



Mitel Connect CLOUD & HYBRID Contact Center SERVICE PLANS

Choose the Right Combination of Features for Your Contact Center

Make Your Customer Service Effortless

Convenient & Cost Effective

Mitel Connect Contact Center is a full-featured contact center solution that makes it easy to reduce wait times and differentiate your customer experience. By pairing inbound and outbound call solutions with Mitel Connect UC features, you'll gain a complete business communications solution to address all of your business needs.

Mitel Connect CLOUD & HYBRID Contact Center licenses are available in three different service plans - Essentials, Standard and Advanced - and come with a UC plan. Service plans can be mixed and matched to fit your needs so you're always getting the best value. Plus, with cloud and hybrid deployment options, evolving as your business demands change is simple. Purchase what you need now and expand as your business grows. By delivering flexible service plans and deployments, you'll never feel locked into a plan and can support future needs with ease.

Essentials is designed for inbound contact centers and delivers basic functionality such as call routing, IVR and reporting.

Standard extends functionality for businesses that require outbound functionality as well with features such as outbound dialer and callbacks.

Advanced adds multimedia routing so you can expand your customer service offerings while making it easy to manage calls, emails and chats.

Plan Benefits

Simple plans that provide rich features without complex licensing

Purchase what you need now and expand as your business grows

UC plans included to deliver a complete communications solution

All plans are backed by support services

| FEATURE | ESSENTIALS | STANDARD | ADVANCED |
|-------------------------------------|------------|------------|------------|
| IVR ¹ | ✓ | ✓ | ✓ |
| Call Routing (time/date/DNIS, etc.) | ✓ | ✓ | ✓ |
| Inbound Call | ✓ | ✓ | ✓ |
| Personal Agent Queuing | ✓ | ✓ | ✓ |
| Reporting | ✓ | ✓ | ✓ |
| Skills-Based Routing | | ✓ | ✓ |
| Callbacks | | ✓ | ✓ |
| Outbound Dialer | | ✓ | ✓ |
| Multimedia Routing (emails & chats) | | | ✓ |
| UC Service Plan | Essentials | Essentials | Standard |
| Call Recording | a la carte | a la carte | a la carte |
| IVR Ports | a la carte | a la carte | a la carte |

Mitel Connect Contact Center service plans for CLOUD and HYBRID can be added to the following Mitel Connect service plans: Telephony, Essentials, Standard and Advanced. Ask your Mitel Connect representative for details.

¹ One IVR port is included. Additional ports can be purchased a la carte.