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business

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Mitel CX

Customer engagement,
powered by insight



One partner. Every solution.

OVERVIEW

Mitel CX all-in-one AI-assisted customer experience management platform that orchestrates personalized experiences across every customer interaction for superior results.



WHAT IS MITEL CX SOLUTION

- **Mitel CX is a complete customer and employee engagement platform that minimizes the pain and frustration of having to integrate point solutions from multiple vendors.**
- With GenAI-powered virtual agents that provide intelligent automation of repetitive tasks and repeated problem resolution, human agents can handle more complex inquiries assisted by GenAI knowledge bases for optimal CX and cost effectiveness.
- Built on Mitel's Common Communications Framework, Mitel CX's fully-converged single pane of glass experience for agents and knowledge workers boosts employee engagement and optimizes first-contact resolution.

AI-ASSISTED CUSTOMER & AGENT EXPERIENCE

- GenAI-powered Virtual Agents that provide intelligent automation of repetitive tasks for optimal customer and agent experience.
- GenAI-enhanced tools that make agents more productive and maximize customer resolution rates.
- GenAI-infused customer and employee analytics and insights that provide actionable intelligence to improve customer satisfaction and agent performance.

YOUR CX, YOUR WAY

- Design GenAI-assisted workflows using our Chatbot Builder and low code/no code Workflow Studio without requiring specialized skills.
- Choice of UC/CC client: Mitel or 3rd party CRM, Collab, Messaging.
- Freedom in deployment model: On-site, Private Cloud, Public Cloud, Hybrid and hosting model: Customer, Partner, or Mitel (Secure Cloud).
- Choice of financial model: Subscription, CAPEX, or hybrid.

OPTIMIZE OPERATIONS

- Drive efficiency and growth with visual dashboards and reports that provide AI-infused virtual/human agent optimization and QA automation.
- Empower agents with presence, chat and contact directory to find and collaborate with employees quickly and efficiently to drive first-contact resolution.
- Double your agents' output with tools like AI Agent Assist, Automatic Translation, Suggested Responses, and Interaction Summaries.

SUPPORTED PLATFORMS & CAPACITIES

The maximum number of concurrent agents varies with the deployment type. Please refer to the engineering guidelines for specifics.

Supported Platform	Integration Type	Capacity
Mivoice Business	Native	1, 200 Agents
MiVoice MX-ONE	SIP	1, 000 Agents
OpenScape Voice	SIP	1, 000 Agents

MITEL CX SUBSCRIPTION COMMERCIAL OFFER

CX Essential - Voice

Per concurrent user per month

For day-to-day voice interactions

- Channels: Voice
- Historical Reporting (includes Customer Journey)
- Real-time Reporting
- CRM Connector
- WFM Connector
- Screen-pop
- Workflow Studio Premier (100 interactions – AI Ready)
- Messaging & Routing
- WebRTC Softphone
- Embedded Call Recording (CMS) (for SIP version)
- Advanced Supervisors (unlimited)
- 2 Administrator licenses (system wide)
- Multi-Site (MiVB only)
- Ring Groups (MiVB only)
- Business Reporter & Call Accounting (MiVB only) 50 users

CX Essential - Digital

Per concurrent user per month

For day-to-day digital interactions

- Channels: Chat, Email, SMS, Social Media (native, CM or Twilio subscription separate)
- Historical Reporting (Includes Customer Journey)
- Real-time Reporting
- CRM Connector
- WFM Connector
- Screen-pop
- Workflow Studio Premier (100 interactions – AI Ready)
- Advanced Supervisors (unlimited)
- 2 Administrator licenses (system wide)
- Multi-Site (MiVB only)
- Ring Groups (MiVB only)
- Business Reporter & Call Accounting (MiVB only) 50 users

CX Premier

Per concurrent user per month

For GenAI-assisted omnichannel interactions

Everything in CX Essentials Voice + Digital plus:

- GenAI Channels (Talkative) including:
 - AI Virtual Agent (usage extra)
 - Live Chat
 - SMS/WhatsApp Messaging (usage extra)
 - Video Chat
 - Screenshare
- Workflow Studio Premier (200 Interactions – AI Ready)
- Outbound campaigns
- MIR Premier:
 - Call / Screen Recording, Screen Mute
 - Quality Management (QM) Basic

Everything in CX Premier plus:

Per concurrent user per month

For GenAI-powered insights

GenAI Assist (Talkative) – 50 interactions per month including:

- AI Virtual Agent
- SMS/WhatsApp Messaging
- MIR Elite:
 - Advanced Quality Management (QM)
 - Emotion Detection
 - Recording encryption with key management

MITEL CX ADD-ONS

- MIR Essentials, Premier, Elite (ASC)
- MIR Insights AI (ASC)
- Analytics AI (Softcom)
- GenAI Interactions (Talkative) / Virtual Agent
- CX WFM (Calabrio)
- CX Continuity (Neverfail)
- CX Outbound (Noetica)
- ASR / TTS (Google)
- Full IVR session licenses (including embedded CSAT survey, others)
- Administrator User



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