MiContact Center Business Feature Comparison

MiContact Center Business (for the MiVoice Business, MiVoice Office 400, and MiVoice 5000 platforms) helps you meet and exceed your customer experience expectations while driving employee productivity and controlling costs.

Whether you have a small, informal contact center with simple routing and reporting requirements, a small, formal contact center with sophisticated needs, or a large, enterprise-grade virtual contact center with multiple sites, Mitel's MiContact Center Business can help you manage and grow your business, drive quality customer experiences, break down the operation silos associated with traditional contact center environments, and turn your cost center into a profit center!

MiContact Center Business is licensed in two Starter Pack base licenses: Workgroup and Contact Center. These base licenses apply to all communications platforms the product works on.

Workgroup Starter Pack

MiContact Center Business' Workgroup Starter Pack is designed for contact centers with less than 100 agents. It offers contact centers general business reporting capabilities, a subset of the most frequently used historical reports, forecasting, real-time monitoring, dynamic agent/queue control, screen pop and CRM connectors, MiCollab client desktops, MiVoice Call Recording, and optional digital media, Workgroup Messaging and Reporting or Workgroup IVR capabilities. It is designed for businesses that:

- *Have 100 agents or less*
- *Want to improve agent productivity*
- *Are looking for future-proof contact center features that can grow with their business*
- *Are looking to reduce operational costs*

Workgroup Edition offers select features and functionality to informal contact centers with specific needs such as:

- *Agent Hotdesking*
- *Work at Home Agents*
- *Silent Whisper / coaching*
- *Agent forecast and scheduling*
- *Real-time business reporting (forecasting, compliance, hotdesking)*
- *Support for 13 languages (English, Norwegian, Swedish, Canadian French, European French, Latin American Spanish, European Spanish, Brazilian Portuguese, Dutch, Italian, German, Russian, and Simplified Chinese)*

The optional Workgroup Messaging and Routing license includes IVR support for:

- *120 IVR ports*
- *Interactive menus*
- *Time of Day/Day of Week messaging*
- *Music on Hold*
- *Automatic Number Identification (ANI) routing and reporting*
- *Dialed Number Identification Service (DNIS) routing and reporting*
- *Updated Position in Queue messaging*

![Mitel logo] Mitel®
Powering connections

For customers requiring more sophisticated IVR capabilities like proactive outbound messaging, self-service tools, and speech-enabled self-service, MiContact Center Business' Workgroup bundle offers an optional Workgroup IVR license that includes:

- *10 IVR ports (maximum)*
- *Callbacks*
- *The ability to collect caller entered digits*
- *Text-to-speech and Automated Speech Recognition (provided through Mitel partner Nuance as an additional license)*
- *The ability to query a data source*
- *The ability to interact with third-party Web apps, CRM systems, PowerShell scripts, and executables*
- *Business rule-based routing*

Workgroup customers upgrading to IVR licensing for more sophisticated capabilities (for example, callbacks) can leverage a one-time upgrade to migrate up to 10 of their Messaging and Routing ports to IVR to leverage the more sophisticated IVR functionality.

Contact Center Starter Pack

MiContact Center Business' Contact Center starter pack is designed for single or multi-site contact centers with sophisticated contact center needs. It expands on all the features of the Workgroup starter pack, scaling above the 100 agent limitation of Workgroup, and includes over 425 historical reports, MiCollab client, and Contact Center Messaging and Reporting. It is designed for businesses that:

- *Are single or multi-site, or requiring deployment in a resilient, redundant environment*
- *Have more than 100 agents*
- *Require full access to the 425+ historical reports provided by MiContact Center Business*
- *Require Teleworker support for MiCollab clients*
- *Require more than 10 Workgroup IVR ports or a greater number of Messaging and Routing ports*

The Contact Center starter pack includes Messaging and Routing out-of-the-box. While customers will have access to the 240 ports, they must adhere to the System Engineering guidelines, which stipulate that a single IVR server can handle up to 120 ports and a single MiVoice Business controller can handle up to 120 ports. The Contact Center IVR license is available for customers that require more sophisticated IVR capabilities, such as callbacks.

Customers who exceed the 120 port limitation are required to purchase a Remote/Redundant Starter Pack for every additional 120 ports. The Remote/Redundant Starter Pack is sold separately and cannot be purchased in excess of the number of active ports. Redundant ports are not available in Contact Center Messaging and Routing as the 240 active ports fulfills this requirement. Customers that need to exceed this number will need to upgrade to Contact Center IVR and purchase redundant ports separately.

MiContact Center Business Feature Matrix

FEATURE	AVAILBLE ON MIVOICE BUSINESS	AVAILABLE ON MIVOICE OFFICE 400	AVAILABLE ON MIVOICE 5000
Inbound (voice)	Yes	Yes	Yes
Omnichannel (Inbound/ Outbound/Self-Service)	Optional Agent License	Optional Agent License	Optional Agent License
Email	Yes	Yes	Yes
Web Chat	Yes	Yes	Yes
Fax	Yes	Yes	Yes
SMS	Yes	Yes	Yes
Social Media	Third Party	Third Party	Third Party
Case Management	Yes	No	No
Pivot between media	Yes	No	No
Open Media	Yes	No	No
Unified Queue	Yes	Yes	Yes
Skill-based Routing	Yes	Yes	Yes
Visual Workflow Diagramming	Yes	Yes	Yes
Maximum Agents - Single Site	1200	50	200
Maximum Agents - Multiple Sites	1200	50	200
Maximum Queues	999	999	999
Simultaneous Call Queueing At Multiple Groups	Unlimited	5000	5000
Messaging and Routing	Optional in Workgroup Starter Pack / Included in Contact Center Starter Pack	Optional in Workgroup Starter Pack / Included in Contact Center Starter Pack	Optional in Workgroup Starter Pack / Included in Contact Center Starter Pack
Type of day	Yes	Yes	Yes
Time of day	Yes	Yes	Yes
Holiday	Yes	Yes	Yes
Queue-Conditional Messaging	Yes	Yes	Yes
Time in queue messaging	Yes	Yes	Yes
Position in queue messaging	Yes	Yes	Yes
Service Level Routing	Yes	Yes	Yes
IVR (Messaging and Routing PLUS)	Optional	Optional	Optional
Callbacks	Yes	Yes	Yes
Database Query	Yes	Yes	Yes
Execute (Scripting)	Yes	Yes	Yes
Outbound Voice Prompts	Yes	Yes	Yes
Speech Recognition	Optional Add-On	Optional Add-On	Optional Add-On
Text to Speech	Optional Add-On	Optional Add-On	Optional Add-On

FEATURE	AVAILBLE ON MIVOICE BUSINESS	AVAILABLE ON MIVOICE OFFICE 400	AVAILABLE ON MIVOICE 5000
Media Blending Queue Group	Optional	Optional	Optional
Blending Media to the Desktop	Optional	Optional	Optional
Overflow on Wait	Yes	Yes	Yes
Interflow on Wait	Yes	Yes	Yes
Predictive Overflow on Wait	Yes	No	No
Dial Out of Queue	Yes	Yes	Yes
Automatic Voicemail Distribution	Yes	Optional IVR	Optional IVR
Auto Forward Voicemail to Email	Yes	Optional IVR	Optional IVR
Account Code (Call Coding)	Yes	Yes	Yes
Make Busy with Reason Codes	Yes	Yes	Yes
Do Not Disturb with Reason Codes	Yes	Yes	Yes
Auto Attendant	Yes	No	No
Auto Answer	Yes	No	No
Virtual Queue Support	Yes	Yes	Yes
Multi-Site Support	Contact Center Starter Pack Only	Contact Center Starter Pack Only	Contact Center Starter Pack Only
Virtual Multi-Site	Contact Center Starter Pack Only	Contact Center Starter Pack Only	Contact Center Starter Pack Only
Fault Tolerant Call Reporting	Yes	No	No
Internal Instant Messaging	Yes	Yes	Yes
CRM Integrations	Yes	Yes	Yes
MiCollab Integration	MiCollab Client Included with Agent License	MiCollab Client Included with Agent License	MiCollab Client Included with Agent License

FEATURE	AVAILBLE ON MIVOICE BUSINESS	AVAILABLE ON MIVOICE OFFICE 400	AVAILABLE ON MIVOICE 5000
Self-service and proactive notifications	Included in MiContact Center IVR	Included in MiContact Center IVR	Included in MiContact Center IVR
Outbound Caller Line Identification Presentation	Yes	No	No
Preview Dialing	Included in Agent License, requires Professional Services	No	No
Progressive Dialing	Optional MiContact Center Outbound	No	No
Predictive Dialer	Optional MiContact Center Outbound	No	No
Power Dialer	Optional MiContact Center Outbound	No	No
Customer Relationship Management	Optional MiContact Center Outbound	No	No
Call Scripting Engine	Optional MiContact Center Outbound	No	No
Integration Capabilities	Optional MiContact Center Outbound	No	No
Reporting	Optional MiContact Center Outbound	No	No
Campaign Management	Optional MiContact Center Outbound	No	No
Abandon Callback Automation	Yes	Yes	Yes
Operating System	Windows Server OS	Windows Server OS	Windows Server OS
Email Server Support	Google Apps for Business, Microsoft Exchange and Exchange Online, IBM Domino		
Number of Simultaneous Agent Groups per Agent	60	60	60
Agent Group Presence	Yes	Yes	Yes
Single Agent ID for Multi-group Presence	Yes	Yes	Yes
Agent Hotdesking	Yes	Yes	Yes
Work at Home Agents	Yes	Yes*	Yes*
Supervisor Help	Yes	Yes	Yes
Modern User Interface	Yes	Yes	Yes
Web Agent Client	Yes	Yes**	Yes**
Web Supervisor Client	Yes	Yes**	Yes**
Graphical Threshold Alerts	Yes	Yes	Yes
Desktop Marquee Messaging	Yes	Yes	Yes
Spectrum Wallboard Support	Yes	No	No
Caller Information (ANI DNIS Collected Digits, Custom Data)	Yes	Yes	Yes
Previous Call Log Display	Yes	MiCollab	MiCollab
Calls with Caller Detail Waiting in Queue Display	Yes	Yes	Yes

*Requires VPN for client access
** No preannounce recording, alarming, or request help capabilities

FEATURE	AVAILBLE ON MIVOICE BUSINESS	AVAILABLE ON MIVOICE OFFICE 400	AVAILABLE ON MIVOICE 5000
Real-Time status of other agents	Yes	Yes	Yes
Real-Time status of other users	Yes	Yes	Yes
Real time status of callers in queue on desktop	Yes	Yes	Yes
Real time count of calls in queue on desk phone	Yes	Yes	Yes
CTI desk phone control	Yes	Yes	Yes
Softphone control	Yes	MiCollab	MiCollab
Agent Status / Control on Desktop	Yes	Yes	Yes
Agent Status / Control on Deskphone	Yes	Yes	Yes
Real-Time control of callers in queue on desktop	Yes	Yes	Yes
Preannounce with desk phones	Yes	Yes	Yes
Preannounce with softphones	Yes	Yes	Yes
Customizable Screen Pop Display	Yes	Yes	Yes
Enterprise Presence / Chat Integration	Yes	Yes	Yes
Agent Recording	MiVoice Call Recording Included	No	MiVoice Call Recording Included
Click to Dial	Yes	No	No

Supervisor

FEATURE	AVAILBLE ON MIVOICE BUSINESS	AVAILABLE ON MIVOICE OFFICE 400	AVAILBLE ON MIVOICE 5000
Supervisors (Real-Time & Reporting)	Yes	Yes	Yes
Administrators (Configuration & Administration)	Yes	Yes	Yes
Agent Forecasting	Yes	No	No
Flexible Reporting	Yes	Yes	Yes
Real-Time Statistics on Desktop	Yes	Yes	Yes
Silent Monitor	Yes	Yes	Yes
Group Silent Monitor	Yes	No	No
Color Coded Notifications	Yes	Yes	Yes
Audible Notifications	Yes	Yes	Yes
Email Notifications	Yes	Yes	Yes

Status and Statistics

FEATURE	AVAILBLE ON MIVOICE BUSINESS	AVAILABLE ON MIVOICE OFFICE 400	AVAILABLE ON MIVOICE 5000
Agents	Yes	Yes	Yes
Agent Groups	Yes	Yes	Yes
Queues	Yes	Yes	Yes
Queue Groups	Yes	Yes	Yes
Charts	Yes	Yes	Yes
Marquee	Yes	Yes	Yes
Manipulate Callers in ACD Queue	Yes	Yes	Yes
Call Monitor and Barge In from Softphone	Yes	Yes	Yes
Call Monitor and Barge In from Deskphone	Yes	Yes	Yes
Enterprise Presence/Chat integration	Yes	Yes	Yes
Schedule Adherence Monitor	Yes	No	No
Call Costing Monitor	Business Reporter (Included)	No	No
Real-Time Client Tablet Support	Yes	Yes	Yes
Report Formats	XLS, PDF	XLS, PDF	XLS, PDF
Number of Reports	125 in Workgroup Starter Pack / 425 in Contact Center Starter Pack	30 in Workgroup Starter Pack / 60 in Contact Center Starter Pack	30 in Workgroup Starter Pack / 60 in Contact Center Starter Pack
Historical Reports	Yes	Yes	Yes
Multi-Group Agent Reporting	Yes	Yes	Yes
Agent Forecast Reports	Yes	No	No
Flexible Wrap-up Time	Yes	Yes	Yes
General Business Reporting	Business Reporter (Included)	No	No
Call Costing Reports	Call Accounting (Included)	No	No
Billing Reports	Yes	No	No
Toll Fraud Reports	Yes	No	No
Multiple Tariffs	Yes	No	No
Historical Traffic Reporting	Yes	Yes	Yes
Real-Time General Business Reporting	Business Reporter (Included)	No	No
Real-Time Call Costing	Call Accounting (Included)		
Automatic Report Scheduling and Distribution	Yes	Yes	Yes
Print	Yes	Yes	Yes
Email	Yes	Yes	Yes
Agent and Queue Performance Reports	Yes	Yes	Yes
ACD Call Distribution Reports	Yes	Yes	Yes
Abandon Call Count Reports	Yes	Yes	Yes

Status and Statistics (Cont.)

FEATURE	AVAILBLE ON MIVOICE BUSINESS	AVAILABLE ON MIVOICE OFFICE 400	AVAILABLE ON MIVOICE 5000
Caller ANI Abandon Report	Yes	Yes	Yes
Wrap-up Code Reports	Yes	Yes	Yes
Cradle-to-Grave Lifecycle Reporting	Yes	No	No
Multimedia Reporting (Chats/Graphs)	Yes	Yes	Yes
Call Annotation Reporting	Yes	No	No
Custom Report Creation	Yes	Yes	Yes
Customizable Real-Time Statistic Messaging	Yes	Yes	Yes
System Alarms	Yes	Yes	Yes

A La Carte Parts

FEATURE	AVAILBLE ON MIVOICE BUSINESS	AVAILABLE ON MIVOICE OFFICE 400	AVAILABLE ON MIVOICE 5000
Stand-alone IVR	Yes	Yes	Yes
Stand-alone Multimedia	Yes	Yes	Yes
PhoneSet Manager (in Contact Center Client)	Yes	No	No
Softphone (in Contact Center Client)	Optional Agent License	No	No
Workforce Scheduling	Optional Agent License	No	No
Schedule Builder	Yes	No	No
Schedule Adherence	Yes	No	No
Real-Time Adherence Monitoring	Yes	No	No
Reporting	Yes	No	No
Employee portal	Yes	No	No
Mitel Workforce Management (Teleopti WFM)	Optional	No	No
Workforce Management Integrations	Yes	No	No
Third-Party Call Recording Integrations	Yes	No	No
High Availability, Disaster Recovery, Business Continuity	Optional	No	No
Languages	13 Languages	13 Languages	13 Languages