

MiVoice Conect

Migrating ShoreTel ONSITE to Mitel MiVoice Conect

Features	Courtesy	Telephony	Essentials	Standard	Advanced
Extension Only	•	•	•	•	•
Direct Inward Dialing	•	•	•	•	•
Business Telephony Features	•	•	•	•	•
Hot Desking	•	•	•	•	•
On Demand Recording	•	•	•	•	•
Voice Mail	–	•	•	•	•
Voice Mail with Email Forwarding	–	•	•	•	•
Desktop Client Windows & Mac OS	–	–	•	•	•
PC Softphone w/ Pt. to Pt. Video	–	–	•	•	•
Desk phone Control	–	–	•	•	•
IM/Chat	–	–	•	•	•
Unified Messaging	–	–	•	•	•
Visual Voicemail	–	–	•	•	•
Corporate Contacts	–	–	•	•	•
Calendar Integration	–	–	•	•	•
Telephony Presence	–	–	•	•	•
Video Presence	–	–	•	•	•
Smart (Dynamic) Status	–	–	•	•	•
Web Client via Connect Chrome Extension	–	–	•	•	•
Web Dialer / App Dialer (click-to-call capability)	–	–	•	•	•
Cell to WiFi Handoff / Hand-in (FMC)	–	–	•	•	•
Mobile Client Android and iOS	–	–	•	•	•
Mobile Softphone Android and iOS	–	–	•	•	•
Multiple Devices	–	–	•	•	•
Connect Outlook & Google G-Suite Integration	–	–	•	•	•
Connect Skype For Business Telephony	–	–	•	•	•
SFDC, NetSuite, ZenDesk CRM user	–	–	–	•	•
Teleworker (Work at Home)	–	–	–	•	•
Operator Client	–	–	–	–	•
Collaboration Features	Courtesy	Extension	Essentials	Premier	Elite
Audio Conferencing	*	*	*	*	*
Screen Sharing	*	*	*	*	*

MiVoice Connect

Migrating ShoreTel ONSITE to Mitel MiVoice Connect

Featured Integrations

- MiVoice Connect Contact Center
- MiVoice Connect CRM Integrations
 - Salesforce.com
 - Zendesk
 - NetSuite
 - MS Dynamics
- MiVoice Connect Skype for Business Integration
- MiVoice Connect Google Chrome / G Suite Extension
- MiVoice Connect Call Recording

Additional Services

- MiVoice Contact Center Live
- Hybrid Sites (Prem to Cloud)
- MiVoice Connect Scribe (Voicemail to E-mail text)
- MiVoice Connect Fax (Fax to e-mail)
- Analog Telephone Adaptors
- Conference room phone solutions
- Mitel Remote Configuration Service

Mitel Phones

Available MiVoice Connect phones

Basic User	Moderately Featured	Executive	Operator Console Add On	Existing Phones
IP420 / IP420G	IP480 / IP480G	IP485G	Button Box 424	Most legacy IP phones still work on MiVoice Connect 930D, 115, 200, 500 & 655

