



3 Reasons Why You Should Upgrade Your Mitel 14.2 Solution to MiCloud Connect



1. Mobile First

With the growth of mobile and home-based employees, enterprises have an ever increasing need to connect and collaborate with employees anytime, anywhere. MiCloud Connect, created with a mobile-first mindset, delivers advanced collaboration tools securely to desktop or mobile devices outside the office. Tools such as screen sharing, video conferencing, as well as our Teamwork collaboration app, so teams can easily collaborate with messaging, file sharing, tasks, and conferencing.



2. Cloud Enabled

Enterprises are facing the challenge of optimizing their communications system while still protecting their investments and maintaining on-premises infrastructures. We work with businesses to strategically migrate legacy systems on their timetable, providing a pain-free transition to cloud. MiCloud Connect is built on Google Cloud, the same platform that powers the tools consumers trust and use every day, and is backed by Google Cloud's proven reliability, security and scalability to deliver uptime and compliance businesses can depend on.



3. Customer Experience Focused

Organizations have a new generation of connected consumers who expect personalized service, instant availability, simplicity and the flexibility of self-service. MiCloud Connect offers two enterprise-class contact center options each with built-in intelligence and advanced customer experience features that focus on the modern connected consumer. For advanced customer experience MiCloud Connect CX built with Talkdesk is delivered over-the-top. For essential CC features MiCloud Connect Contact Center is delivered fully integrated.

MiCloud Connect Service Plans

Features	Essentials	Premier	Elite
Direct Dial (DID) Phone Number	✓	✓	✓
Minutes Per Month (domestic outbound)	Unlimited	Unlimited	Unlimited
PBX Features (different for each plan)	✓	✓	✓
Admin Portal	✓	✓	✓
Desktop Client *features provided by this app	✓	✓	✓
Voicemail / Voicemail-to-Email*	✓	✓	✓
Audio Conferencing*	8 Party	25 Party	100 Party
Web Conferencing / Desktop Sharing*	4 Party	25 Party	100 Party
Instant Messaging (IM)*	✓	✓	✓
Presence / Availability State*	✓	✓	✓
Peer-to-Peer Video Calling*	✓	✓	✓
Video Conferencing*	8 Party	12 Party	24 Party
Softphone*	✓	✓	✓
Outlook® & G Suite Integration	✓	✓	✓
Find Me Call Routing / Mobile Extension*	✓	✓	✓
Mitel Teamwork / Business SMS ¹	✓	✓	✓
Web Dialer	✓	✓	✓
Connect for Mobile (Android & iOS)	✓	✓	✓
Voicemail-to-Email Transcription	\$	✓	✓
Salesforce® & Other CRM Integrations	\$	✓	✓
² On-Demand Call Recording	n/a	✓	✓
Operator*	n/a	n/a	✓
² Always-On Call Recording	\$	\$	✓
³ Archiving (7 years for IMs, audio/web conferences & call recordings)	\$	\$	✓
⁴ Email-to-Fax	\$	\$	\$
⁴ MiCloud Connect Contact Center	\$	\$	\$

¹ Business SMS is not available for current ShoreTel Sky customers migrating to MiCloud Connect at this time

² On-Demand and Always-On Call Recording cannot co-exist for the same user (must select one)

³ For users without Archiving feature, Mitel provides access to instant messages for 18 months, audio and web conference recordings for 3 months and call recordings for 1 year

⁴ MiCloud Connect Contact Center is purchased separately. MiCloud Connect Fax is also purchased separately per fax number and is not dependent on any type of profile

* Feature provided by desktop client