MiCloud Connect CX Cloud Contact Center

MiCloud Connect CX cloud contact center empowers companies to make customer experience their competitive advantage. With enterprise class performance and consumer-like ease of use, innovative companies rely on MiCloud Connect CX to power their customer interactions.

Powerfully Simple

Be more productive with a cloud contact center platform that's easy to implement and easy to use. With MiCloud Connect CX, setup takes days or weeks, not months, and a modern UI means new reps can get up and running with little or no time spent in training.

Seamlessly Connected

Deliver personalized customer experiences by leveraging over 50 out-of-the-box integrations including Salesforce and ServiceNow, plus open APIs that enable integration across your entire ecosystem. AppConnect lets you add new tools to your contact center with a single click.

Endlessly Adaptable

Satisfy rapidly-changing customer expectations with a nimble platform. Quickly design IVRs and configure routing flows with clicks, not code. Leverage a steady stream of new capabilities delivered in three updates per year.
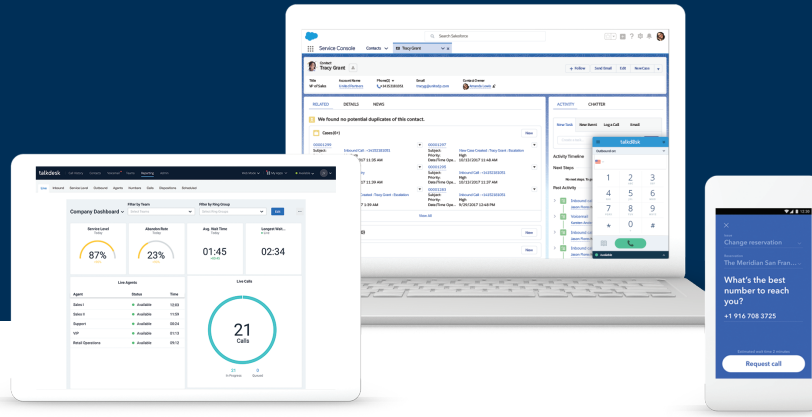
Enterprise Class

MiCloud Connect CX powers contact centers in any area of the globe and offers the scalability, reliability and security required by large global organizations. The microservices API-driven architecture gives you flexibility to serve your customers anywhere, on any device and through any channel.

Actively Intelligent

MiCloud Connect CX IQ infuses the power of AI into every element of Connect CX to drive higher efficiency, cost reduction and improved customer experience. Connect CX IQ is AI so simple, all you see is results.

Mitel®

Key Capabilities

GLOBAL SCALABILITY

ARTIFICIAL INTELLIGENCE

CLOUD-NATIVE ARCHITECTURE

ACD/IVR

INTELLIGENT ROUTING

CTI

OMNICHANNEL

REAL-TIME AND HISTORICAL REPORTING

POWER DIALER

ADVANCED VOICE SERVICES

WORKFORCE AND QUALITY MANAGEMENT

SPEECH ANALYTICS

SELF-SERVICE

PCI COMPLIANCE

PRE-BUILT INTEGRATIONS

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Powering connections