

All-in-One Simplicity

Mitel offers everything you need to operate a world class customer experience center including omnichannel interaction management with built-in Workflow Designer, Speech-enabled IVR, Interaction Recording, Speech Analytics, Quality Management, Workforce Management, Historical Reporting, Real-Time Dashboards and more.



The Most Powerful Capabilities in the Business

Mitel Customer Experience Management Suite



OMNICHANNEL

Give customers the freedom to engage with you via phone, email, chat, social media and more.



PERFORMANCE MANAGEMENT

Gain actionable insights into team performance from real-time and historical analytics.



WORKFORCE MANAGEMENT

Optimize your operations with workforce forecasting and scheduling, quality management, coaching and learning.



ARTIFICIAL INTELLIGENCE

AI-powered Virtual Agents and Agent Assist technologies that reduce customer effort and agent friction.



INTERACTION RECORDING

Record calls and agent screens to enable coaching that ensures call quality, consistency and compliance.



SPEECH ANALYTICS

Identify successful calls that demonstrate best practices across the team and locate areas for improvement.



OUTBOUND

Choose between Preview, Progressive, Power and Predictive dialing modes for maximum efficiency.



CRM INTEGRATION

Provision in minutes with integrated softphone, call logging, native reporting, and automations.



FLEXIBLE DEPLOYMENT

Deploy on your site, in your private cloud or in the public cloud for a secure, reliable and worry-free solution.

