is empowered with the functionality they need.

✓ **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:** Ideal for executives, road warriors and other knowledge workers who need the full suite of calling and real-time collaboration features, transitioning easily between desk, mobile and PC softphone.

✓ **Contact Center:** Omnichannel customer experience management with the tools to maximize staff performance.

✓ **Workforce Optimization:** Interaction Recording, Quality Management, Speech and Desktop Analytics, as well as Workforce Management.

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MiVoice Business CAPEX User Profiles

"O" = Optional	Single Line	UCC Basic	UCC Entry	UCC Standard
Phone System				
Caller ID name & number	✓	✓	✓	✓
Emergency calling	✓	✓	✓	✓
High-definition (HD) voice	✓	✓	✓	✓
Auto-attendant[1]	✓	✓	✓	✓
Hot desking	-	✓	✓	✓
One number on multiple devices	-	✓	✓	✓
Voicemail	O	O	✓	✓
Unified messaging	O	O	✓	✓
PC softphone	-	O	✓	✓
Mobile softphone	-	-	O	✓
Teleworker	-	-	O	✓
Attendant console	-	O	-	-
Unified Communications & Collaboration				
Desktop/web client	-	✓	✓	✓
Chat/instant messaging	-	✓	✓	✓
Mobile client	-	-	✓	✓
Calendar integration	-	-	✓	✓
Microsoft Teams™ integration	-	-	✓	✓
Chat storage retention[2]	-	12 months	12 months	12 months
Audio/web collaboration	-	-	✓	✓
SMS and MMS	-	-	✓	✓
3rd party video cross-launch	-	-	✓	✓
Virtual desktop (VDI) support	-	-	✓	✓
Administration				
Call management & phone system administration	✓	✓	✓	✓
Multi-site administration	✓	✓	✓	✓
Custom roles & permissions	✓	✓	✓	✓
Templates for rapid user provisioning	✓	✓	✓	✓
Business & Communications Analytics				
Call log reports[3]	O	O	O	O
Business reporting[3]	O	O	O	O
Alarm monitoring & alerting[4]	O	O	O	O
System performance reports[4]	O	O	O	O
Real-time quality-of-service analytics & alerts[4]	O	O	O	O
Platform & Workflow Customization				
Deploy on VMware, Nutanix, AWS, Azure & Hyper-V	✓	✓	✓	✓
Developer platform & APIs	✓	✓	✓	✓
Google integration	-	O	O	O
SFDC integration	-	O	O	O
Support, Security, and Maintenance[5]				
24x7 support	✓	✓	✓	✓
Software & security updates	✓	✓	✓	✓

(1) Includes built-in "Call Flows" auto-attendant as well as Mitel's intelligent auto-attendant, "Voice Assist" which requires SWA
(2) Subject to available storage capacity
(3) Provided by Business Reporter
(4) Requires Premium SWA with Mitel Performance Analytics
(5) Requires SWA. Check terms and conditions with your Mitel Partner

Contact Center User Profiles

Contact Center	Voice Agent	Omnichannel Agent
	Concurrent	Concurrent
Skills Based Routing – Voice Channel	✔	–
Skills Based Routing – Omnichannel (email, chat, SMS, social media)	–	✔
Real-Time Dashboards	✔	✔
Historical Reporting	✔	✔
Workforce Scheduling	✔	✔
Control of Agents / Queues + Visual Queue	✔	✔
Supervisors	✔	✔
Messaging & Routing IVR	✔	✔
Softphone and Collaboration Client	✔	✔

Optional Add-Ons

	Voice Agent	Omnichannel Agent
Google AI (Virtual Agent / Agent Assist)	✔	✔
Screen Pop, CRM Connectors	✔	✔
System Admin (additional)	✔	✔
Self-Service IVR	✔	–
Automatic Speech Recognition IVR	✔	–
Preview Dialer	✔	–
Progressive/Power/Predictive Outbound Dialer	✔	–
CC Business Reporter	✔	–

Omnichannel Agent can be deployed by itself or as an addition to Voice Agent.
Some features listed above require Professional Services.

Workforce Optimization User Profiles

Interaction Recording, Quality Management, and Speech/Desktop Analytics	Essentials	Premier	Elite
Call Recording Base	✓	✓	✓
Call Recording Channel	✓	✓	✓
G.729 Data Compression	✓	✓	✓
Web Command (start/stop via browser)	✓	✓	✓
Web-Based Search and Replay Interface	✓	✓	✓
Trusted Virtualization	✓	✓	✓
GDPR	✓	✓	✓
Insight Reporting	✓	✓	✓
Screen Recording	–	✓	✓
Screen Mute (PCI-DSS)	–	✓	✓
Quality Management Basic (named) x1	–	✓	✓
Quality Management Advanced (named) x1	–	–	✓
Encryption with Key Management	–	–	✓
Emotion Detection	–	–	✓

Optional Add-Ons

	Essentials	Premier	Elite
PC Toolbox (PC-based recording control, search, & replay)	$	$	$
Advanced Downloading (download client + Data Import/Export + Storage Manager)	$	$	$
Speech Analytics (Cognitive)	–	$	$
Salesforce Connector (subscription license)	$	$	$
MiContact Center Outbound Connector	$	$	$
Recording Controls via Phone	$	$	$
Active/Passive SIP Phone Recording	$	$	$
Recording Control, Search and Replay APIs	$	$	$
CTI for MiContact Center Business	$	$	$
Parallel Recording	$	$	$

Workforce Management

- ✓ Forecasting
- ✓ Scheduling
- ✓ Automatic Day-Off and Overtime Optimization
- ✓ Multi-Skill Dynamic Resource Allocation

- ✓ Real-time Adherence with Alerts
- ✓ Intraday Management
- ✓ Time-off Requests (by employee and automated)
- ✓ Gamification

- ✓ Employee Self-Assessment Tools
- ✓ Mobile App
- ✓ Real-time and Historical Reporting
- ✓ Payroll Export

Contact your Mitel partner to generate your MiVoice Business CAPEX quote today!

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