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# MiCloud Connect

Selling Guide

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# SECTION 1 | MiCloud Connect Overview

MiCloud Connect is a complete business communications and collaboration solution that empowers users to work more efficiently and productively no matter their location. Our focus on ease-of-use and the mobile work style delivers streamlined features and intuitive interfaces so users can easily interact with each other and not have to focus on making the software work. MiCloud Connect is easy to deploy and delivers simple pricing so businesses don't have to overpay for features they don't use and can easily evolve as needs change. Plus, it's backed by strong SLAs, built-in redundancy and on-demand scalability to maximize uptime and deliver security businesses demand.

## Why MiCloud Connect?

### COMPLETE BUSINESS COMMUNICATIONS SOLUTION

MiCloud Connect is a unified communications as a service (UCaaS) that combines cloud-based telephony, collaboration and contact center to deliver a complete businesses communications solution. It is designed to address the needs of every department so businesses don't need multiple vendors for voice, team collaboration, SMS, screen sharing, video, devices and more. Everything is purpose-built, in-house to deliver a seamless, integrated experience across endpoints and services.

### MODERN USER EXPERIENCE

MiCloud Connect's clean and intuitive UI lets users interact and multi-task in ways that are natural without having to install plug-ins or deal with multiple windows and pop-ups. The MiCloud Connect client delivers one screen for call control, IM, audio and video conferencing, screen sharing, events and more so users can work faster and with less hassle. Designed for the modern, on-the-go worker, users benefit from a consistent user experience across devices - PCs, Macs, iOS and Android - and built-in VPN so they can stay connected at all times and don't need to be confined to their desk.

### EASY TO IMPLEMENT, EASY TO MANAGE

MiCloud Connect is so easy to deploy it's practically plug-and-play. Most standard functions, such as adding users or changing phone settings, can be done by anyone with basic IT knowledge and skills, without having to contact us. Our web-based portal provides admins with all the tools they need to successfully manage and monitor their system in real time.

### SIMPLE PRICING

We deliver simple pricing that's easy to understand and eliminate a bunch of add-on fees so there are no surprises or wasted time trying to understand the bill. Users can add, upgrade and change service plans as needed to ensure they're never overpaying for features they don't use. Our agile development delivers new features monthly so we're constantly adding value without adding cost.

**RELIABILITY**

MiCloud Connect comes with built-in redundancy and on-demand scalability so you don't have to worry about a thing. Our multi-tenant deployment delivers the scalability businesses demand. It is deployed out of highly secure data centers, leveraging infrastructure layer, network layer and application layer security protocols. Our enterprise-grade solution delivers data integrity, application reliability and physical safeguards built-in. It's architected with several levels of redundancy and load balanced system hardware to anticipate and prevent any single point of failure. Voice, web and signaling traffic is encrypted with Secure Real-time Transfer Protocol (SRTP) and granular access controls. Plus, it's backed by strong SLAs to maximize uptime for your business and deliver the security you demand.

# SECTION 2 | Target Audience & Positioning

## Audience

Businesses looking for a complete UCaaS solution that is easy to use and manage are ideal for MiCloud Connect.

- **Personas:**
  - Primary: IT managers
  - Secondary: Operations and finance managers
- **Pain Points:**
  - Frustrated with how cumbersome their current solution is - takes up a lot of IT's time & resources
  - Hard to manage their growing workforce
  - Budget & financial constraints - forced to do a lot with a little
  - Use of free applications create siloed teams & cause security concerns
  - Current solution(s) are hurting productivity

## Positioning

- **Key Signs of a Cloud Preference:**
  - Has little cash flow so a predictable operating expense is preferred
  - Wants to only pay for service plans and applications as needed
  - Need to merge disparate systems and eliminate free applications but don't want to heavily invest
  - Want IT to focus on core business competency and other strategic initiatives - must do more with less
  - No longer wants to manage a communications infrastructure and the maintenance that comes with it
  - Currently using other cloud applications
  - Ability to support remote workers seamlessly
  - Believes a data center is more secure than their closet

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## ❯ How MiCloud Connect Can Help:

- Complete UCaaS solution that delivers telephony, screen sharing, video and audio conferencing, IM, team collaboration, business SMS, contact center and native integrations seamlessly and reliably

- Flexible service plans make it easy to budget, grow and adjust as business demands change

    - Ability to mix and match service plans and change them on-demand directly from the admin portal without having to contact us

    - UCaaS plans come with robust collaboration tools so businesses don't have to pay for multiple solutions

    - Monthly releases so we're constantly adding value without adding costs

- Flexible phone and collaboration options make it easy to stay connected from anywhere, on any device

    - Seamless experience between devices so users can swap back and forth

    - Ability to stay fluid during growth - new offices, distributed and remote workforce, etc.

- Easy to implement, manage, use and evolve so IT can focus on other initiatives and ensure they have the right solution today and tomorrow

- Native integrations to increase efficiencies and deliver a consolidated view

- Secure, multi-tenant solution to deliver uptime and scalability

    - Several layers of redundancy and load balance system hardware to ensure business continuity

## ❯ Why They Should Believe Us:

- Mitel delivers more than 2 billion connections every day

- We support more than 3 million cloud users all over the world

- We are committed to delivering solutions are that easy-to-use and reliable

- Mitel is #2 is UCaaS seats and #1 in total cloud seats

## Questions to Ask

- What challenges do you encounter with your current phone system? Is it on-premises or cloud?

- How many offices do you have? Do you need support for remote workers?

- How could your business communications solution better support your organization?

- How do you currently support mobility, productivity, scalability, contact center and collaboration?

- How soon do you anticipate making changes to your business communications solution? What factors influence that timeframe?

- Often the biggest considerations for most companies are capital budgets and allocations. Moving to a cloud-based phone system requires minimal capital outlays. Would that impact your budgeting process and timeframe?

# Handling Objections

**OBJECTION 1: "I am not interested in a new system. I am just researching."**

Answer: "This is a great reason for us to meet. We have extensive experience designing, planning and installing new solutions and can assist you in the process. Why are you researching UCaaS? A great way to learn about systems is to see one in action so you can understand this new technology and develop evaluation criteria. We can demonstrate the Mitel solution in under one hour."

**OBJECTION 2: "My phone system is working just fine."**

Answer: "I hear this from companies all the time and that makes it a perfect time to evaluate the market. Often people don't realize the potential cost savings for moves, adds and changes as well as administration and productivity benefits a new communications and collaboration solution brings. This is a great reason for us to chat and explain the benefits of deploying new technology. When would be a good time?"

**OBJECTION 3: "I am already working with …. (Cisco, Avaya).**

Answer: "This is exactly why we should meet. In just 1/2 to 1 hour we can fully demonstrate a working system to show you why. We would be happy to come to your office at your convenience."

**OBJECTION 4: "I'm not sold on cloud voice quality and reliability."**

Answer: "That's exactly why we should meet. Cloud communications has come a long way over the last few years and is used by hundreds of thousands of businesses. During the demo we can show you the great voice quality along with other impressive capabilities to enable your business."

# Deciding When to Sell Other Mitel Solutions

You should always be leading with MiCloud Connect, but Mitel understands that MiCloud Connect will not address the needs of every business. Since no two businesses are alike, we deliver multiple choices to the cloud. On top of UCaaS, we offer private and public as well as virtualized solutions to give our customers options.

When deciding what solution is right for your customer and prospects, it's important to get an understanding of their needs today and future requirements, how much customization is required and how much control they want over their solution.

**QUALIFYING QUESTIONS**

- Do you have any customization needs? If yes, maybe MiCloud Flex is a better solution.

- How much control do you want over your release and maintenance windows? If they want control, MiCloud Flex might be a better option. If they are ok with an OpEx payment model, they might also be interested in our private cloud and virtualized solutions.

- Do you have any legacy solutions or hardware you want to continue to leverage? If yes, our private cloud and virtualized solutions might be a better fit.

**For more information on when to sell what, check out our feature comparisons, positioning guides and videos.**

# SECTION 3 | Technical Overview

## Connect Client

The MiCloud Connect client is the core interface for users to quickly and efficiently control their business phone and contacts, create and join conferences, screen share and more. It's modern UI, Teamwork cross-launch and Outlook® integration consolidate and streamline the user experience by eliminating the need to jump back and forth between screens.

### KEY FEATURES

- Available for Mac and Windows users

- Web-based collaboration experience for external parties

- Dashboard for easy access to search functionality, quick dialer, availability state, IM, voicemail, recent activities, incoming calls and notifications

- Automatic cross-launch to Teamwork desktop application for IM

- Availability state that syncs with the user's Outlook calendar - Available, In A Meeting, Out of Office, On Vacation, Do Not Disturb and Custom

- Availability and power call routing based on availability state or rules set by the user

- Favorites to easily access frequently called contacts

- Events tab that includes all upcoming and past events listed in the user's Outlook calendar, any associated recordings and the ability to create new events or join existing ones

- Contact cards and coversation panel for individual contacts and groups that show a complete list of activities and allows users to multi-task by being able to switch between phone calls, video calls, screen sharing and IM

- Call management so users can place and accept 1:1 calls and group calls and easily merge calls or add participants

- Preferences that allow users to update their Active Directory credentials, mute notifications, create canned IM responses and select how video calls will be answered (automaticall or with a prompt)

### EVENTS & WEB COLLABORATION

Events and web collaboration are done through the Connect client as well. Here are some key features:

- Co-organizers so participants don't have to wait for the main organizer to join in order to start the meeting

- Share button so participants can gain screen sharing permission from the organizer

- Raise hand eliminates interuptions and talking over one another

- Visual event wizard to set agenda and keep meetings on track

- Ability to attach Dropbox files so everyone can access it during the meeting

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## OPERATOR

The operator feature of the Connect client comes with the Elite service plan to provide users with advanced call handling and routing functionality typically associated with handling high volumes of calls. This feature delivers the following functionality:

- Drag and drop features
- Reversed call stack orientation
- Ringing line indicator in Directory
- Mouse over to see availability state in Directory
- Double click answer

# Phones

## MICLOUD CONNECT MOBILE APP

MiCloud Connect for iOS and Android makes it easy to bring MiCloud Connect with you wherever you go.

**❯ Key Features:**

- PBX features - hold, transfer, conference, etc.
- Visual voicemail
- Dashboard to quickly view upcoming events, recent activities and join meetings in one click
- Presence
- Call history and recent activities
- PBX features - hold, transfer, conference, etc.
- Apple CallKit integration so the user's carrier calls don't interupt a MiCloud Connect call
- Wi-Fi / cellular call handover
- Integrated SSL VPN
- Cross-launch capabilities to Mitel Teamwork for IM and conferencing

**❯ Supported Devices:**

- Android: Google Nexus 5x/ & 6P, Google Pixel, Motorola Moto X2 & Z, Samsung Galaxy S4, S5, Note 5, S6, S6 Edge, S6 Edge+, S7, S7 Edge, S8
- iOS: iPhone X, 8, 7+, 7, 6S+, 6S, 6+, 6, 5C, 5S, 5
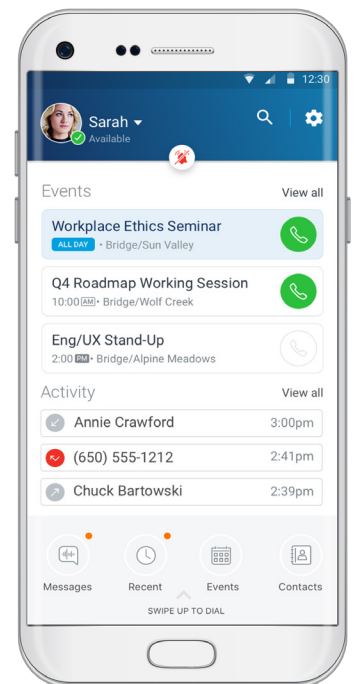
## SOFTPHONE

Users can easily turn their computer into a phone by simply plugging in a headset and utilizing the MiCloud Connect softphone. Once the softphone is enabled on a users account, they can place and accept calls direcly from the MiCloud Connect client.

## IP DESK PHONES

MiCloud Connect offers a variety of IP desk phones to meet the different demands of your business. The 6900 series and 400 series are supported on MiCloud Connect today. Our phones deliver a modern, sleek experience with Bluetooth capabilities and cordless phones so users can talk in ways that they prefer. The large assortment of accessories extends the power of our phones to increase work efficiency and mobility. Key accessories include Bluetooth handset and speaker phone, integrated DECT headset, M695 programable key module and the WLAN adapter.

For a complete breakdown on feature differences and description for each phone, see our MiCloud Connect IP Phones Overview and the 6900 IP Family Accessory data sheets.

## Key Telephony Features

- Bridged call appearance
- Bluetooth handset & speakerphone
- Call barge in
- Call forward, busy, external, no answer
- Call hold
- Call join
- Call park / unpark
- Call pickup extension / group
- Call stack
- Call redirect
- Call transfer, blind, consultative, intercom, mailbox, whisper
- Call waiting
- Caller ID name, number
- Caller ID blocking
- Conference
- Conference blind, consultative, intercom
- DECT headset

- Dial number (speed dial)
- Directory dialing
- Distinctive dial tone
- Distinctive ringing
- Emergency calling
- Encryption, voice
- Encryption, signaling
- Group paging
- Handsfree
- Hang up
- Hot key pad
- Huntgroups
- InstaDial
- Intercom
- Night bell
- M695 exapansion key module
- Message waiting
- Missed call
- MobileLink integration
- Multiple emergency numbers
- Multiple line appearance

- Music on hold
- Operator ("0")
- On hold reminder ring
- Office anywhere
- Outbound caller ID
- Paging
- Park and page
- Paging extension in paging group
- Pick up night bell
- Redial
- Ringdown
- Ring tone selection
- Ring tone personalization
- Send digits over call
- Shared call appearance
- Silent monitor
- SIP
- Voicemail ("#")
- Whisper page
- Whisper page mute
- WLAN adapter



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# Video Collaboration

Video conferences can be joined in three ways: from the MiCloud Connect client with just one click, by following the link included in the meeting invite, or by copying and pasting the link into a browser. You can also join a meeting from a StarLeaf certified 3rd-party video room system (complete list available at https://support.starleaf.com/). The MiCloud Connect video collaboration feature is included with Essentials, Premier and Elite service plans and must be activated before it can be used.

# Mitel Teamwork

Teamwork is the team collaboration app that is automatically enabled for all users with MiCloud Connect Essentials, Premier and Elite service plans. Users can use the mobile app, desktop app or web browser to create private and public workspaces for teams to message, SMS, file share, create tasks and conference. Teamwork delivers cross-launching capabilities between the MiCloud Connect mobile and desktop apps to deliver a seamless experience between the two applications.

## KEY BENEFITS

- Increases productivity by eliminating emails and meetings
- Improves speed and quality of decisions being made within the organization
- Ability to send text messages from business phone number
- Reduces costs and maintence by having a single provider for communications and collaboration
- Bridges the gap between remote and distributed workforces by allowing you to stay connected from anywhere

## IDEAL BUSINESS DYNAMICS

- Fast-paced work environment
- Start-ups
- Team / project focused
- Customer oriented
- Frequent travelers
- Large Millenial workforce

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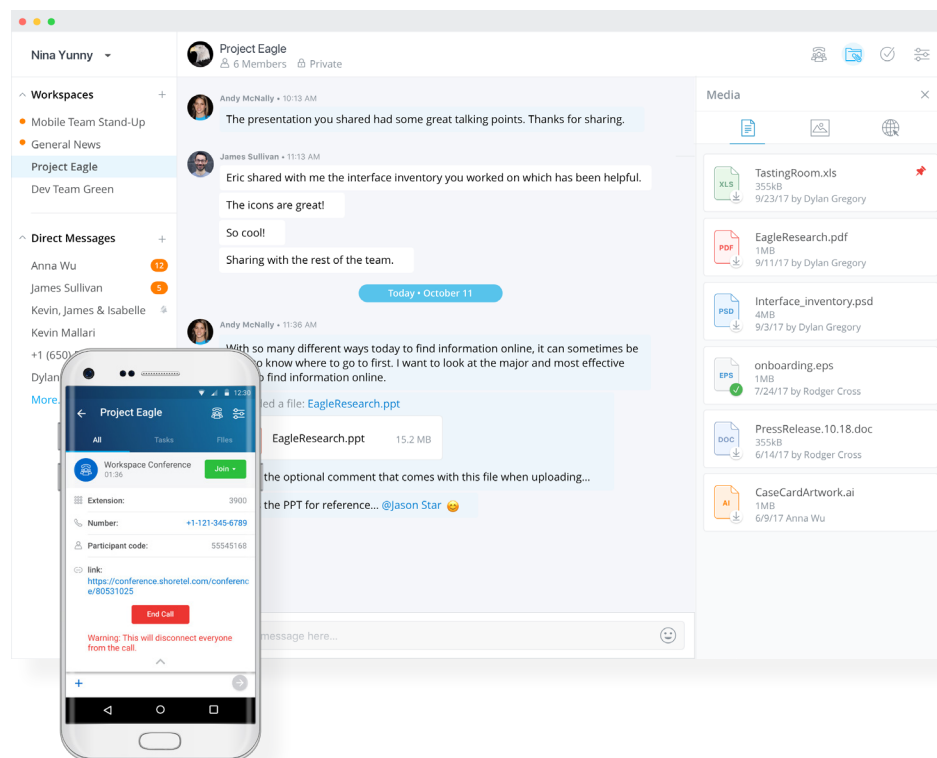
# MiCloud Connect Contact Center

The MiCloud Connect Connect Contact Center agent interface delivers logical, cohesive and easy to learn controls. Agent chat is fully integrated, multichannel interactions are handled gracefully, call profile information is clear and actionable, and performance statistics are delivered into the single pane of glass. Agents can work from anywhere with just a browser and a PSTN connection, or combine with the MiCloud Connect client for comprehensive capabilities.

## KEY FEATURES

- Inbound voice
- Outbound voice
- Web chat (multiple simultaneous chat sessions)
- Email (multiple simultaneous chat sessions)
- Call blending
- Voicemail
- Web callback
- Skills-based routing
- Agent priority based routing
- Service level based routing
- Route to single agents
- Identity routing (by caller ID or CRM)
- ANI or geography based routing
- Routing by DNIS
- Routing by type of day
- Routing by time of day (schedule)

- CRM-based routing—SQL databases by ODBC
- Overflow on wait
- Interflow on wait
- Agent online presence and instant messaging (IM)
- Agents telephony presence
- Calls in queue display
- Pick call from queue
- Redirect call to personal queue
- Previous call log display
- Programmable buttons
- Graphical threshold alerts
- Individual group login
- CRM screen POP
- Exit controlled wrap-up early
- Real-time supervisor capabilities
- Integrated IVR

- Outbound campaign types— preview, progressive
- Dialing lists supported—lists from ODBC compliant database
- Do Not Call list support
- Play announcement before transfer to agent
- Configurable dial list import— automatic, manual
- Blend inbound and outbound calls
- Present custom outbound caller ID per campaign
- Real-time campaign status report
- Automatically schedule campaigns
- Multiple time zone support
- Real-time and historical reports

## Integrations

The following native integrations are available.

# MiCloud Connect Portal

The MiCloud Connect Portal is used to manage MiCloud Connect deployments, users, permissions, billing and insights. It's leveraged by users, customer administrators and Mitel Partners. The MiCloud Connect Portal provides the following main operational functions:

- User self-administration
- Administration self-service
- Reporting for teams and groups
- Billing and invoice information

## USERS

Individual users logging into the MiCloud Connect Portal are presented with a summary page of their service including personal call statistics. Additionally, users are able to adjust their personal information and common phone settings such as line button options, emergency notification settings and voicemail functions amongst other parameters. Individuals who are also team leads have additional capabilities to manage group members and access reports on groups. These reports can be accessed directly within the MiCloud Connect Portal or a subscription can be set up to receive the information on a regular basis, such as hourly, daily or weekly.

## ADMINS

The MiCloud Connect Portal manages user access based on roles. Individuals are assigned a role for the account or, if there is more than one location, to specific locations. Users gain access to capabilities based on their role's permissions. There are five administrative roles in the MiCloud Connect Portal including Decision Maker, Phone Manager, Billing, Technical and Emergency. The MiCloud Connect Portal provides customers with an overview of their account, reporting and phone system. It also enables Decision Makers and Phone Managers to self service their accounts, such as adding new users or extending the capabilities of existing users or modifying account or user settings. Additionally, users with appropriate roles are able to leverage business intelligence reports for the company and set up subscriptions to regularly receive these reports. Billing and Decision Maker roles are able to see the current invoice, billing history and other billing related items.

## PARTNERS

Customers can assign the Decision Maker or Phone Manager role to partners using the MiCloud Connect Portal. Partners can be assigned these roles on multiple customer accounts allowing them to directly access their customer accounts. Partners are able to act on behalf of the customer to support customer accounts and take a more active role in customer account management.
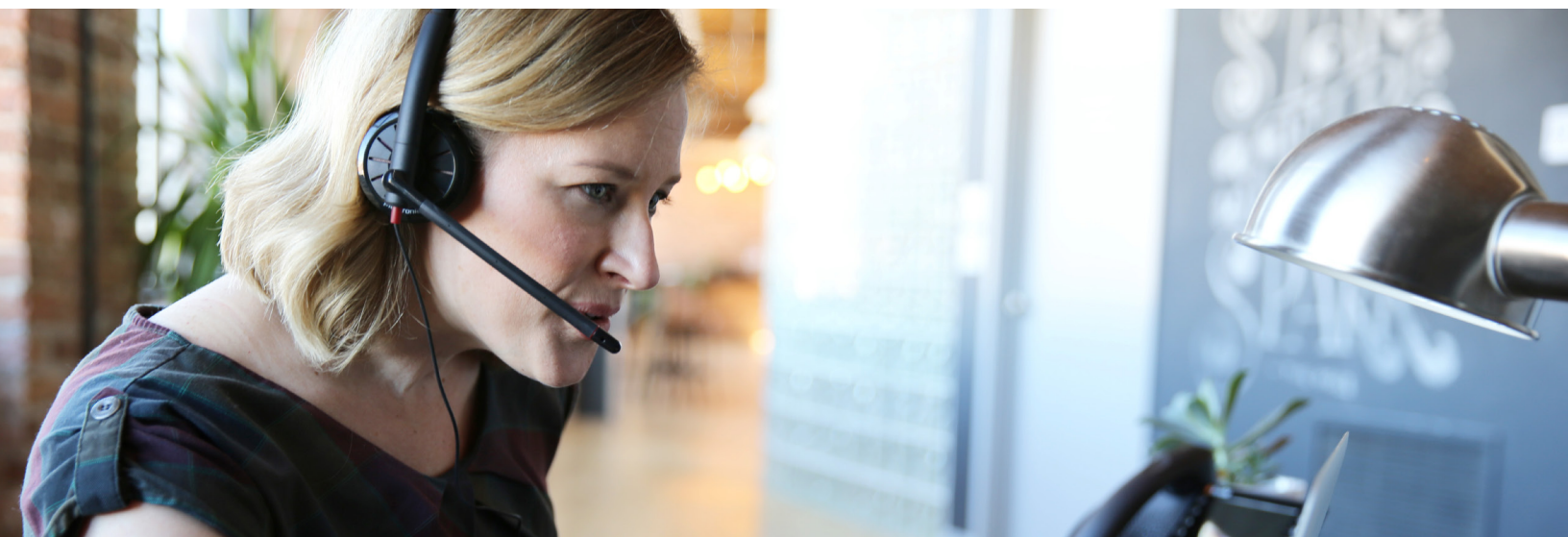
# Security & Reliability

MiCloud Connect voice, web and signaling traffic is encrypted, making MiCloud Connect one of the most secure solutions in the industry. The layer is built into the MiCloud Connect data center which allows customers to use MiCloud Connect desktop applications or remote phones without having to launch a VPN client. On top of that we host our services in Tier 4 data centers to provide the utmost in uptime performance with 99.995% fault-tolerant site availability and financial penalities if we don't deliver on our SLA. N+1 redundancy is in place at our application, network and infrastructure layers to provide a deeper level of availability.

## SECURE ACCESS

MiCloud Connect takes security to the next level by ensuring that all connections between the customer location and our data center are encrypted.

- Phones use encrypted TLS signaling and Secure RTP for voice traffic
- Connect client (Windows, MAC and Web) uses HTTPS for the signaling
- Connect client softphone uses Secure RTP for voice traffic
- Connect Contact Center client uses HTTPS for the signaling
- Portal uses HTTPS for signaling
- HIPAA and SOC2 compliance for U.S Healthcare customers and all customers seeking a more secure UCaaS service

# Country Support

MiCloud Connect is available in the U.S., Canada, UK (England, Scotland, Wales and Northern Ireland) and Australia. If businesses have offices in these locations, but users throughout the world, we can support them via Global Numbers and Global Users to deliver a consistent experience. Our World Cloud offering is made up of Global Numbers and Users to provide connectivity between colleagues and enable a virtual presence for callers with inbound global numbers.

## GLOBAL NUMBERS

Customers may have numbers local to certain countries terminate back to their MiCloud Connect system in the US, Canada, the UK and Australia to deliver a virtual presence for their callers.

## GLOBAL USERS

Delivers a seamless, single solution for an organization's global and remote workforce. It connects local teams with the base country (US, Canada, the UK and Australia) to provide a local inbound and outbound calling experience and a virtual in-country presence.

# SECTION 4 | Service Plans & Pricing

## MiCloud Connect Service Plans

MiCloud Connect offers six different service plans - Essentials, Premier, Elite, Courtesy, Telephony and Voicemail. These plans are designed to meet the needs of various types of users and rooms. Mitel recommends leading with the Essentials, Premier and Elite plans and then determining other telephony needs throughout the organization to recommend the best telephony plan(s) - Courtesy, Telephony and Voicemail. Here is a breakdown of each profile and use cases:

### UCAAS SERVICE PLANS

- **Essentials:** Includes all business telephony call handling features, plus advanced call and collaboration features such as instant messaging, SMS, presence, video calling, conferencing, web sharing and online meetings. Ideal for users who need collaboration tools and don't require any CRM integration.
  - **Pricing:** US: $29.99/month, Canada: $28.99/month
- **Premier:** Offers additional features for sales and service teams including expanded conferencing capacity, voicemail-to-text transcription and third-party integrations.
  - **Pricing:** US: $37.99/month, Canada: $32.99/month
- **Elite:** Increases conferencing and web sharing capacities and adds recording, archiving and operator features such as consultative transfers and conferences for advanced call handling capability.
  - **Pricing:** US: $54.99/month, Canada: $47.99/month

### TELEPHONY SERVICE PLANS

- **Voicemail:** Provides users with inbound call functionality and a voicemail box.
  - **Pricing:** US: $9.99/month, Canada: $14.99/month
- **Courtesy:** Ideal for users who don't frequently use their phone as well as common areas such as lobby and conference rooms with call functionality and 200 minutes per month.
  - **Pricing:** US: $14.99/month, Canada: $19.99/month
- **Telephony:** Delivers call functionality with voicemail and unlimited minutes for users who don't need advanced call and collaboration features.
  - **Pricing:** US: $19.99/month, Canada: $23.99/month

Features cannot be added for an extra fee unless it's an an a la carte option (see below). If a feature is not included with the service plan, the plan that includes that feature must be selected.

Note that these per-user profiles entitle the user to the services included in that profile. The actual provisioning of each service entitlement must be done through the BOSS portal before the user is enabled for that service.

## FEATURE COMPARISON

| FEATURE | ESSENTIALS | PREMIER | ELITE | COURTESY | TELEPHONY | VOICEMAIL |
|---|---|---|---|---|---|---|
| Direct Dial | • | • | • | • | • | |
| Minutes Per Month (domestic outbound) | Unlimited | Unlimited | Unlimited | 200 | Unlimited (2,000 min in UK & Aus) | Inbound Only |
| PBX Features | • | • | • | • | • | |
| Connect Portal | • | • | • | • | • | |
| Connect client | • | • | • | | | |
| Voicemail | • | • | • | | • | • |
| Voicemail Email Notification (with or without WAV file) | • | • | • | | • | • |
| Audio Conferencing | 8-Party | 25-Party | 100-Party | | 3-Party (ad hoc) | |
| Desktop Sharing | 4-Party | 12-Party | 24-Party | | | |
| Instant Messaging | • | • | • | | | |
| Presence | • | • | • | | | |
| Video Calling (peer to peer) | • | • | • | | | |
| Video Collaboration (multi-party) | 8-Party | 12-Party | 24-Party | | | |
| Softphone | • | • | • | | | |
| Outlook / G Suite Integration | • | • | • | | | |
| Mobile Extension (Find Me, Follow Me) | • | • | • | | • | |
| Mobile App | • | • | • | | | |
| Scribe (voicemail transcription) | $5.99 | • | • | | $5.99 | $5.99 |
| Salesforce / CRM Integration | $12.50 / $10 | • | • | | | |
| Telephony for Microsoft | • | • | • | | | |
| Teamwork / Business SMS | • | • | • | | | |
| On-Demand Call Recording | $15 | • | • | | $15 | |
| Always-On Call Recording | $15 | $15 | • | | $15 | |
| Archiving (IM, conference, call recording) | $5 | $5 | • | | | |
| Operator | | | • | | | |
| Fax | $10 | $10 | $10 | | $10 | |

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# MiCloud Connect Contact Center Service Plans

| FEATURE | ESSENTIALS | STANDARD | ADVANCED | SUPERVISOR |
|---|:---:|:---:|:---:|:---:|
| IVR | • | • | • | • |
| Call Routing (time, date, DNIS, etc.) | • | • | • | • |
| Inbound Call | • | • | • | • |
| Personal Agent Queuing | • | • | • | • |
| Reporting | • | • | • | • |
| Skills-Based Routing | | • | • | • |
| Agent Priority-Based Routing | | • | • | • |
| Callbacks | | • | • | • |
| Outbound Dialer | | • | • | • |
| Multimedia Routing (emails & chat) | | | • | • |
| Agent & Queue Management | | | | • |
| Silent Monitor, Coach, Barge-In | | | | • |
| Agent Manager | | | | • |
| Historical Reports | | | | • |
| GCCS (Graphical Call Control Scripts) | | | | • |
| Director | | | | • |
| Event Feed API | | | | • |
| UC Service Plan | Essentials | Essentials | Essentials | Premier |
| Call Recording | a la carte | a la carte | a la carte | |
| IVR Ports | a la carte | a la carte | a la carte | |

## CONTACT CENTER PRICING

- **Essentials:** US: $54/month, Canada: $24/month

- **Premier:** US: $69/month, Canada: $39/month

- **Elite:** US: $99/month, Canada: $61/month

- **Supervisor:** US: $150/month, Canada: $51/month

MiCloud Connect Contact Center service plans can be added to the following MiCloud Connect service plans: Essentials, Premier and Elite.

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## CALL RECORDING & ARCHIVING

- Always-On is the default recording mode for the MiCloud Connect Elite service plan

- On-Demand and Always-On Call Recording cannot co-exist for the same user (must select one type)

- For Premier users without Archiving feature enabled (i.e. without Elite profile or a-la-carte archiving service), Mitel will store instant messages for 18 months, conference recordings for 3 months and call recordings for 365 days

- Essentials users will have to purchase Always-On Call Recording and/or Archiving separately for storage

- For users with the Archiving feature enabled, IMs, conferences and call recordings will be saved for 7 years. The Archiving feature must be requested during implementation or via support for both the Add-On option and Advanced profiles

## UCAAS A LA CARTE OPTIONS

- Contact Center Agent Essentials
- Contact Center Agent Standard
- Contact Center Agent Advanced
- Contact Center Supervisor
- Fax

- Scribe
- Salesforce® CRM integration
- Always-On Call Recording
- Archiving

Note that to take advantage of any other services not in a user's current profile or in the a la carte list, that user must be upgraded via the BOSS portal to the profile that includes the desired service.

## CONTACT CENTER

- Agent and supervisor licenses are user or name based (not concurrent)

- One IVR port is included with every agent license. Additional IVR ports can be purchased a la carte as needed for high queuing environments, self-service applications, etc.

- 20 additional IVR ports are a part of every MiCloud Connect Contact Center offer at no charge

- Each unique voicemail box for queue routing requires a MiCloud Connect Telephony profile

- Chat work is SOW-driven

- Each agent and supervisor profile requires a MiCloud Connect UCaaS service plan

  - Agent Essentials and Agent Standard require a Essentials UC plan at minimum - the ordering system (CPQ) adds that automatically, but a user can override and move up to a Standard or Advanced plan if they desire

  - Agent Advanced requires at least a Standard UC plan - the ordering system (CPQ) adds that automatically, but a user can override and move up to Advanced UC plan if they desire.

  - Supervisor requires Agent Advanced, but the ordering system (CPQ) will not add it automatically; the user must add it manually - the Agent Advanced statement above applies

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# Implementation Services

## MICLOUD CONNECT

Mitel offers to implementation services for MiCloud Connect customers; ExpertStart and JumpStart. ExpertStart and JumpStart are professional services engagements designed to make implementing a MiCloud Connect phone solution a stress-free, well-managed experience.

ExpertStart is an offering where Mitel will deliver onsite network setup and configuration of the customer's VoIP Local Area Network and remote coordination of implementation, system design and service delivery. Mitel experts will work with the customer's internal IT resources and/or trusted third party to deliver a complete, certified and integrated solution. This offer is targeted at customers and partners that want a hands-off installation.

JumpStart is the remote alternative. JumpStart will deliver the Mitel Managed connectivity and remote coordination of system design. The customer and/or partner's IT team manages the Local Area Network installation and configuration. For details on the services please reference the appropriate Statement of Work posted on the partner portal.

## MICLOUD CONNECT CONTACT CENTER

The MiCloud Connect Contact Center Set-Up profile will provide provisioning and implementation support for up to 2 groups and 30 agents.  A summary of the implementation assumptions for a standard contact center deployment is outlined below:

- 2 inbound voice numbers

- 2 predefined call flows (see example below; elements can be removed from flow)

- 2 groups, with most-idle agent distribution, for up to 30 agents

- 2 predefined reports – Group Detail Report and Agent Detail Report

Requirements outside of these activities or capacities would need the generation of a custom Statement-of-Work and associated cost. Please discuss specific requirement changes with your MiCloud Connect sales team.
The IVR-database Integration Set-Up profile will provide provisioning and implementation support to establish connectivity to one Proxy Server/SSL certified database. Examples of applications using database dips include intelligent call routing (i.e. area code, caller-ID, account number), data collection to present as Call Profile to Agent Interaction Center client, screen-pop, self-service and outbound campaigns. This is a base-level implementation service and ALL applications leveraging database integration will REQUIRE additional, custom Statement-of-Work and project-specific cost.

# MiCloud Connect Contact Center Training Services

Agent, Supervisor and report training is recommended and available at no additional cost, through the life of the service period. Free training offers include video-on-demand recordings, and instructor-led scheduled webinars. Customers wishing to purchase dedicated training, delivered either remotely or at their facility, may do so with the following SKUs:

| CONTACT CENTER CLOUD DEDICATED TRAINING PRICING | | |
|---|---|---|
| Description | MRR | NRR |
| Remote Contact Center Agent (1 hour) | - | US $ 250.00 |
| Remote Contact Center Supervisor (1 hour) | - | US $ 250.00 |
| Remote Contact Center Reporting (1 hour) | - | US $ 250.00 |
| Contact Center Training at Customer Facility (1 day for up to 80 participants/site) | - | US $1,500.00 |
| Extra Day - Contact Center Training at Customer Facility- (for up to 80 participants/site) | - | US $900.00 |

# Fair Use Policy for MiCloud Connect

Mitel has implemented a fair use policy for certain advanced call control features. Customers signing contracts on or after the effective date are subject to the new policy.

Connect customers will be entitled to provision and use the following features at the stated capacity at no cost:

- **Auto-Attendants:** Up to 15 per location or per 25 users
- **Hunt Groups:** Up to 15 per location or per 25 users
- **BCA (Bridged Call Appearance):** Up to 15 per location or per 25 users
- **SMS:** 500* messages per month per customer account

Customers who exceed these stated limits will be subject to an overage charge of US $5 per feature per month. For example, a single location customer with 25 users at that location provisions 20 hunt groups. The overage situation would be subject to $25 per month ($5x5) overage fees. For SMS, there will be an additional $1 per 1,000 messages sent.

*Global Users outside of jurisdiction in which the customer is billed will be deemed to be within the billing jurisdiction.

Note that the vast majority of customers will not be affected by this policy, but it allows Mitel to recoup some infrastructure and provisioning costs associated with excessive use of these features.

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