

MITEL MiCONTACT CENTER EDITIONS COMPARED

A HIGHLY FLEXIBLE, THREE-TIERED OFFERING

Mitel® MiContact Center Office, Business, and Enterprise Edition are designed for small, medium, and enterprise-sized businesses using Mitel's MiVoice platforms. MiContact Center Office is an entry-level solution designed for small contact centers or workgroups with up to 200 agents. Business Edition offers the core, sophisticated contact center features included in Enterprise Edition and is limited only by scale. Enterprise Edition is available in several different Starter Pack levels so you can tailor your contact center solution feature set to your unique business needs. Whether you run a large, multi-site corporation or a high volume, dynamic small or medium-sized business, this document will help you decide which solution is right for your business needs.

MiCONTACT CENTER OFFICE

MiContact Center Office is an entry-level contact center solution for small and medium-sized businesses. It enables basic contact centers or workgroups to efficiently monitor, manage, and route calls. It provides real-time business intelligence, including call performance and agent activity reporting, as well as agent productivity tools, including screen pop and PIM integration.

MiCONTACT CENTER OFFICE IS THE RIGHT SOLUTION FOR CONTACT CENTERS THAT:

- Have less than 100 agents
- Share calls amongst a team with less sophisticated ACD
- Have agents with other roles that are not dedicated to answering calls
- Support customer contact via voice or email only
- Integrated with Personal Information Management databases (ex. Microsoft Outlook, ACT!, etc.)
- Are very cost conscious

MiCONTACT CENTER BUSINESS EDITION

MiContact Center Business Edition is designed for small contact centers that want a cost-effective solution that can grow with them. This solution offers a number of applications including historical reporting, real-time monitoring, dynamic agent and queue control, screen pop, and intelligent messaging.

MiCONTACT CENTER BUSINESS EDITION IS THE RIGHT SOLUTION FOR CONTACT CENTERS THAT:

- Comprise a single site
- Have 50 or fewer agents and 10 or fewer supervisors

- Need a cost-effective solution
- Want a solution that can grow with the needs of their business
- Run over 125 contact center reports

MiCONTACT CENTER ENTERPRISE EDITION

MiContact Center Enterprise Edition addresses the highly sophisticated contact center market, and supports all forms of communication including voice, email, web chat, fax², and social media contact distribution. With four different licensing levels, this contact center solution ensures you have the features your contact center solution needs, offering a scalable, resilient solution that combines robust IP communications platforms, Automatic Call Distribution (ACD), and a suite of feature-rich, web-based applications for streamlining contact center management and ultimately enabling "agents anywhere" productivity.

MiCONTACT CENTER ENTERPRISE EDITION IS THE SOLUTION FOR CONTACT CENTERS THAT:

- Comprise multiple sites
- Have more than 50 agents
- View real-time statistics on desktop marquee for agents and supervisors
- Identify callers in queue and change their answer priority in real time
- Demand a resilient set up
- Schedule agents and measure adherence

FEATURE MATRIX | MITEL MiCONTACT CENTER EDITIONS COMPARED

MITEL ACD SUPPORT

Product/Service	Office Edition	Enterprise Edition				Business Edition
		BASIC	STANDARD	ADVANCED	PREMIUM	
Inbound (voice)	✓ (ACD Express only)	✓	✓	✓	✓	✓
Inbound Multimedia · Email · Web Chat · Fax	✓ (Media Blending – email only)	–	–	–	✓	Optional BE Multimedia Contact Center with choice of two additional medias
Multi-channel Support · Unified Visual Queue (push and pull routing for all media) · Skills Based Routing · Visual Workflow Diagramming	✓ (Email Blending – Skills Based Routing only)	–	–	–	✓	Optional BE Multimedia Contact Center with choice of two additional medias
Maximum Agents – Single-site	100 per PBX	350 per PBX	350 per PBX	350 per PBX	350 per PBX	50 Agents
Maximum Agents – Across Multiple Sites	200 agents per cluster	350 per PBX or 750 per cluster	350 per PBX or 750 per cluster	350 per PBX or 750 per cluster	350 per PBX or 750 per cluster	–
Maximum Queues	64 Queues per PBX	999 Queues per PBX	999 Queues per PBX	999 Queues per PBX	999 Queues per PBX	999 Queues per PBX
Simultaneous Call Queuing at Multiple Groups	–	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
PBX Skills-based Routing	–	✓	✓	✓	✓	✓
IVR Routing and Messaging ¹ · Type of day · Time of day (Schedule) · Holiday · Queue-conditional messaging · Time in queue messaging · Position in queue · Service level routing · Speech enabled IVR (voice readback)	✓ (Intelligent Router – Type of day, Time of day, Holiday, Queue Conditional Messaging, and Service Level Routing only)	–	All core features plus Updated Position in Queue	All core and Standard features plus ANI / DNIS Routing and Voice Callbacks	All core, Standard, and Advanced features plus Collected Digits, Web Callback, and Remote Database Verification	✓
Unlimited Wrap-up ²	–	✓	✓	✓	✓	✓
Forced Account Code Entry ^{1,3}	–	✓	✓	✓	✓	✓
Blended Media Queue Group	–	✓	✓	✓	✓	✓
Blended Media to the Desktop	–	✓	✓	✓	✓	✓
Overflow On Wait	–	✓	✓	✓	✓	✓
Interflow On Wait	✓	✓	✓	✓	✓	✓
Predictive Overflow On Wait	–	✓	✓	✓	✓	✓

MITEL ACD SUPPORT *(cont'd)*

Product/Service	Office Edition	Enterprise Edition				Business Edition
		BASIC	STANDARD	ADVANCED	PREMIUM	
Dial Out of Queue ¹	–	✓	✓	✓	✓	✓
Automatic Voice Mail Distribution	Optional MiVoice Office Unified Voicemail	Optional MiVoice Business Embedded Voicemail	Optional MiVoice Business Embedded Voicemail	Optional MiVoice Business Embedded Voicemail	Optional MiVoice Business Embedded Voicemail	Optional MiVoice Business Embedded Voicemail
Auto Forward Voice Mail to Email	Optional MiVoice Office Unified Voicemail	–	–	Optional Contact Center Softphone	Optional Contact Center Softphone	–
Call Coding (Account Code)	✓	✓	✓	✓	✓	✓
Make Busy with Reason Codes	–	✓	✓	✓	✓	✓
DND with Reason Codes	✓ (CallViewer only)	✓	✓	✓	✓	✓
Auto Attendant	✓	✓	✓	✓	✓	✓
Auto Answer ¹	–	✓	✓	✓	✓	✓
Virtual Queue Support	–	✓	✓	✓	✓	✓
Multi-site Support	Optional Multi Node License (per node)	Optional with Contact Center Network License (unlimited sites)	Optional with Contact Center Network License (unlimited sites)	Optional with Contact Center Network License (unlimited sites)	Optional with Contact Center Network License (unlimited sites)	–
Virtual Multi-site	✓	250 Sites	250 Sites	250 Sites	250 Sites	–
Fault Tolerant Call Reporting	–	–	–	✓	✓	–
Internal Instant Messaging	–	✓	✓	✓	✓	✓
Outbound · Preview · Progressive · Predictive · Power · Customer Relationship Management (CRM) · Call Scripting Engine · Integration Capabilities (Web Services and APIs) · Reporting · Campaign Management	Third Party	Optional with MiContact Center Outbound License				
Abandon Call Callback Automation ¹	–	Custom Development	Custom Development	Custom Development	Custom Development	Custom Development
Operating System (Server)	Windows® 8 ^{®11} , Microsoft® Windows® 7 SP14, Windows Small Business Server 2011, Windows Vista® SP2, Windows Server® 2008 R2 SP1, Windows Server 2008 SP28, Windows Server 2003 R2, Windows Server 2003 SP1, Windows 2003 / 2008 Clustering Services5					
Email Server Support (IMAP/SMTP)	POP and SMTP	Microsoft Exchange 2007/2010/2013, Exchange Online, and Google Apps for Business (Gmail)				

FEATURE MATRIX | MITEL MiCONTACT CENTER EDITIONS COMPARED

AGENTS

Product/Service	Office Edition	Enterprise Edition				Business Edition
		BASIC	STANDARD	ADVANCED	PREMIUM	
Number of Simultaneous Agent Groups per Agent	8	32 (PBX Dependent)	32 (PBX Dependent)	32 (PBX Dependent)	32 (PBX Dependent)	32 (PBX Dependent)
Agent Group Presence	✓	✓	✓	✓	✓	✓
Single Agent ID for Multi-group Presence	✓	✓	✓	✓	✓	✓
Agent Hotdesking	✓	✓	✓	✓	✓	✓
Work at Home Agents (External Hotdesking Agents)	✓	✓	✓	✓	✓	✓
Supervisor Help	✓	✓	✓	✓	✓	✓
Graphical User Interface	✓	✓	✓	✓	✓	✓
Graphical Threshold alerts	✓	✓	✓	✓	✓	✓
Desktop Wall Board Marquee	✓	✓	✓	✓	✓	✓
Caller Information Display (ANIS, DNIS, Collected Digits, Custom Data)	✓	✓	✓	✓	✓	✓
Previous Call Log Display	✓ (Connection Assistant or CallViewer)	✓	✓	✓	✓	✓
Calls Waiting in Queue Display	✓	✓	✓	✓	✓	✓
Real-time Status of Other Agents	✓ (Connection Assistant or CallViewer)	✓	✓	✓	✓	✓
Real-time Status Of Other Users	✓ (Connection Assistant or CallViewer)	✓	✓	✓	✓	✓
Real-time Status of Callers in Queue on Desktop	✓	✓	✓	✓	✓	✓
Real-time Count of Calls in Queue on Desk Phone	✓	✓	✓	✓	✓	✓
CTI Desk Phone Control	✓ (Connection Assistant or CallViewer)	–	✓	✓	✓	Optional Intergrated Client
Softphone Control	✓ (CallViewer)	–	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone
Agent Status / Control on Desktop	✓ (Connection Assistant or CallViewer)	–	–	✓	✓	✓
Agent Status / Control on Desk Phone	Optional Connection Assistant or CallViewer	✓	✓	✓	✓	✓
Real-time control of Callers in Queue on Desktop	✓	–	–	✓	✓	–
Pre-announce with Desk Phones ¹	–	–	Third Party	Third Party	Third Party	Third Party
Pre-announce with Softphones ¹	–	–	–	✓	✓	✓
Screen Pop	✓	–	–	✓	✓	Optional Contacenter Screen Pop
Enterprise Presence / Chat Integration	–	–	✓	✓	✓	✓
Agent Recording ¹	Third Party	Optional IQ Premium or OAISYS® Integration for IVR Routing	Optional IQ Premium or OAISYS® Integration for IVR Routing	Optional IQ Premium or OAISYS® Integration for IVR Routing	Optional IQ Premium or OAISYS® Integration for IVR Routing	Optional BE IQ
Click to Dial ¹	✓ (Connection Assistant or CallViewer)	Custom Development	Custom Development	Custom Development	Custom Development	Custom Development
Microsoft Outlook®, Microsoft CRM, Microsoft Access®, GoldMine®	✓	–	–	✓	✓	Optional with Contact Center Screen Pop

SUPERVISOR⁶

Product/Service	Office Edition	Enterprise Edition				Business Edition
		BASIC	STANDARD	ADVANCED	PREMIUM	
Advanced Supervisors (Reporting and Real Time)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	5 ⁷
System Administrators (Advanced Supervisor Features Plus Configuration and Administration)	Unlimited	2 Included / Unlimited Max	2 Included / Unlimited Max	2 Included / Unlimited Max	2 Included / Unlimited Max	1 included / 10 max ⁷
Agent Forecasting	–	✓	✓	✓	✓	✓
Flexible Reporting	–	–	✓	✓	✓	✓
Default Refresh Rate	Real time	Real time	Real time	Real time	Real time	Real time
Real-time Statistics on Desktop	✓	✓	✓	✓	✓	✓
Silent Monitor	✓	✓	✓	✓	✓	✓
Group Silent Monitor	✓	✓	✓	✓	✓	✓
Color-coded Notifications	✓ (Real Viewer)	✓	✓	✓	✓	✓
Audible Notifications	✓ (Real Viewer)	✓	✓	✓	✓	✓
Status and Statistics · Agents · Agent groups · Queues · Queue groups · Charts · Marquee	✓	✓	✓	✓	✓	✓
Manipulate Callers in ACD Call Flow	✓ (Connection Assistant or CallViewer)	–	–	✓	✓	–
Call Monitor and Barge-in from Softphone	✓	–	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone
Call Monitor and Barge-in from Desk Phone	✓	✓	✓	✓	✓	✓
Enterprise Presence / Chat Integration	–	–	✓	✓	✓	✓
Schedule Adherence Monitor · Agent Shift	–	Optional Workforce Scheduling	Optional Workforce Scheduling	Optional Workforce Scheduling	Optional Workforce Scheduling	–
Call Costing Monitor	–	Optional MiVoice Call Accounting	✓	✓	✓	Optional MiVoice Call Accounting
Real Time Client Tablet Support ¹⁰	–	–	–	–	✓	Optional BE Multimedia Contact Center

FEATURE MATRIX | MITEL MiCONTACT CENTER EDITIONS COMPARED

HISTORICAL REPORTING

Product/Service	Office Edition	Enterprise Edition				Business Edition
		BASIC	STANDARD	ADVANCED	PREMIUM	
Reporting Formats	.CSV, .XLS, .DOC, .HTML, .ASP, .WML, Director Workforce Management Export	Microsoft Excel®, PDF	Microsoft Excel®, PDF	Microsoft Excel®, PDF	Microsoft Excel®, PDF	Microsoft Excel®, PDF
Historical Reports	66 historical and 182 real-time reports (for Reporter) and 83 and 284 real-time reports (for Reporter Pro)	425+ Reports	425+ Reports	425+ Reports	425+ Reports	125 Reports
Multi Groups Agent Reporting	✓	✓	✓	✓	✓	✓
Agent Hotdesking Reporting	✓	✓	✓	✓	✓	✓
Agent Forecast Reports	–	✓	✓	✓	✓	✓
Unlimited Wrap-up Time Reporting	–	✓	✓	✓	✓	✓
Account Code Compliance Reporting	✓ (Reporter and Reporter Pro)	✓	✓	✓	✓	✓
General Business Reporting (Extension, Hunt / Ring Group, Trunk)	✓	✓	✓	✓	✓	✓
Call Costing Reports	✓	Optional MiVoice Call Accounting	✓	✓	✓	Optional MiVoice Call Accounting
Billing Reports	–	Optional MiVoice Call Accounting	✓	✓	✓	Optional MiVoice Call Accounting
Toll Fraud Reports	–	Optional MiVoice Call Accounting	✓	✓	✓	Optional MiVoice Call Accounting
Multiple Tariffs (Including Inbound)	–	Optional MiVoice Call Accounting	✓	✓	✓	Optional MiVoice Call Accounting
Historical Traffic Reporting ¹	✓	–	✓	✓	✓	Optional MiVoice Call Accounting
Real-Time Traffic Reporting on Telephone System (in 15 Minute Intervals) ¹	✓	✓	✓	✓	✓	✓
Automatic Reports Scheduler • Print • Email	✓	✓	✓	✓	✓	✓
Agent and Queue Performance Reports	✓	✓	✓	✓	✓	✓
ACD Call Distribution Reports	✓	✓	✓	✓	✓	✓
Abandoned Call Count Reports	✓	✓	✓	✓	✓	✓
Caller ANI Abandoned Report	✓	✓	✓	✓	✓	✓
Wrap-up Code Reports	–	✓	✓	✓	✓	✓
Cradle to Grave Reporting	✓	✓	✓	✓	✓	✓
Multimedia Reporting (Charts/Graphs)	✓	–	–	–	✓	Optional Business Edition Multimedia Contact Center
Call Annotation Reporting	✓	✓	✓	✓	✓	✓
Custom Report Creation	✓	Available in Microsoft Excel only	✓	✓	✓	✓

LED READER BOARD

Product/Service	Office Edition	Enterprise Edition				Business Edition
		BASIC	STANDARD	ADVANCED	PREMIUM	
Wall Board Sign Support	Single Wall Sign	TCP – Unlimited Signs Serial – Max 15 Signs / Serial Port	TCP – Unlimited Signs Serial – Max 15 Signs / Serial Port	TCP – Unlimited Signs Serial – Max 15 Signs / Serial Port	TCP – Unlimited Signs Serial – Max 15 Signs / Serial Port	TCP – Unlimited Signs Serial – Max 15 Signs / Serial Port
Ad Hoc Text Messages	–	✓	✓	✓	✓	✓
Real-time Statistic Messages	✓	✓	✓	✓	✓	✓
System Alarms	✓	✓	✓	✓	✓	✓

A LA CARTE PARTS

Product/Service	Office Edition	Enterprise Edition				Business Edition
		BASIC	STANDARD	ADVANCED	PREMIUM	
Virtual MiContact Center Office, MiContact Center, IVR Routing, and Virtual MiContact Center Bundle ⁸	Optional Virtual Appliance (vApp) with Operating System included	Optional Virtual Appliance (vApp) with Operating System included	Optional Virtual Appliance (vApp) with Operating System included	Optional Virtual Appliance (vApp) with Operating System included	Optional Virtual Appliance (vApp) with Operating System included	Optional Virtual Appliance (vApp) with Operating System included
Desktop Hard Phone Control ¹	✓ (Connection Assistant or CallViewer)	–	–	✓	✓	Optional Integrated Client
Softphone Control	✓ (CallViewer)	–	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone	Optional Contact Center Softphone
Workforce Scheduling · Schedule builder · Schedule adherence · Real time · Reporting · Employee portal	–	Optional EE Workforce Scheduling	Optional EE Workforce Scheduling	Optional EE Workforce Scheduling	Optional EE Workforce Scheduling	–
Workforce Management Integrations	–	Custom Development	Custom Development	Custom Development	Custom Development	–
Call recording integration ¹	Third Party	Optional OAYSIS	Optional OAYSIS	Optional OAYSIS	Optional OAYSIS	Optional OAYSIS
CRM integration ¹	Salesforce.com / Microsoft CRM / Requires Custom Development	Salesforce.com / Microsoft CRM / Requires Custom Development	Salesforce.com / Microsoft CRM / Requires Custom Development	Salesforce.com / Microsoft CRM / Requires Custom Development	Salesforce.com / Microsoft CRM / Requires Custom Development	Salesforce.com / Microsoft CRM / Requires Custom Development

FEATURE MATRIX | MITEL MiCONTACT CENTER EDITIONS COMPARED

LANGUAGE SUPPORT

Product/Service	Office Edition	Enterprise Edition				Business Edition
		BASIC	STANDARD	ADVANCED	PREMIUM	
English, Canadian French, European French, Latin American Spanish, European Spanish, Brazilian Portuguese, Dutch, Italian, German, and Simplified Chinese	English only	✓	✓	✓	✓	✓

¹ Not available on the Mitel MiVoice Office Platform.

² If using MiContact Center Worktimer.

³ If using MiContact Center Classification Codes.

⁴ Windows 7 SP1 is supported as an Enterprise Server operating system when used in conjunction with MiContact Center Business Edition or MiVoice Call Accounting only, and is supported for SQL Server 2005 and 2008 Express Edition only.

⁵ Mitel SDK 3.1.1.2 is required in order to use MiContact Center Business/Enterprise Edition and MiVoice Call Accounting applications with this server.

⁶ As long as a feature is in the level of Starter Pack owned, supervisors can access the feature, even if agents are licensed at a lower level. The only exception to this rule is when supervisors are also configured as working agents.

⁷ In MiContact Center Business Edition, these supervisors are called Desktop Supervisors and are the only kind of supervisors in Business Edition.

⁸ Virtual IVR Routing and Virtual MiContact Center bundles are not supported for use with MiVoice Office Platforms. All vApps include Windows Server 2008 R2 and are 64-bit only.

⁹ Fax is supported using email media only. Dedicated email queues can be configured to handle inbound email with fax attachments. The ability to send fax through email is a configuration supported by most fax servers.

¹⁰ Tablet support is natively delivered via any Windows 8 tablet. The capability to support other tablet OSs is supported when running in a VMware View desktop virtualization environment. The supervisor client can run on any tablet OS that VMView supports today. This includes Android and Apple iOS. Softphone is the only capability that is not supported on Android and iOS tablets. All other supervisor functionality that are offered with a Windows 8 tablet is offered.

¹¹ Windows 8 support is available for stand-alone MiContact Center Office only.

MITEL | SIMPLY COMMUNICATING®

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