

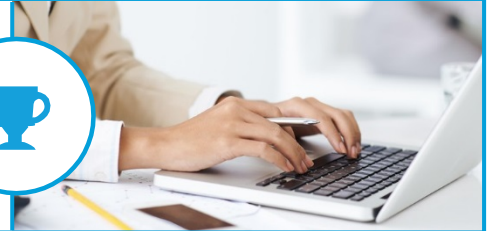
# Mitel MiCloud Flex

MiCloud Flex brings mobility, simplicity and customer centricity to enterprise communications and collaboration.

Unify communications and business applications into a single, seamless and secure solution designed to improve customer experiences and increase productivity.

## Extension

Enhanced extensions providing functional coverage for lobbies and meeting rooms with business communications features and unlimited local and long distance calling plans.



## Essentials

For business users that want the flexibility and power of Mitel voice and real-time communications applications with unlimited local and long distance calling plans.. Primarily for desk centered users with collaboration requirements such as presence and chat.



## Premier

Perfect for office knowledge workers who need a full suite of calling and real-time collaboration features along with unlimited local and long distance calling plans. Includes application integrations with Google, with optional integrations for Salesforce, Skype for Business and other CRM applications.



## Elite

Ideal for executives, road warriors and other knowledge workers who need the full suite of calling and real-time collaborations features, including MiTeam, with unlimited local and long distance calling plans. Transitioning easily between desk phone, mobile phone and PC phone, workers are always accessible. Includes application integrations with Google and Salesforce, with optional integrations with Skype for Business and other CRM applications.



# MiCloud Flex Features

FEATURE	Extension	Essentials	Premier	Elite
Extension only	✓			
Extension only Voice Mail Boxes	<i>OPTIONAL</i>			
Direct Inward Dialing		✓	✓	✓
Local Number Portability		✓	✓	✓
Unlimited Local Calling	✓	✓	✓	✓
1+ U.S.A. & Canada Long Distance	<i>metered</i>	<i>unlimited</i>	<i>unlimited</i>	<i>unlimited</i>
Multiple Devices		✓ <sup>1</sup>	✓ <sup>2</sup>	✓ <sup>3</sup>
Voice Mail with Email Forwarding		✓	✓	✓
Unified Messaging		✓	✓	✓
Teleworker (Work at Home)			✓	✓
FMC / Dual Mode Handoff (fixed mobile convergence)				✓
Web Client		✓	✓	✓
Desktop Client		✓	✓	✓
Mobile Client			✓	✓
PC Softphone			✓	✓
Mobile Softphone				✓
Pick one MiVoice SFDC user Or MiVoice Google User		✓	✓	✓
Corporate Contacts	✓	✓	✓	✓
Deskphone Control		✓	✓	✓
IM/Chat		✓	✓	✓
Telephony Presence		✓	✓	✓
Video Presence		✓	✓	✓
Smart (Dynamic) Status		✓	✓	✓
MiTeam Collaboration Tools				✓
Calendar Integration		✓	✓	✓
Visual VoiceMail		✓	✓	✓
Hot Desking		✓	✓	✓
Business Telephony Features	✓	✓	✓	✓
<i>Add-Ons</i>				
MiVoice SFDC user		<i>OPTIONAL</i>	<i>OPTIONAL</i>	✓
MiVoice Google user		<i>OPTIONAL</i>	✓	✓
MiTeam Collaboration Tools			<i>OPTIONAL</i>	✓
Skype for Business Integration		<i>OPTIONAL</i>	<i>OPTIONAL</i>	<i>OPTIONAL</i>

<sup>1</sup> Up to 2 Devices

<sup>2</sup> Up to 3 Devices

<sup>3</sup> Up to 4 Devices

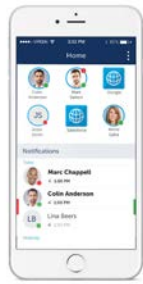


## Features

Features	Description
Business Telephony Features	Hunt / Ring Groups, Localized E911, Call Transfer, Call Forwarding, Call Park, Call Pick Up, Call Hold, Speed Dial, Direct Page, Record A Call, Do Not Disturb, Call History
Collaboration Features	Rich presence information, Instant Messaging, Dynamic Status, Corporate Directory Access, Click-to-Call, Collaboration, Call History, Softphone (applicable bundles), Visual Voicemail, Point-to-Point Video, Team Streams, Chats, Pages, Tasks and Meets (applicable bundles)
Scalability	MiCloud Flex solution bundle scales from 250 users to 50,000 users (250 user minimum per instance).
Customer Engagement	Enhanced customer experience with MiCloud Contact Center IVR messaging and routing, Advanced Speech Recognition (ASR), Text-To-Speech (TTS), multi-media capabilities, call recording, screen recording, workforce scheduling and Business Reporter.
Consolidated Ring Groups	MiCloud Flex supports a variety of call distribution algorithms described as terminal hunt groups, circular hunt groups, Ring groups.
Add-ons	Mitel World Cloud, CRM Integrations, MiVoice Skype for Business Integration, MiCloud Video, Webfax, Hosted Web Conferencing, Anytime Audio Conferencing, MiCloud Edge, Performance Analytics, Business Analytics and Mitel Mobile are all stand-alone products that can be bundled with any of our offers.

## Mitel Phones

Buy, rent and lease options available.



MICOLLAB CLIENT



MiVOICE CONFERENCE PHONE



MiVOICE 6920 IP PHONE



MiVOICE 6930 IP PHONE



MiVOICE 6940 IP PHONE



Mitel 600 Series DECT Phones



MiVOICE 5624 HANDSET

For more information on how MiCloud Flex can help you, please contact: 800-722-1301 • [mitel.com](http://mitel.com)