MiVoice Business Subscription Edition 2

User Profiles

MiVoice Business Subscription.
YOUR BUSINESS COMMUNICATIONS, YOUR WAY

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

The MiVoice Business Solution on a monthly per-user payment schedule

Value, flexibility, and support

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

✓ Dynamically increase or decrease the number of users according to your evolving needs.

✓ Flexible deployment options: on-premises, private cloud or public cloud.

✓ The best Customer and Partner support with Premium Software Assurance and Mitel Performance Analytics Plus.

User Profiles

MiVoice Business Subscription Edition 2 offers four user profile options, so every user is subscribed to the features that are right for them.

✓ **Telephony**: Rich business communication including full call control and voicemail features for business users and common area phones.

✓ **Premier**: The solution for executives, road warriors and other knowledge workers who need everything in Entry and more to deliver in every business scenario.

✓ **Entry**: Unified Communications client and multiple device support (softphone, mobile, desk phone, etc).

✓ **Elite CX**: Designed specifically for Contact Center agents in organizations of all sizes to deliver the best customer experience.

Subscribe every user to the features that will empower them!

MiVoice Business Subscription Edition 2 User Profiles

Four User Profiles for MiVoice Business Subscription Edition 2 to *MIX* and *MATCH*:

	Telephony	Entry	Premier	Elite CX
Phone System				
Caller ID name & number	✓	✓	✓	✓
Emergency calling	✓	✓	✓	✓
Hot desking	✓	✓	✓	✓
High-definition (HD) voice	✓	✓	✓	✓
Voicemail	✓	✓	✓	✓
Unified messaging	✓	✓	✓	✓
Intelligent auto-attendant	✓	✓	✓	✓
1 number on multiple	-	✓	✓	✓
PC softphone	-	✓	✓	✓
Mobile softphone	-	✓	✓	✓
Attendant console	-	-	-	✓
Unified Communications & Collaboration				
Desktop/web client	-	✓	✓	✓
Mobile client	-	✓	✓	✓
Chat/instant messaging	-	✓	✓	✓
Calendar integration	-	✓	✓	✓
Microsoft Teams™	-	✓	✓	✓
Cloud storage	-	100 MB	10 GB	Unlimited
Cloud storage retention[1]	-	24 months	24 months	24 months
Audio/web collaboration	-	-	✓	✓
SMS and MMS	-	-	✓	✓
3rd party video cross-launch	-	-	✓	✓
Virtual desktop (VDI)	-	-	✓	✓
Contact Center				
Basic ACD	-	-	-	✓
Contact center voice agent	-	-	-	✓
Skills-based routing	-	-	-	✓
IVR for messaging & routing	-	-	-	✓
Preview dialer	-	-	-	✓
CRM integration	-	-	-	✓
Workforce scheduling[2]	-	-	-	✓
Call monitoring including whisper, barge, silent	-	-	-	✓
Real-time dashboards & historical reports	-	-	-	✓
Omnichannel	-	-	-	Add-on
Self-Service IVR	-	-	-	Add-on
Automatic Speech Recognition IVR	-	-	-	Add-on

	Telephony	Entry	Premier	Elite CX
Google Al (Virtual Agent / Agent Assist)	–	–	–	Add-on
System Admin (additional)	–	–	–	Add-on
Workforce Scheduling (additional)	–	–	–	Add-on
Call & screen recording	Add-on	Add-on	Add-on	Add-on
Quality management	Add-on	Add-on	Add-on	Add-on
Speech analytics	Add-on	Add-on	Add-on	Add-on

Administration

	Telephony	Entry	Premier	Elite CX
Call management & phone system administration	✔	✔	✔	✔
Multi-site administration	✔	✔	✔	✔
Custom roles & permissions	✔	✔	✔	✔
Templates for rapid user provisioning	✔	✔	✔	✔

Business & Communications Analytics

	Telephony	Entry	Premier	Elite CX
Business reporting[3]	✔	✔	✔	✔
Call log reports	✔	✔	✔	✔
Alarm monitoring & alerting	✔	✔	✔	✔
System performance reports	✔	✔	✔	✔
Real-time quality-of-service analytics & alerts	✔	✔	✔	✔

Platform & Workflow Customization

	Telephony	Entry	Premier	Elite CX
Deploy on VMware, Nutanix, AWS, Azure & Hyper-V	✔	✔	✔	✔
Developer platform & APIs	✔	✔	✔	✔
Google integration	–	–	✔	✔
SFDC integration	–	–	–	✔

Support, Security, and Maintenance[4]

	Telephony	Entry	Premier	Elite CX
24x7 support	✔	✔	✔	✔
Software & security updates	✔	✔	✔	✔

(1) Subject to available storage capacity
(2) Workforce Scheduling is a named license. More may need to be added.
(3) Provided by Business Reporter and MPA+, requires at least 1 Elite CX user profile
(4) Check terms and conditions with your Mitel Partner

mitel.com

Mitel
Powering connections