



UCC communication powered by Mitel

Products Overview

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A Global Leader in Business Communications

Mitel's world-class communications, collaboration and contact center solutions provide organizations with the flexibility and choice they need to thrive, both today and as they move toward the future.

- Founded in **1973**
- More than **2,600 employees** worldwide
- More than **4,000 channel partners** worldwide
- Over **1,200 patents & applications**



Mitel *TODAY*

#1

Contact Center
Western Europe

35M+

GLOBAL USERS
in more than
100 COUNTRIES

TOP 3 UC PROVIDER
in more than 10 MAJOR MARKETS

#1

in DECT
WORLDWIDE

#3 IN

CONTACT
CENTER
systems shipped
globally

#3 IN

Private Cloud

#1

IP TELEPHONY
EMEA

#3

IN ON-PREMISE
PBX
WORLDWIDE



MiVoice server – System Life Steps



MiVoice Business

2014 - purchase **AASTRA**

2015 - purchase **MAVENIR**

2017 - purchase **ShoreTel**

MCP 3300



MiVoice A5000



2003 – purchase **ASCOM**

2000 – purchase **NORTEL**

Nexspan



MiVoice MX-ONE

AASTRA MX-ONE Server

2008 - acquired by **AASTRA**

MX-ONE Telephony Server

MX-ONE Telephony Switch

MD 110



Solution for any deployment

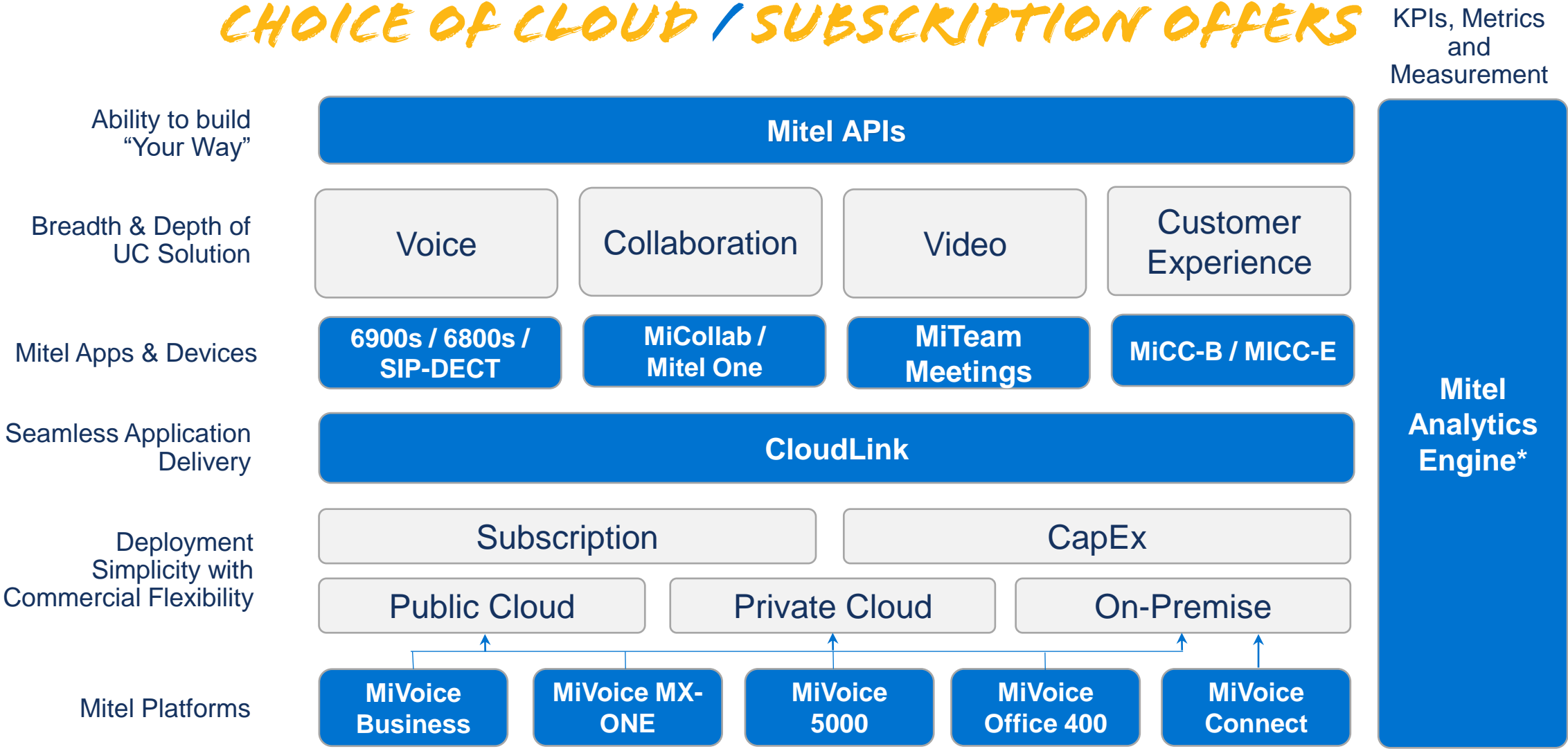
Flexible, *FUTURE-PROOF* Solutions

YOUR CHOICE of deployment and commercial models



Mitel Portfolio Overview

CHOICE OF CLOUD / SUBSCRIPTION OFFERS



MiVoice servers – Unified Hardware platform

EX Controller

- **HW platform for MiVoice servers [Business, A5000, MX-ONE]**
 - ✓ Server virtualized into KVM (up to 4xVM)
 - ✓ Modular TDM gateway
 - ✓ Survivability and SBC options
- Redundancy: Dual Power Supply
- Up to 8 PRI/FXS/FXO cards
- 240 VoIP Channels, incl. SBC (600 sessions)



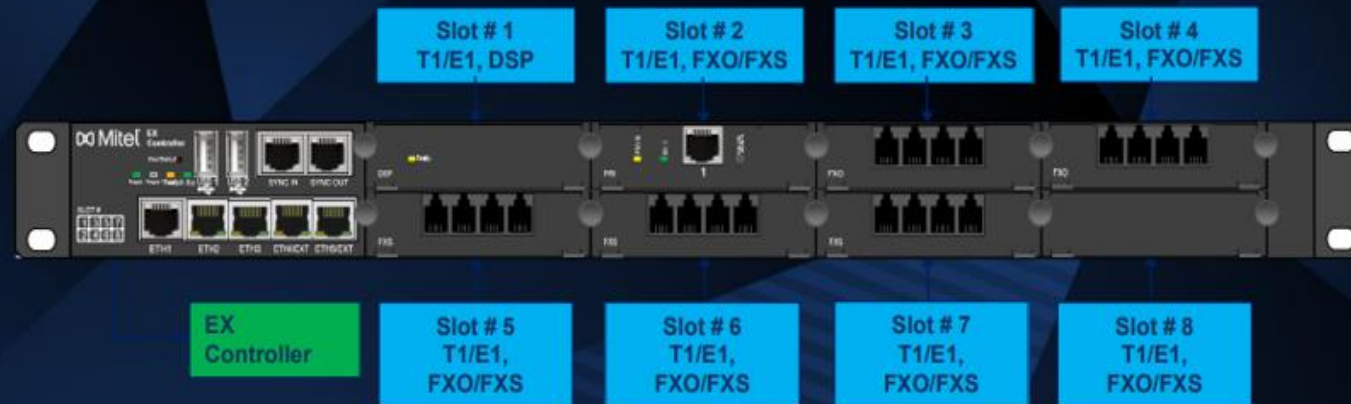
GX Gateway

- **Unified HW gateway for MiVoice servers**
- 120 VoIP Channels, incl. SBC (120 sessions)



EX controller – All-in-one solution

Mitel EX Controller – New TDM Gateway Platform



Total 8 slots for support of Analog lines, LS trunks, T1/E1PRI digital trunks, DSP

- 1 x T1/E1/PRI card – digital trunk connection to PSTN or a PBX, includes DSP
- 4 x FXS card - Connect faxes, analog phones or a PBX
- 4 x FXO card - Connect PSTN LS trunks or a PBX
- DSP module - required to support FXS and or FXO cards, if there is no PRI card installed
- File based MOH supports 128 MB, also USB can be used to provide MOH input

8 slots = max modules 8 PRI, or 7 FXS/FXO + 1 (DSP or PRI)



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End-user Devices

Mitel 69xx SIP phones

NEW TERMINALS

3 new 6900 “w” models come

Available from Q4 2022

- Integrated WiFi – Dual-Band (2.4GHz & 5GHz)
- Standard IEEE 802.11a/b/g/n
- Bluetooth 5.2 [better connectivity]
- Energy Efficient Ethernet (EEE) Support (follows Green IT recommendation)



More models available:

6930 Standard (with Bluetooth)
6930L (without Bluetooth)
6930t (anti-microbial)
6030Lt (anti-microbial, no BT)

6920 Standard
6920t (anti-microbial)



Mitel 69xx series overview

New 6905 / 6910 phones



2.75" 128x48 Display



3.4" 128x48 Display

6970



7" WVGA 480x800 Touchscreen

- PC-Link support via BT (6930/6940)
- One device with full-duplex audio
- Echo cancellation speakerphone
- Headset-less communication



Wide range of Accessories



WiFi access Adapter



Wireless BT Handset



External BT Speaker



Expansion Module



Anti-Microbial Handset



DECT Headset

Phones with antimicrobial treated plastic

- Available today as both DECT and desk phones
- Plastic from BioCote® that reduces virus and bacterial growth by up to 99.9%
- Silver ions are involved in the plastic
- Effective during the life of the phone
- Special marking of the units



Note: BioCote® technology does not protect users or others from pathogenic microbes including COVID-19 and is not a substitute for good hygiene and / or cleaning methods.

BioCote® antimicrobial additives are EPA (US) registered.
BioCote® is the registered trademark of Biocote Limited



Mitel 5634 VoWiFi phone

Durable and robust design

- Bluetooth for headset
- Support for WiFi 802.11r/k and broadband audio
- Larger TFT display
- 3.5 mm headset connector

Security update

- Improved certificate management, SCEP



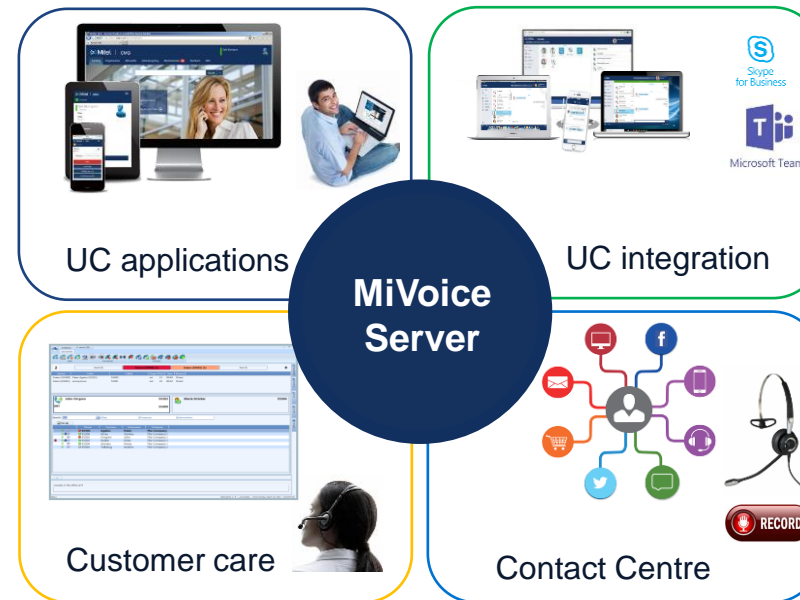
- ✓ Smooth distribution and centralized handling
- ✓ Validated interoperability with all major WiFi providers



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UCC Applications

MiVoice solution for any situation



Hospitality



Conference solution



Recording



Information Reports



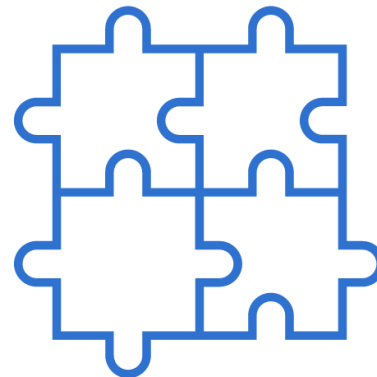
Monitoring



Applications with MiVoice server

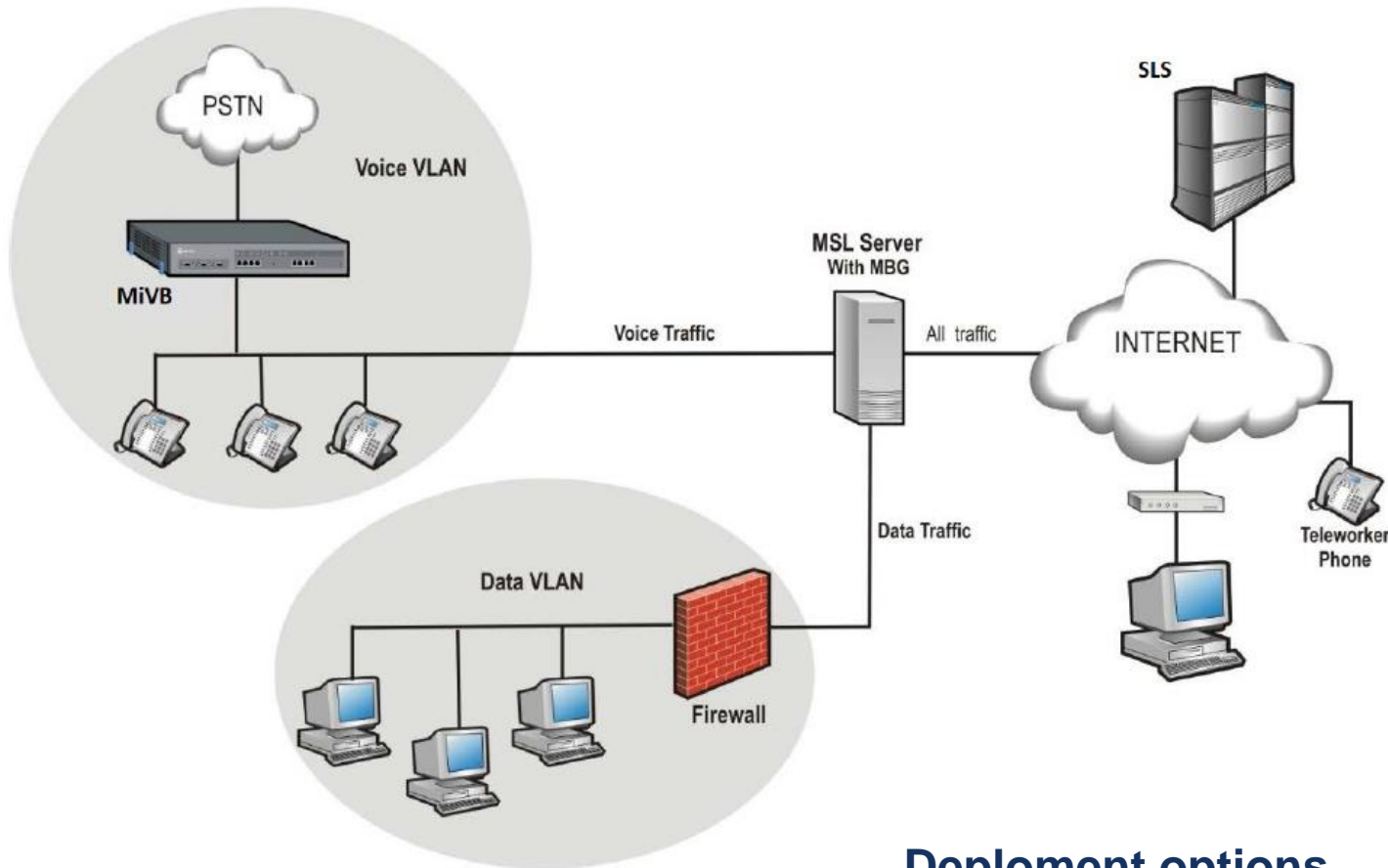
- MiCollab 9.4
- MiVoice Call Recording 9.2
- Mitel Interactive Recording 6.7
- MiCollab Advanced Messaging 9.2
- Mitel Border Gateway 11.3
- Mitel Connected Guests 2.0
- Mitel Performance Analytics 3.1
- MiContact Centre Enterprise 9.5
- MiContact Centre Business 9.3
- Mitel InAttend 2.6
- Mitel CMG 8.5
- Mitel SIP DECT 8.3
- Mitel Alarm Server 4.3

MiVoice



APPs compatible

MBG – Mitel Border Gateway



- SIP license
 - SBC for external SIP channels
 - WebRTC link from web portal
- Teleworker license
 - remote SIP phone extension
 - remote WebRTC extension
 - local WebRTC extension

Deployment options

- MBG at HW server
- vMBG at Vmware server

MiCollab – UCC client

DeepL Access to UC functions in the menu on the left-hand side

- *Contacts*
- *Chat*
- *Virtual workspaces*
- *Call history*
- *Voicemail*
- *Ad hoc meeting on cooperation*

Personal dashboard with recent activities

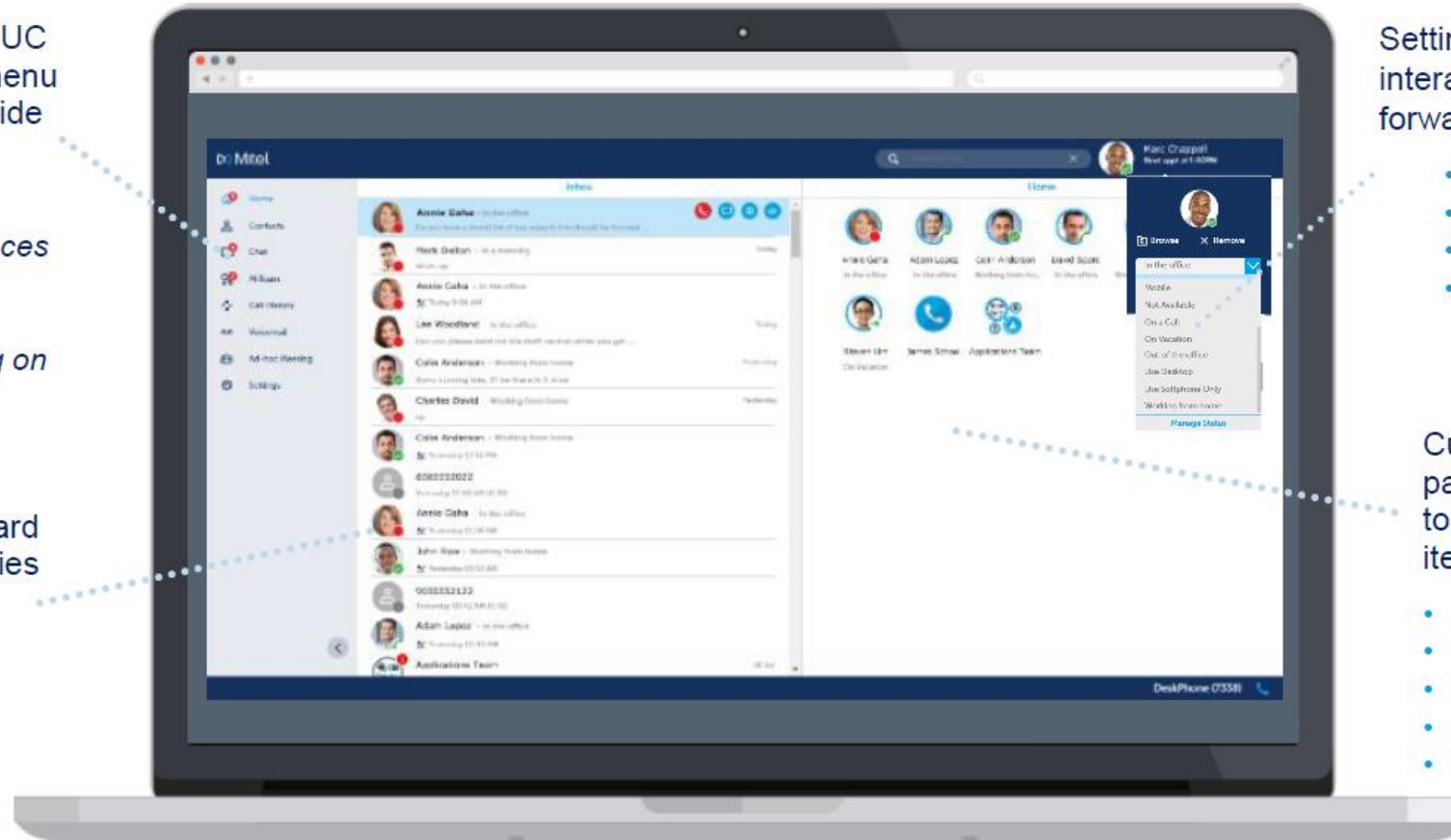
- *Missed calls*
- *Chats*
- *Voicemails*
- *Team activity*

Setting options for interactions and call forwarding

- *Presence display*
- *Call forwarding*
- *Call availability*
- *Calendar notifications*

Customisable start page for DeepL access to frequently used items:

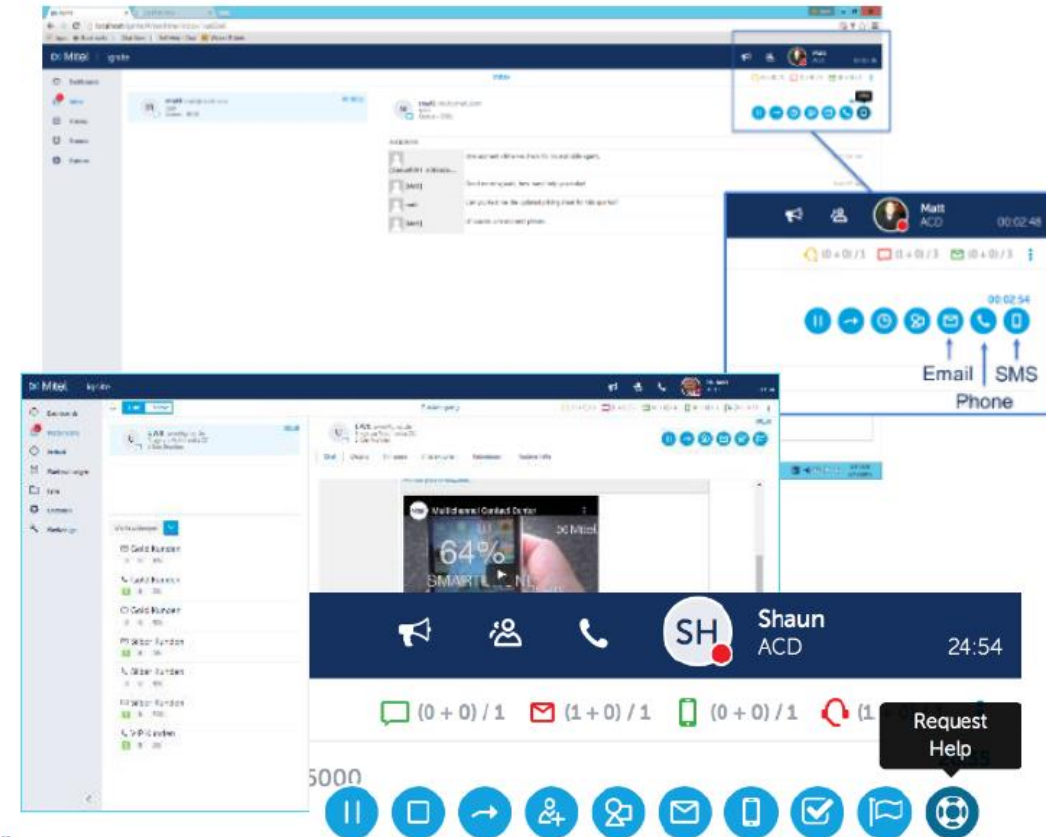
- *Contacts*
- *Websites*
- *Speed dialling*
- *Groups*
- *Work areas*



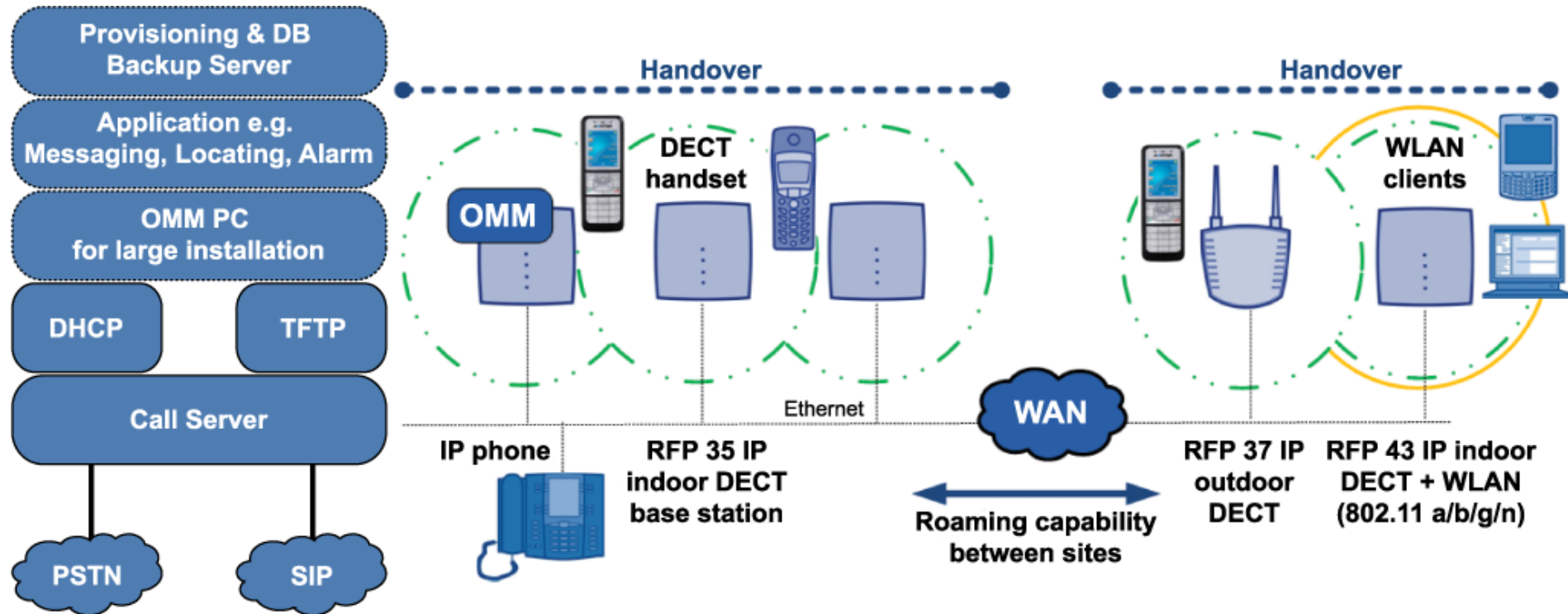
MiContact Centre – Omni Channel CC

- Contact Center for **MiVoice Business**
- Contact Center for **MiVoice MX-ONE**

- Full multimedia support
(Voice, email, web chat, SMS and social media)
- Features all basic CTI and ACD functionality
- "Push & Pull" of all media
- Agents can bring up contacts from the queue
- Dashboards for real-time display of statistical data on staff, agents and queues
- Resubmission and a group journal
- Display of contact information and/or CRM data via **Screen PopUp**
- Seamless transition and escalation from one medium to another incl. maintaining the customer context
 - Voice => Email, SMS
 - SMS => Voice, Email
 - Email => Voice, SMS
 - Chat => Email, Voice, SMS
- Case and call tracking, managing communication with the client. (Similar to a ticketing system)



SIP-DECT OMM (Open Mobility Manager)





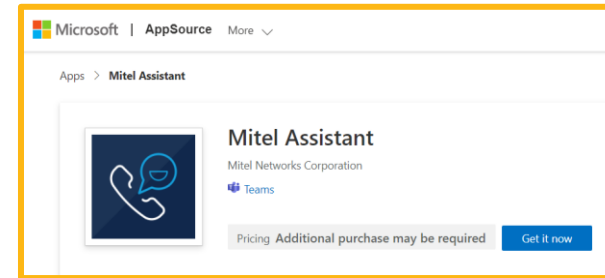
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Mi Assistant

MS Teams integration

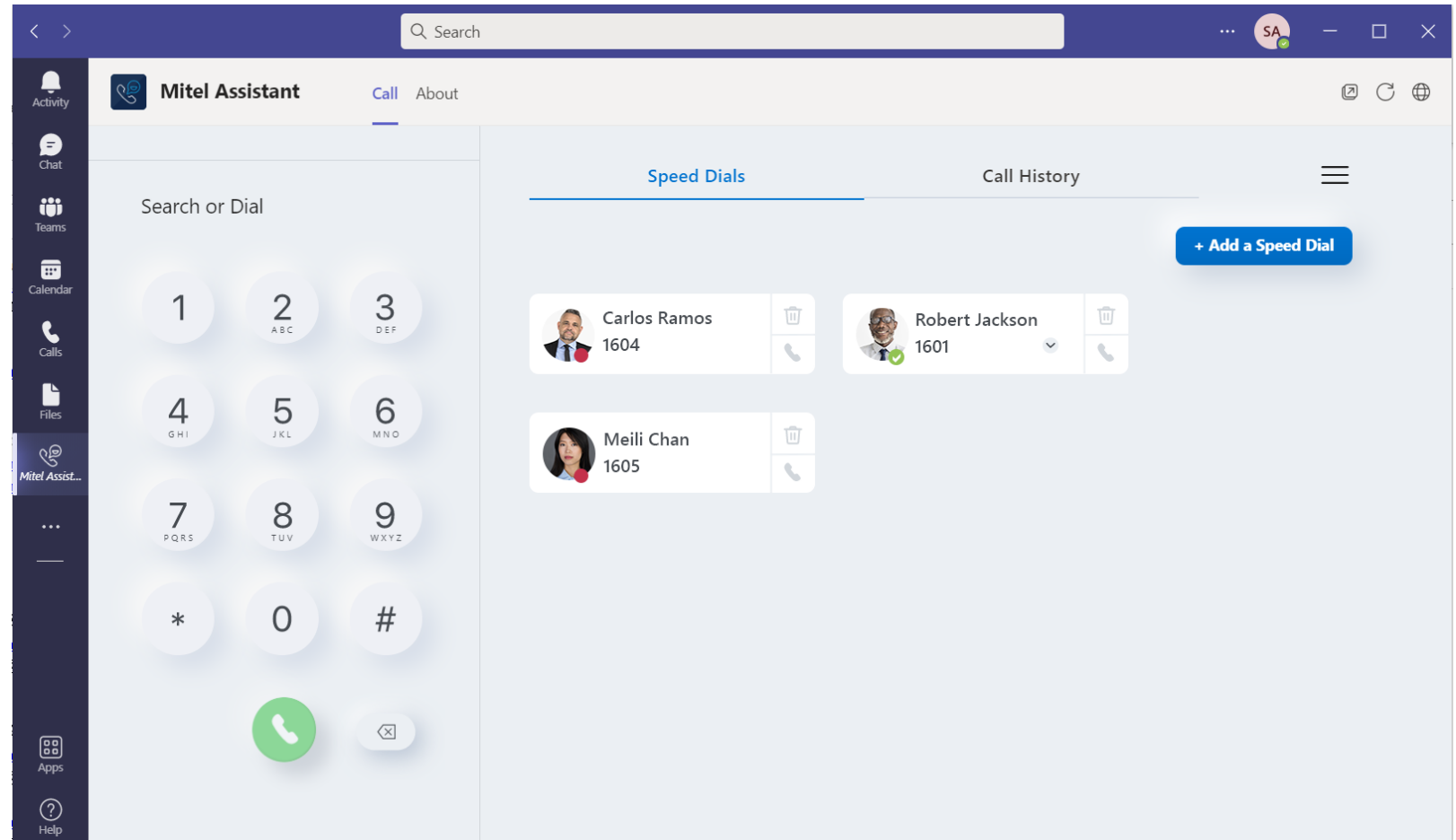
Mitel Assistant

- Free of Charge



Gives the user access to:

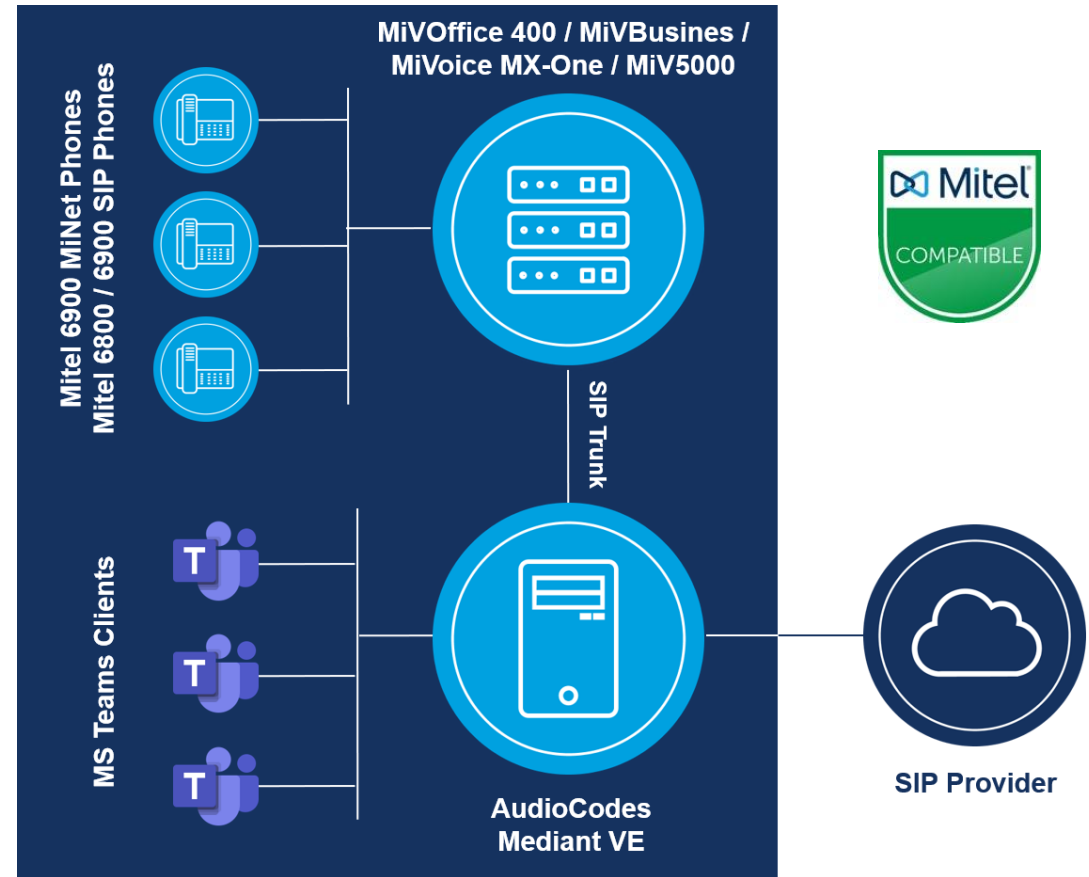
- Office365 and Personal Contacts
- “Dialpad”
- Speed dials
- MS Teams presence (including telephony line state)
- Initiate calls (anchored in the Mitel PBX)



Coexistence with MS Teams – Direct Routing

Direct Routing via 3rd Party SBC

- MSA certified Session Border Controller to perform SIP-trunk connection between MiVoice PBX and MS Teams via SBC
 - AudioCodes
 - Ribbon
 - Oracle
- MS Teams client is the endpoint
- Can be combined with presence sync
- Requires Microsoft E5 or phone license

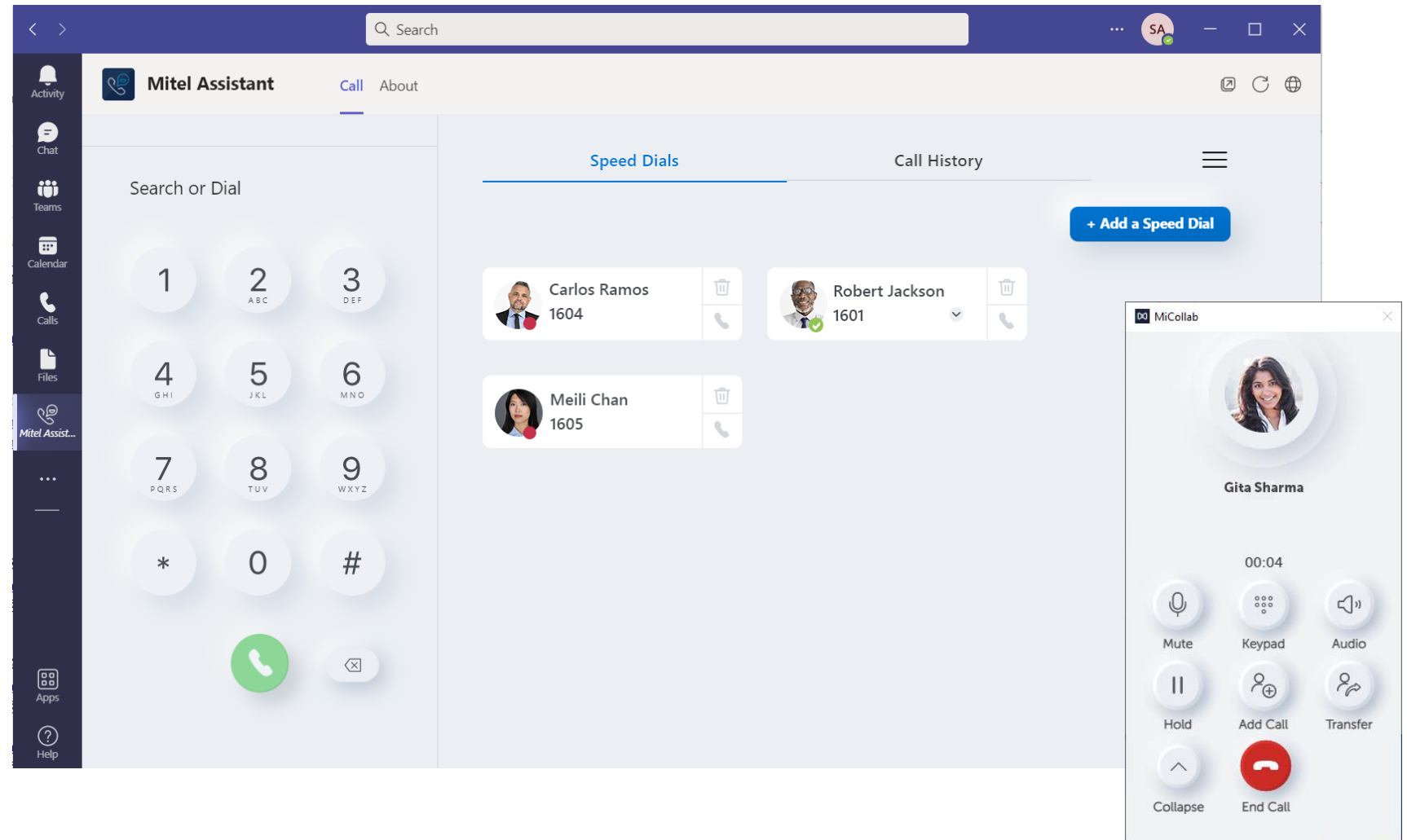


Telephony Only Client – In call (expanded view)

Mid-call Floater

- Features:

- Keypad
- Mute
- Hold
- Transfer
- Conference
- Drop call



Telephony Only Client – Call History

The screenshot displays the Mitel Assistant web application interface. On the left is a dark sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and a 'Mitel Assist...' section. The main content area has a top header with a search bar and a user profile 'SA'. Below this, the 'Call History' tab is selected, showing a list of missed calls. To the left of the list is a 'Search or Dial' section with a numeric keypad and a green call button. The call history list includes contact names, extensions, and timestamps for missed calls, each with a red 'Missed' label and a call icon.

Contact	Extension	Time	Status
Carlos Ramos	ext. 1604	Friday 5:33:34 PM	Missed
Carlos Ramos	ext. 1604	July 12, 2022 10:35:20 AM	Missed
Marie DuPont	ext. 1602	July 5, 2022 1:10:42 PM	Missed
Meili Chan	ext. 1605	July 5, 2022 12:04:57 PM	Missed
Robert Jackson	ext. 1601	June 22, 2022 5:34:16 PM	Missed
Gita Sharma	ext. 1603	June 22, 2022 5:01:39 PM	Missed



Call Server Presence in MS Teams

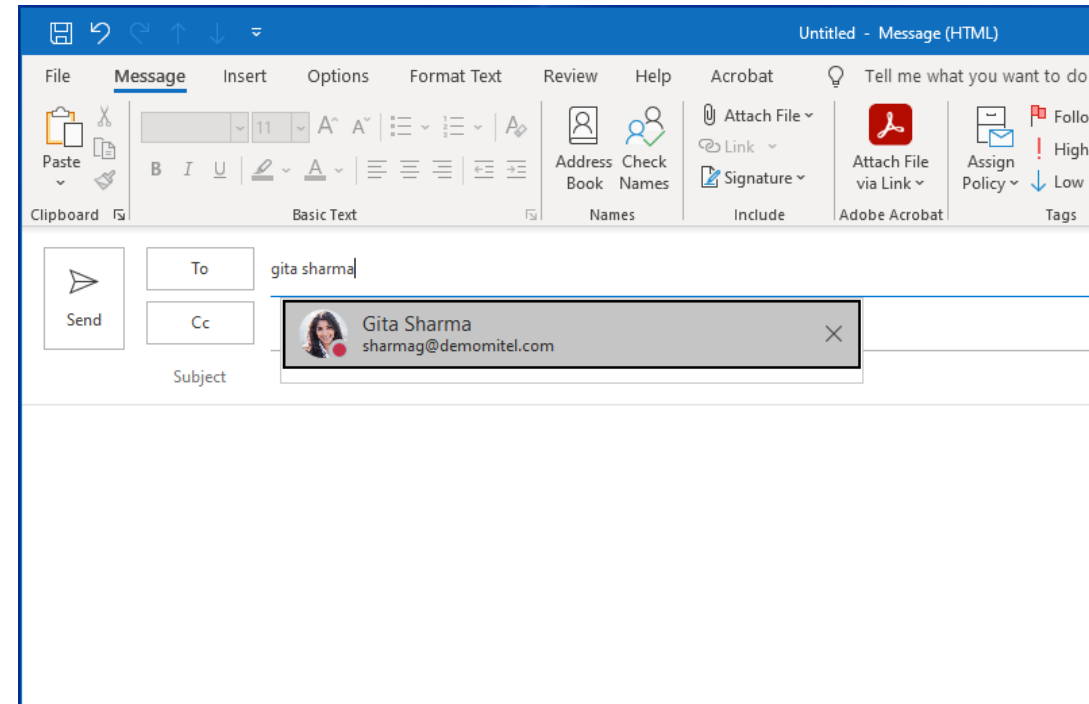
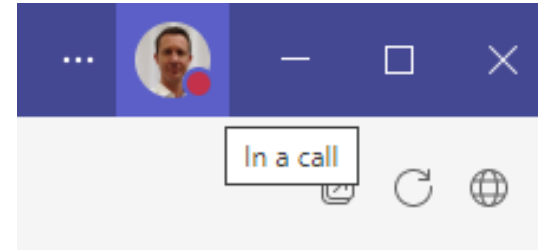
- Show telephony availability in Microsoft Teams for:



- Not only in MS Teams:

- Outlook
- ...

Telephony presence (busy in a call) also visible for users not using MS Teams





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Cloud applications

+

CloudLink

MITEL-ONE (web client)

The screenshot shows the MITEL-ONE web client interface on a laptop. The interface includes a left sidebar with navigation options: Home, Phone, Messages, Meetings, and Contacts. The main content area is divided into several sections: a 'FAVORITES' section at the top with contact icons, a 'Phone' section with a search bar and a 'SHOW ALL' link, a 'Messages' section with a list of messages, and a 'Meetings' section with a list of meetings. A 'Global search' bar is located at the top of the main content area. A 'Status/availability management' button is in the top right corner. A 'Device selection' dropdown menu is located below the status button, showing options for 'Desk phone' and 'Softphone'. A 'News' section is located below the device selection, showing a list of news items. A 'Meetings MiTeam Meetings (if subscribed)' section is located at the bottom right. A 'Customised start page through customisable widgets' section is located at the bottom left, listing 'Favourites', 'Phone', 'Meeting', and 'News'.

Global search

Quick access to contacts, chat function, directory, MiTeam meetings (if subscribed).

Customised start page through customisable widgets

- Favourites
- Phone
- Meeting
- News

Status/availability management

Device selection

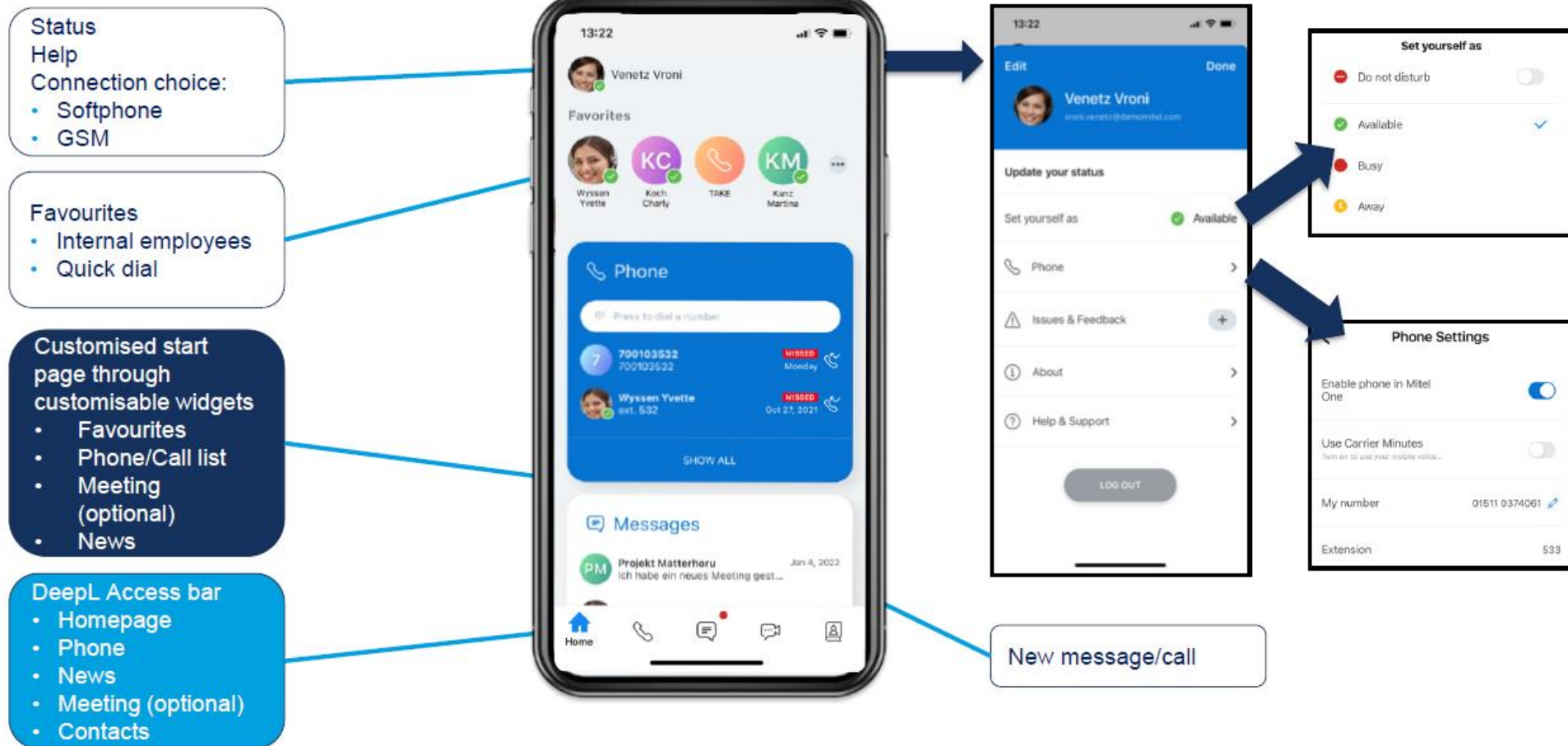
- Desk phone
- Softphone

News

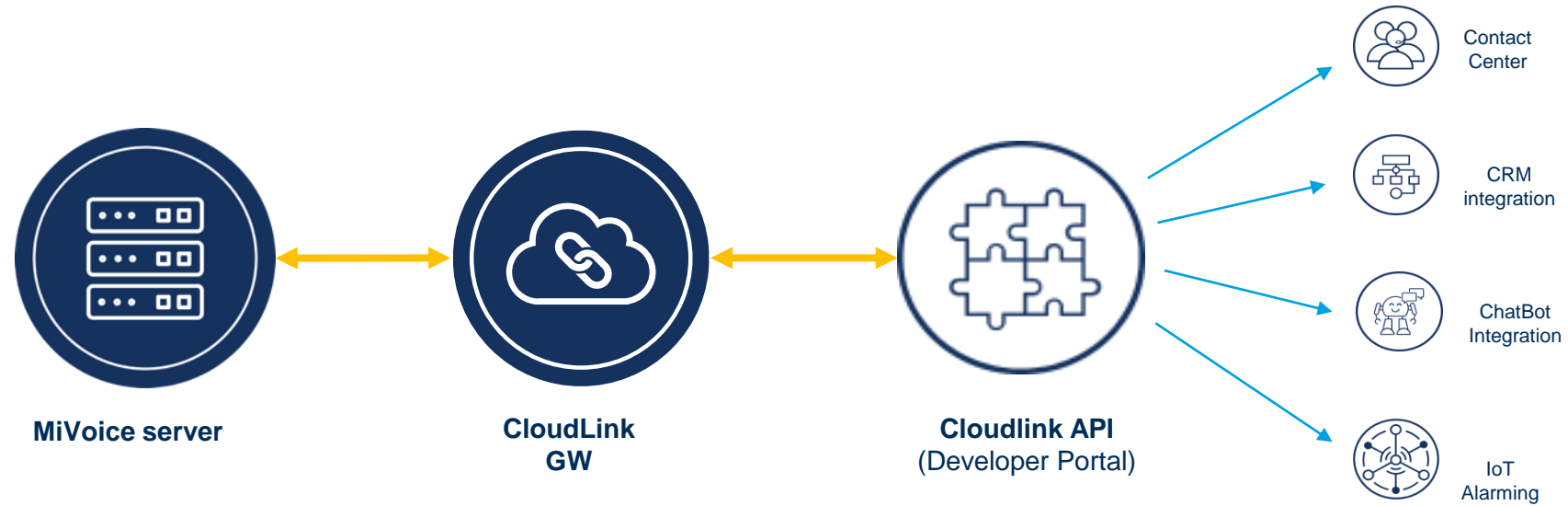
- Chats
- Calls

Meetings MiTeam Meetings (if subscribed)

MITEL-ONE (mobile client)



CloudLink Gateway for MiVoice server



- Allows Mitel **CloudLink apps** to telephony **on-premise server**
- CloudLink GW connects MiVoice server via CSTA and SIP
- Develop your own app by Mitel Professional Services support
- Integrate your existing Mitel Solutions based on Cloudlink

API Program available
(Improved onboarding Q4/2022)



CloudLink Gateway forms

Aeon appliance



Intel N3350
1.1GHz
2 cores
4 GB RAM
32 GB eMMC

Mitel SMBC hardware



ARMv8 (64 Bit) + Cavium CN8130
1.2 GHz
4 cores
4 GB RAM
16 GB eMMC

Virtual

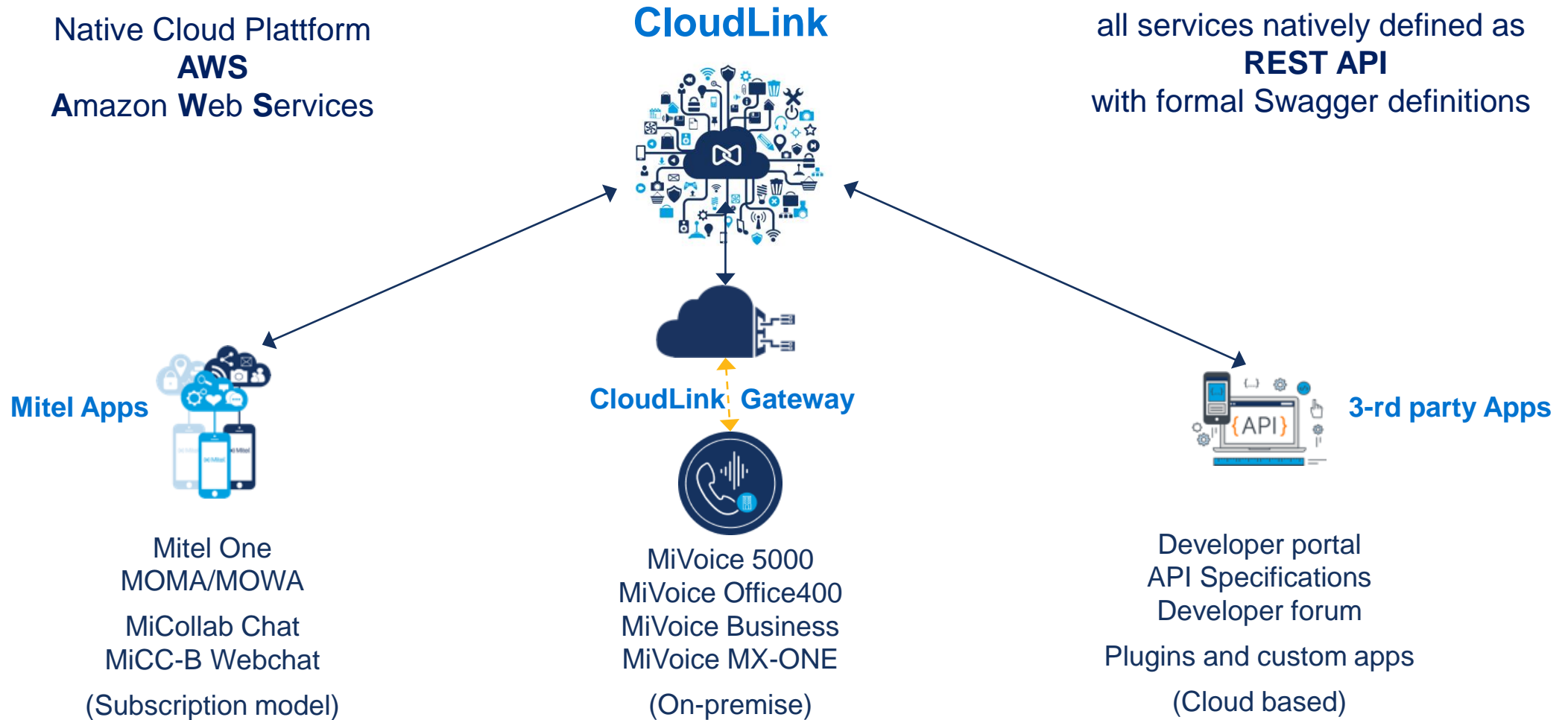


VMware® vSphere™
ESXi 6.5 or later
1 core
2 GB RAM
32 GB Disk Size

More info: <https://mitel.help/latest/en/cloudlink-gateway>



CloudLink architecture



CloudLink services



Workflow

Mitel Applications



Meetings



MOMA
Teamwork



Chat



MiContact Center



MiCollab

Micro-services



Voice



Chat



Media



Workflow



SaaS



AI



Auth



Presence



Management



Push

Core Services



API Gateway



Kinesis



EC2 Container Service



EC2



S3



DynamoDB



Lambda



SNS



Route 53



EC2



SES



Elastic Beanstalk

Regions / Availability Zones



us-east1



eu-central1

Highlights

- Micro-services design
- Elastic multi-tenancy
- Elastic capacity – scale up/down
- Zero downtime deployment
- CI/CD for live push to production
- Predominantly 'serverless'
- Easy connection of premise to cloud

Enterprise (premise)

Currently: MiVO 250/400
Future: MiVB/Flex,
MiVoice Connect, MX-
ONE, MiVO 5000

CloudLink
Gateway



CloudLink – API Explorer

Call Operations related to call resource

GET

/calls

Get Calls

🔒

POST

/calls

Make a Call

🔒

GET

/calls/{callId}

Get a Call State

🔒

POST

/calls/{callId}

Run call control command

🔒

DELETE

/calls/{callId}

Terminate a Call

🔒

POST

/calls/{callId}/media

Start media instructions on an active call

🔒

DELETE

/calls/{callId}/media

Stop Media

🔒

Call Tag Operations related to tag resource for call

GET

/calls/{callId}/tags

Get call tags

🔒

Get the tags for a call with the provided call Id.

Parameters

Try it out

Name	Description
callId <small>★ required</small>	Call Identifier
string (path)	

<https://swagger.dev.mitel.io/public/index.html>



CloudLink – API Development portal

<https://developer.mitel.io/guides-resources>



Developer Portal

Mitel APIs ▾

Resources ▾

Integration Examples ▾

Home > Resources > Guides & Resources

Mitel APIs

X

Guides & Resources

Telephony

Messaging

Administrative

Media

Conversations

Admin

Presence

Notifications

Authentication

Service Delivery

CloudLink & API Overview

An overview of CloudLink, the available APIs, and relevant API concepts.

Visit

Getting Started

A guide to the resources you'll need to start working with the Mitel API, whether you're new to APIs altogether, a senior developer, or in a services/sales role.

Visit

Training

Recommended and required training requirements for various aspects of the CloudLink platform.

Visit

Authentication, required headers, and REST basics.

Visit

API Guides

How-to guides for each of the CloudLink APIs. Learn how to get started with a particular API, make use of its various functions, and understand key concepts.

Visit

Development & Deployment

Information about best practices for application development, deployment, and performance management.

Visit

Downloads & Sample Code

Useful code samples, Postman library, and more.

Visit

Tutorials

Tutorials for working with and developing on the CloudLink API.

Visit



Děkuji za pozornost 😊