



TRANSFORM YOUR BUSINESS

CHOOSE YOUR CURRENT RELEASE OF MICONCONTACT CENTER BUSINESS SOFTWARE

And we'll show you what you're missing out on!



A MITEL GUIDE



R5

COMPATIBILITY

R5.0

- Not compatible with MiCollab
- MiVoice Business unsupported releases

What MiContact Center Business features am I missing out on?

- IVR Routing
- External Hot Desking Agent
- Windows Authentication and AD support
- MiVoice Border Gateway support
- Contact Center Client Chart Enhancements
- Visually re-designed Reports and Reporting
- Tablet support
- IVR Routing Enhancements
- Multimedia CC for Email, Chat, and SMS
- New "Ignite" Multimedia Agent Desktop
- MiCollab Client and Ignite integration
- Silent Monitor Whisper/Coach capability
- IVR Support for PCI Compliancy
- Reporting Enhancements
- Language Support for 13 languages
- Workforce Management Connectors
- SMS Enhancements
- Web Ignite Agent Client
- Omnichannel Customer/Agent Experience
- Open Media
- High Availability option
- MiCollab SIP Softphone for Hot-Desking agents
- Multimedia Agent support for Mitel WFM
- Contact Center Messenger
- Google AI Virtual Agent and Agent Assist
- Consolidated reporting DB and data dictionary
- 'Smart Suggestions'
- Auto Answer for all media types

Get current on the latest release of MiContact Center Business

- Software Assurance Re-Enlistment
- Concurrent agent licensing, feature enhancements, access to online training, standards compliance

MiCloud Flex

- A purpose built communications solution built on a leading cloud platform
- Includes the following applications:
 - MiVoice Business
 - MiCollab and MiTeam Meetings
 - MiContact Center Business with built-in IVR
 - Business Analytics
 - Interaction Recording, Quality Management and Workforce Management

STOP MISSING OUT!

Get current today!

Contact us at info@4sightcomms.com

R6

COMPATIBILITY

R6.0

- Not compatible with MiCollab
- MiVoice Business R7.0 SP1

What MiContact Center Business features am I missing out on?

- Visually re-designed Reports and Reporting
- Tablet support
- IVR Routing Enhancements
- Multimedia CC for Email, Chat, and SMS
- New "Ignite" Multimedia Agent Desktop
- MiCollab Client and Ignite integration
- Silent Monitor Whisper/Coach capability
- IVR Support for PCI Compliancy
- Reporting Enhancements
- Language Support for 13 languages
- Workforce Management Connectors
- SMS Enhancements
- Web Ignite Agent Client
- Omnichannel Customer/Agent Experience
- Open Media
- High Availability option
- MiCollab SIP Softphone for Hot-Desking agents
- Multimedia Agent support for Mitel WFM
- Contact Center Messenger
- Google AI Virtual Agent and Agent Assist
- Consolidated reporting DB and data dictionary
- 'Smart Suggestions'
- Auto Answer for all media types

Get current on the latest release of MiContact Center Business

- Software Assurance Re-Enlistment
- Concurrent agent licensing, feature enhancements, access to online training, standards compliance

MiCloud Flex

- A purpose built communications solution built on a leading cloud platform
- Includes the following applications:
 - MiVoice Business
 - MiCollab and MiTeam Meetings
 - MiContact Center Business with built-in IVR
 - Business Analytics
 - Interaction Recording, Quality Management and Workforce Management

STOP MISSING OUT!

Get current today!

Contact us at info@4sightcomms.com

R7

COMPATIBILITY

R7.0

- Not compatible with MiCollab
- MiVoice Business R7.0 SP1

R7.1.3

- MiCollab R6.0
- MiVoice Business R8.0

What MiContact Center Business features am I missing out on?

- Reporting Enhancements
- Language Support for 13 languages
- Workforce Management Connectors
- SMS Enhancements
- Web Ignite Agent Client
- Omnichannel Customer/Agent Experience
- Open Media
- High Availability option
- MiCollab SIP Softphone for Hot-Desking agents
- Multimedia Agent support for Mitel WFM
- Contact Center Messenger
- Google AI Virtual Agent and Agent Assist
- Consolidated reporting DB and data dictionary
- 'Smart Suggestions'
- Auto Answer for all media types

Get current on the latest release of MiContact Center Business

- Software Assurance Re-Enlistment
- Concurrent agent licensing, feature enhancements, access to online training, standards compliance

MiCloud Flex

- A purpose built communications solution built on a leading cloud platform
- Includes the following applications:
 - MiVoice Business
 - MiCollab and MiTeam Meetings
 - MiContact Center Business with built-in IVR
 - Business Analytics
 - Interaction Recording, Quality Management and Workforce Management

STOP MISSING OUT!

Get current today!

Contact us at info@4sightcomms.com

R8

COMPATIBILITY

R8.0

- MiCollab R7.0
- MiVoice Business R7.2

R8.1

- MiCollab R8.0 SP2
- MiVoice Business R7.2 SP1

R8.1.4

- MiCollab R8.0
- MiVoice Business R9.0 SP1

What MiContact Center Business features am I missing out on?

- Omnichannel Customer/ Agent Experience
- Open Media
- High Availability option
- MiCollab SIP Softphone for Hot-Desking agents
- Multimedia Agent support for Mitel WFM
- Contact Center Messenger
- Google AI Virtual Agent and Agent Assist
- Consolidated reporting DB and data dictionary
- 'Smart Suggestions'
- Auto Answer for all media types

Get current on the latest release of MiContact Center Business

- Software Assurance Re-Enlistment
- Concurrent agent licensing, feature enhancements, access to online training, standards compliance

MiCloud Flex

- A purpose built communications solution built on a leading cloud platform
- Includes the following applications:
 - MiVoice Business
 - MiCollab and MiTeam Meetings
 - MiContact Center Business with built-in IVR
 - Business Analytics
 - Interaction Recording, Quality Management and Workforce Management

STOP MISSING OUT!

Get current today!

Contact us at info@4sightcomms.com

R9

COMPATIBILITY

R9.0

- MiCollab R8.0 SP1
- MiVoice Business R8.0 SP3

R9.0.2

- MiCollab R8.0 SP1
- MiVoice Business R9.1

R9.1

- MiCollab R9.0
- MiVoice Business R9.0 SP1

R9.1.3

- MiCollab R9.0
- MiVoice Business R9.1

R9.2

- MiCollab R9.2
- MiVoice Business R9.0 SP3

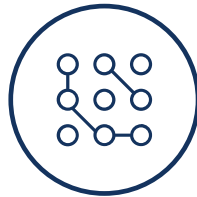
R9.2.3 & R9.3

- MiCollab R9.2
- MiVoice Business R9.1 SP1

What MiContact Center Business features am I missing out on?

You're not missing out, but you can **DO MORE!**

Ask your Mitel representative about the following:



Access to the latest technology

- Google AI Virtual Agent & Agent Assist solutions
- Contact Center Messenger chat and social messaging platform
- Speech Self-Service
- High Availability



Enhancing your CX with Apps

- MiContact Center Outbound
- Mitel Workforce Management
- Mitel Interaction Recording
- Mitel Quality Management
- Mitel Speech Analytics

**STOP
MISSING
OUT!**

Get current today!

Contact us at info@4sightcomms.com

Collaboration technologies and omni-channel communications will be intrinsic to more and more business processes. By ensuring you are on the right release to suit your needs ensures you are flexible, adaptable and always evolving to meet emerging challenges.

Contact us today at info@4sightcomms.com to see how you could benefit from upgrading.

www.4sightcomms.com | info@4sightcomms.com

© Copyright 2020, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation. Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.

