



MiCloud Flex

Service Plans

Flexible Plans Deliver Customised Cloud Services

Choose the Right Combination of Unified Communications and Collaboration Tools for Your Business Needs

Convenient and Cost Effective

Every business has unique communications needs. MiCloud Flex has four different profile options, so you can subscribe to the features that are right for your business. Mitel gives you the flexibility to mix and match service levels, allowing you to easily adapt to changing or growing business demands. MiCloud Flex plans are outlined below:

Basic IP Telephone: Enhanced extensions providing functional coverage for lobbies and meeting rooms with business communications features.

Standard IP Telephone: Enhanced extensions providing functional coverage for lobbies and meeting rooms with business communications features, and voicemail.

Entry UCC: For business users that want the flexibility and power of Mitel voice and real-time communications applications with twinning, and multiple devices. Primarily for desk centered users with collaboration requirements such as presence and chat.

Standard UCC: Perfect for on-the-road or home workers who need a full suite of calling and real-time collaboration features. Includes application integrations with Google and team collaboration.

Premium UCC: Ideal for executives, road warriors and other knowledge workers who need the full suite of calling and real-time collaborations features, with optional MiTeam workspace collaboration, transitioning easily between desk phone, mobile phone and PC phone, workers are always accessible. Includes application integrations with Google, and SalesForce, with optional integration with Skype for Business.

Service Plan Benefits

Mix and match levels, buying just the services you need

Change service levels to adapt to business demand as they arise

All levels include business telephony features and great customer service

MiCloud Flex Features

| FEATURES | Basic IPT | Standard IPT | Entry UCC | Standard UCC | Premium UCC |
|---|-----------|--------------|-----------|----------------|----------------|
| Full PBX Features | ✓ | ✓ | ✓ | ✓ | ✓ |
| Single Number | ✓ | ✓ | ✓ | ✓ | ✓ |
| Twinning | | | ✓ | ✓ | ✓ |
| Multiple Devices | | | ✓ | ✓ | ✓ |
| Voice Mail w/Fwd2Email | | ✓ | ✓ | ✓ | ✓ |
| Unified Messaging | | | ✓ | ✓ | ✓ |
| Web Client | ✓ | ✓ | ✓ | ✓ | ✓ |
| Desktop Client | ✓ | ✓ | ✓ | ✓ | ✓ |
| IM/Chat | ✓ | ✓ | ✓ | ✓ | ✓ |
| Presence (incl. Tel.) | | | ✓ | ✓ | ✓ |
| Work at Home (Teleworker) | OPTIONAL | OPTIONAL | OPTIONAL | ✓ | ✓ |
| Audio, Web, Video Collaboration | | | | ✓ ¹ | ✓ ¹ |
| Team Collaboration | | | | | OPTIONAL |
| PC/MAC/WebRTC Softphone | OPTIONAL | OPTIONAL | OPTIONAL | ✓ | ✓ |
| Mobile Client w/Softphone & Call Handoff | OPTIONAL | OPTIONAL | OPTIONAL | ✓ ² | ✓ |
| MiVoice SFDC Integration | OPTIONAL | OPTIONAL | OPTIONAL | OPTIONAL | ✓ |
| Skype for Business Integration (MiCollab for Microsoft) | | | OPTIONAL | OPTIONAL | OPTIONAL |

Key/Legend

- ✓ Included in User License
- OPTIONAL Optional add-on to User License. Consult MSP License Guide for additional details.

¹ One-(1) port for every Standard UCC User; One-(1) port for every Five-(5) Premium UCC Users; Nine-(9) ports in base

² Choice of PC Softphone or Mobile Softphone; if both required then Optional Mobile Softphone must also be licensed



| Features | Description |
|-----------------------------|--|
| Business Telephony Features | Hunt / Ring Groups, Localised E999, Call Transfer, Call Forwarding, Call Park, Call Pick Up, Call Hold, Speed Dial, Direct Page, Record A Call, Do Not Disturb, Call History |
| Collaboration Features | Rich presence information, Instant Messaging, Dynamic Status, Corporate Directory Access, Click-to-Call, Collaboration, Call History, Softphone (applicable bundles), Visual Voicemail, Point-to-Point Video, Team Streams, Chats, Pages, Tasks and Meets (applicable bundles) |
| Customer Engagement | Enhanced customer experience with MiCloud Contact Centre IVR messaging and routing, Advanced Speech Recognition (ASR), Text-To-Speech (TTS), multi-media capabilities, call recording, screen recording, workforce scheduling and MiVoice Business Analytics. |
| Consolidated Ring Groups | MiCloud Flex supports a variety of call distribution algorithms described as terminal hunt groups, circular hunt groups, Ring groups. |
| Scalability | Features custom pricing and pay-as-you-grow model for flexibility and cost savings |
| Network Connectivity | Public Internet (Over the Top) or Private Network (MPLS, SD-WAN) |
| Add-ons | MiVoice Skype for Business Integration, Miteam, MiCloud Edge and Geo-Redundancy are all stand-alone products that can be bundled with MiCloud Flex. |