Migrating from
Enterprise Contact Center (ECC) or MiVoice Connect Contact Center (MiCCC) to
MiContact Center Business (MiCCB)
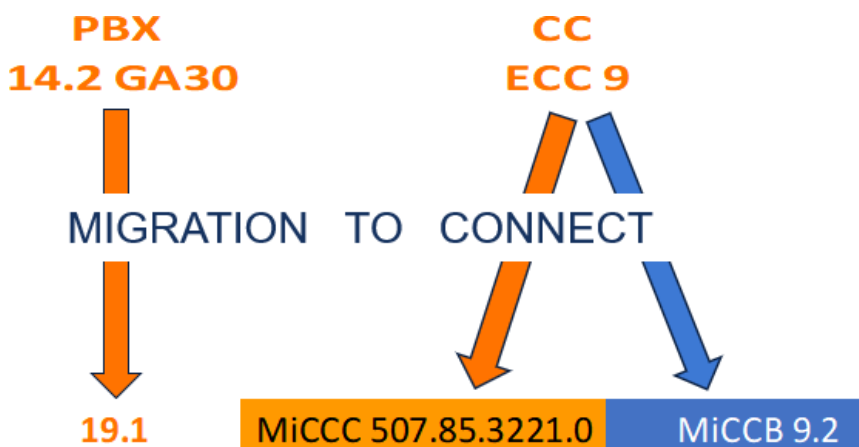
⋈ Mitel®

Table of Contents

Overview

MiContact Center Business (MiCCB) Release 9.2 introduced support for the MiVoice Connect (on-site) platform. MiContact Center Business is Mitel's flagship on-site customer experience management solution that brings 20+ years of innovation to MiVoice Connect customers. There is a lot of excitement in the market for this announcement and we want to be able to take advantage of it.

No end of sale or end of support announcements are being made at this time for MiVoice Connect Contact Center (MiCCC), which has been the default Contact Center solution for MiVoice Connect (on-site) customers. MiCCB is now the go-forward contact center platform for MiVoice Connect on-site customers. In the future, MiCCC will receive only minor enhancements, maintenance releases, security, and compatibility fixes.

Prior to MiCCC, customers still on legacy ShoreTel PBX versions 14.2 likely deployed Enterprise Contact Center (ECC9 or earlier) as their Contact Center solution. **As previously announced in 2018, the PBX version 14.2 along with the contact center ECC9 will become end of life (EOL) as of 30 September 2020**.

This presents an opportunity for customers to migrate to the go forward MiContact Center Business platform. Some existing customers may choose to remain on MiCCC, but all *new* contact center opportunities should be highly encouraged to purchase MiContact Center Business.

This document is designed to assist existing MiVoice Connect partners and customers with understanding the feature differences, license migration path, and best practices for migrating from one system to another. This document is not designed to replicate or replace any Mitel System Engineering Guide, Installation and Administration Guide, or User Guide and is rather designed to supplement this technical documentation with commercial guidelines and migration best practices. To access the latest MiContact Center Business technical documentation, please visit: https://www.mitel.com/en-ca/document-center.

NOTE: Partners must have at least 1 technician certified by successfully completing the *MiCC Business Installation and Maintenance Rel 9.2 OpenSIP (Connect)* course to sell and support the product. To receive tech support from Mitel TAC, the Mitel Partner caller/case owner engaging Mitel TAC must be certified on MiContact Center Business.

NOTE: We strongly encourage Mitel channel partners to engage Mitel's Professional Services team to lead their first implementation of MiContact Center Business with customers migrating from MiVoice Connect Contact Center/ECC. Mitel's Professional Services can optionally offer Mitel channel partners a "buddy swim" offering as a paid custom service so they can learn from our experts and ensure the most positive customer experience during cutover to the new product.

When to Migrate & When Not to Migrate

It is important to note that while there are many advantages to moving from MiVoice Connect Contact Center (ECC) to MiContact Center Business, it is not a "like-for-like" solution, and the way that customers work will change. If the customer expectation is that MiContact Center Business is feature parity with the legacy solution, or that the contact center will not need to change the way they work, we recommend not migrating. When to migrate and when not to migrate should always be an open discussion between partners and customers, with Mitel's Contact Center Sales and Sales Engineering Specialists able to assist, prior to any migration.

One of the most crucial things to understand is that the MiContact Center Business SIP platform is built to be agnostic to several of Mitel's SIP-enabled telephony platforms, rather than tightly integrated, native to the PBX, as MiVoice Connect Contact Center was developed for MiVoice Connect. While MiContact Center Business does support CTI, presence, and line state integration with MiVoice Connect, the deep integration with MiVoice Connect devices, such as auto attendant, hunt groups, workgroups, etc., are not part of the MiContact Center Business solution. As such, while the MiVoice Connect phones, Connect Client, Connect for Chrome, and Connect External Assignments are all supported as MiContact Center Business endpoints, these devices should only be used to answer/hang up phone calls. All mid-call CTI controls (transfer, conference, hold, etc.) should be performed using the Web Ignite interface. We highly recommend this is communicated, trained, and well understood with customers prior to any migration.

If CTI controls are not performed using Web Ignite, it is possible that presence, state, and reporting in MiContact Center Business may be inaccurate. To fully clarify the tested and validated use cases for MiContact Center Business and various MiVoice Connect devices, see the table below:

Call Handling using Ignite	IVR to Queue	To Queue	To Agent	Extension	External	MiVoice Connect Feature
Direct Call to Route Point	Supported	Supported	Supported	Supported	Supported	N/A
Direct Call to Workgroup*	N/A	N/A	N/A	N/A	N/A	Supported
Direct Call to Hunt Group	N/A	N/A	N/A	N/A	N/A	Supported
Direct Call to Auto Attendant	Supported	Supported	Supported	Supported	N/A	N/A
Blind Transfer to Route Point	Supported	Supported	Supported	Supported	Supported	N/A
Blind Transfer to Workgroup	N/A	N/A	N/A	N/A	N/A	Supported
Blind Transfer to Hunt Group	N/A	N/A	N/A	N/A	N/A	Supported
Blind Transfer to Auto Attendant	Supported	Supported	Supported	Supported	N/A	N/A
Supervised Transfer to Route Point	Supported	Supported	Supported	Supported	Supported	N/A
Supervised Transfer to Workgroup	N/A	N/A	N/A	N/A	N/A	Supported
Supervised Transfer to Hunt Group	N/A	N/A	N/A	N/A	N/A	Supported
Supervised Transfer to Auto Attendant	Supported	Supported	Supported	Supported	N/A	N/A
Consult Transfer to Route Point	Supported	Supported	Supported	Supported	Supported	N/A
Consult Transfer to Workgroup	N/A	N/A	N/A	N/A	N/A	Supported
Consult Transfer to Hunt Group	N/A	N/A	N/A	N/A	N/A	Supported

Consult Transfer to Auto Attendant	Supported	Supported	Supported	Supported	N/A	N/A
Consult Conference to Route Point	Supported	Supported	Supported	Supported	Supported	N/A
Consult Conference to Workgroup	N/A	N/A	N/A	N/A	N/A	Supported
Consult Conference to Hunt Group	N/A	N/A	N/A	N/A	N/A	Supported
Consult Conference to Auto Attendant	Supported	Supported	Supported	Supported	N/A	N/A
Invite Conference Route Point	Supported	Supported	Supported	Supported	Supported	N/A
Invite Conference Workgroup	N/A	N/A	N/A	N/A	N/A	Supported
Invite Conference Hunt Group	N/A	N/A	N/A	N/A	N/A	Supported
Invite Conference Auto Attendant	Supported	Supported	Supported	Supported	N/A	N/A
Park	N/A	N/A	N/A	N/A	N/A	Supported
Leave Conference In Progress	Supported	Supported	Supported	Supported	Supported	N/A

*A MiContact Center Business agent should never take MiVoice Connect Workgroup or Hunt group calls because MiContact Center Business constantly monitors the agent's line URI if it is defined in YourSite Explorer (YSE) even if the agent (employee) is not logged in. MiVoice Connect Workgroup and Hunt group membership including Workgroup voicemail capabilities, can only be used as a backup for disaster recovery in the event of MiContact Center Business downtime. It is important to ensure that there is no traffic on these backup Workgroup or Hunt groups unless the MiContact Center solution is down. Agents can make calls to Workgroups and Hunt groups, but they should never take these calls.

There are options for supervisors and agents that require taking Workgroup and Hunt group calls in Connect.

1. Remove the Line URI in YSE while using the Workgroup or Hunt group or

2. Set the employee (agent) as "Historical" in YSE while using a Workgroup or Hunt group. See Article 000007527 for more information.

3. Delete the employee (agent) needing to participate in the Workgroup or Hunt group from YSE if they are no longer using MiContact Center Business.

MiVoice Connect Contact Center (ECC) customers can migrate to MiContact Center Business depending on their requirements. We recommend that MiVoice Connect Contact Center (MiCCC) customers migrate to MiContact Center Business (MiCCB) when customers have:

- o Total agents BELOW 375 agents

- o Total voice IVR ports BELOW 90 ports

- o **NO requirement for the callback position in queue feature**

- o NO Active/Active High Availability, Resiliency, or Redundancy functionality

These capabilities and an increase in total agents and IVR ports, are slated for a future release of MiContact Center Business. We do recommend that customers looking to take advantage of the following exciting new product capabilities consider migrating to MiContact Center Business:

- • Features to aid with PCI compliance

- • Fully unified omnichannel contact center capabilities for voice and digital interactions (email, fax, SMS, Web chat, and social media), all delivered from a unified agent interface

- Out-of-the-box SMS support with Twilio Programmable SMS

- Optional SMS provider integrations available through Mitel Professional Services

- Optionally integrates with Mitel partner BizVu for social media monitoring embedded in the agent interface

- Native support for OEM provided Automatic Speech Recognition (ASR) and Text-to-Speech capabilities for sophisticated voice self-serve IVR experiences

- Optionally integrates with Google Contact Center AI for rich Virtual Agent (i.e. chatbot) experiences and Agent Assist functionality (i.e. AI whisper coach)

- Supports power dialing and self-service across all media types

- Workflow engine includes error/warning checks and notifications to ensure proper programming

- Leveraging LDAP integration to the corporate directory on the Connect platform, agents can easily search, transfer/conference any contact programmed in the directory

- Supports pre-announcement messages to both callers and agents

- Response templates available across chat, SMS, and email media types

- Agent dashboards can be programmed by supervisors/managers or agents and are fully customizable

The following table compares ECC/MiCCC to MiContact Center Business for the purposes of understanding licensing equivalence. If the customer owns the ECC or MiCCC parts in the left columns, it will assist in quoting and ordering MiContact Center Business migration parts in the right columns.

ECC / MiCCC				MiContact Center Business	
SKU	PART #	DESCRIPTION		PART #	DESCRIPTION
30156	640-1040	ECC Base 10 Package for Connect Contact Center - Includes server-based software for contact center. Includes 10 Agent licenses (inbound voice / callbacks), 30 IVR Port,1 Supervisor, 2 group/agent feed licenses. Only one Base Package needed per server. Agent licenses on ECC connect are named, requiring 1 agent license per user. IVR port licenses on ECC are required for inbound voice calls as well as call backs.		54010520	**Connect - Migration to CC SIP Starter Pack,** includes 5 SIP Concurrent Voice Agent licenses, unlimited supervisors to run reports and view agents in real-time, 2 system administrators for configuration and security management, and 120 Messaging and Routing Ports (includes callbacks). This license allows for installation on 2x servers (primary and backup/development system). IVR ports are not required for voice agents.
				54010521	**Connect- Migration to CC SIP Agent** for any additional SIP Concurrent agent licenses needed to align with the current ECC agent license count.
				54010336/ 54010337	Two **MiVConnect NC SIP Trunk License x1** are provided per agent to account for agent SIP trunk requirements. Optionally, 54010337 **MiVoice Connect NC Virtual SIP Trunk x1** can be added for virtual environments.

30122	690-1222	Contact Center Inbound Voice license bundle. Can be used with Connect Contact Center or ECC 7-9. Add-on one agent and one IVR port (concurrent) license. These are incremental licenses over the Base 10 bundle.		54010521 54010336/ 54010337	**Connect -Migration to CC SIP Agent** Two **MiVConnect NC SIP Trunk License x1** are provided per agent to account for agent SIP trunk requirements. Optionally, 54010337 **MiVoice Connect NC Virtual SIP Trunk x1** can be added for virtual environments.
30127	690-1227	Contact Center Supervisor license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license includes capability to access Agent Manager, Director, Reports, GCCS and Wallboard Editor.		N/A 52003556	Supervisors are free and unlimited in MiContact Center Business. When enabled, supervisors can run reports and view real-time dashboards. **Migration to CC System Admin x1** If additional System administrators are required for configuration and security management. Reminder that 2 System Admins come included with the base software.
30108	690-1193	Contact Center Agent Activity Event Feed license. Can be used with Connect Contact Center or ECC 7-9. One license to activate one agent activity event feed. Two event feed licenses are included in the Base 10 package.		N/A	No equivalent license in MiContact Center Business. Agent activity reporting is included in the core product and APIs are available out of the box.
30126	690-1226	Contact Center IVR license for one concurrent IVR port. Can be used with Connect Contact Center or ECC 7-9. These are incremental licenses over the Base 10 package.		52003501 54010336/ 54010337	**Migrate to CC IVR Port x1** Two **MiVConnect NC SIP Trunk License x1** are provided per port to account for SIP trunk requirements. Optionally, 54010337 **MiVoice Connect NC Virtual SIP Trunk x1** can be added for virtual environments.
30128	690-1228	Contact Center Redundant Server license for the warm standby server. Can be used with Connect Contact Center or ECC 7-9. Will be configured with the same licenses as the primary server. Includes a TAPI license.		N/A	No equivalent license in MiContact Center Business. MiContact Center Business includes the ability to install the server on 2x machines, one for active/primary and a second for test/development but aside from VMware tools, there is no built-in redundancy at this time (slated for a future release). Optionally, Connect Workgroups can be used as a failover option in the event of unforeseen downtime.
30123	690-1223	Contact Center Outbound Campaign license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license add-on to Inbound Voice. One consumed every time an agent logs into a group with dial list feature enabled.		N/A	No equivalent licenses in MiContact Center Business. MiContact Center Business progressive/preview dialing, and campaign management is optionally available through Mitel Professional Services at cost.

30124	690-1224	Contact Center Email license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license add-on to Inbound Voice for handling emails. One consumed every time an agent logs into a group that has email feature enabled.	54006789	**Multimedia Agent License x1** This is not a migration part and is at the users own expense due to the vast differences between MiContact Center Business's email implementation and the full breadth of omnichannel capabilities unlocked in the MiContact Center Business Multimedia license.
30125	690-1225	Contact Center Web license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license add-on to Inbound Voice for handling web chat. One consumed every time an agent logs into a group that has chat feature enabled.	54006789	**Multimedia Agent License x1** This is not a migration part and is at the users own expense due to the vast differences between MiContact Center Business's web chat implementation and the full breadth of omnichannel capabilities unlocked in the MiContact Center Business Multimedia license.
18018	615-1017	Contact Center Agent Dashboard Base Package for 5 concurrent users. Web-based agent dashboard providing real-time agent & queue statistics. Except for very small-scale deployments, must be run on separate server from CC server.	N/A	No equivalent MiContact Center Business license. Several Web-based and client-based dashboards are available out of the box, with optional ability for customers/partners to build their own custom dashboards using the MiCCSDK (included in all base licenses).
18019	615-1018	Contact Center Agent Dashboard Add On for 1 concurrent user. Combine with Base Package incrementally for increased concurrent user capacity.	N/A	No equivalent MiContact Center Business license. Several Web-based and client-based dashboards are available out of the box, with optional ability for customers/partners to build their own custom dashboards using the MiCCSDK (included in all base licenses).
18020	615-1019	Contact Center Interaction Viewer Base Package for 1 concurrent user. Web based viewer for end to end call interaction details with links to call recordings & CDRs. Includes required CCIR Transform Service. Runs on separate server from ECC.	N/A	No equivalent MiContact Center Business license. Several Web-based and client-based dashboards are available out of the box, with optional ability for customers/partners to build their own custom dashboards using the MiCCSDK (included in all base licenses).
18021	615-1020	Contact Center Interaction Viewer Add On for 1 concurrent user. Combine with Base Package incrementally for increased concurrent user capacity.	N/A	No equivalent MiContact Center Business license. Several Web-based and client-based dashboards are available out of the box, with optional ability for customers/partners to build their own custom dashboards using the MiCCSDK (included in all base licenses).

18022	615-1021	CCIR Transform Service (No CC Interaction Viewer Web Application). Re-factors CCIR data into a database that is call oriented. Included in the CCIV Base license. Requires separate server from CC server.	N/A	No equivalent MiContact Center Business license. This functionality will be lost on upgrade.
18023	615-1022	Contact Center Real-time Monitoring Bundle (includes 1 CC Interaction Viewer, 1 CCIR Transform Service & 5 CC Agent Dashboard). Must be installed on separate server from CC server.	N/A	No equivalent MiContact Center Business license.
18046	615-1045	Contact Center Agent Alert. Notifies an agent via visual desktop alert when they are in a state where he cannot receive ACD calls.	N/A	No equivalent MiContact Center Business license. Agents have easy access to see if they are in an unavailable state from the various Web-based and desktop-based clients.

Getting Started

Partner Requirements – in any opportunity, this will be a big step in helping heritage Shoretel partners become prepared to sell, install and support Mitel solutions to support their existing customer base. There are several requirements they will need to be aware of to take advantage of this.

a. **Contracting and Technical Training** - Existing MiVoice Connect partners do not need to sign any new partner agreements to sell MiContact Center Business. Mitel has onboarded all partners that participated in early pre-release Installation and Maintenance classes for MiContact Center Business Release 9.2. If you did not participate in these classes, or do not have access to Mitel AMC and Mitel CPQ from MiAccess, please contact your Channel Account Manager who will work with Mitel's Channel Operations team to provide access to these tools.

b. **Requirements to sell** - To sell MiContact Center Business and Software Assurance (the equivalent of MiVoice Connect "Partner Support"), a MiVoice Connect partner must have at least one technician Installation and Maintenance Certified on the product. The Partner (or their end customer) is expected to provide Level 1 support. Partners are expected to provide Level 2 support (which requires Installation and Maintenance Certification). Pre-sales training is not a mandatory requirement but is highly recommended.

Mitel Sales and Sales Engineering (SE) Roles and responsibilities – Who does what.

- Mitel TAMS / CAMS / Contact Center Sales Specialists

  - Identify / create / drive new opportunities.

  - Coordinate sales training for partners

  - Keep partners up to speed with current product bulletins

  - Setting Expectations

  - Assist Partners with preparation

  - Engage SE and overlay resources

  - Contact Center Sales Specialists help Sales uncover and drive product opportunities

- Mitel SE / Contact Center SE Specialists

  - Reinforce set expectations

  - Assist with training partners

  - Provide demos

  - Provide Quote assistance where needed

  - Coordinate in all aspects of the opportunity

  - Contact Center SE Specialists help SEs / Sales stay up to date on new product developments and roadmaps

For initial Mitel Sales Engineering assistance, please contact the Corporate Sales Engineering team: sales.engineering@mitel.com

Product Comparison: MiVoice Connect Workgroup vs. MiVoice Connect Contact Center vs. MiContact Center Business

	MiVoice Connect Workgroup	MiVoice Connect Contact Center	MiContact Center Business
General System Overview			
Targeted Solutions	Informal ACD groups	Medium to large-enterprise inbound and outbound ACD multimedia contact centers	Small to mid-size inbound, outbound, and self-service omnichannel customer experience centers
Distributed IP Communications Platform	Yes	Yes	Yes
Universal Queue	No	Yes	Yes
Graphical User Interfaces	Yes	Yes	Yes
Graphical Real-time Displays	Yes	Yes	Yes
Server Operating System	Integrated on MiVoice Connect	- Microsoft Windows Server 2019, 64-bit Standard & Datacenter - Microsoft Windows Server 2016, 64-bit Standard & Datacenter - Microsoft Windows Server 2012 R2, 64-bit, Standard & Data Center - Microsoft Windows Server 2008 R2, 64-bit, Standard & Data Center (SP1)	- Windows Server 2019 - Windows Server 2016 - Windows Server 2012 64-bit
Supported Client Platforms	Windows 8-10 Apple OS X 10.10 Apple OS X 10.11	Supervisors and Agents: - Windows 8 Professional and Enterprise, 32 and 64-bit - Windows 8.1 Professional and Enterprise, 32 and 64-bit - Microsoft Windows 10 Professional and Enterprise 32 and 64bit - Citrix XenApp 5, 6, and 6.5 - Internet Explorer 11 - Firefox 70 - Safari 13.0.1 - Chrome 78 - Edge version 44.18362.387.0	Supervisors and Agents: - Windows 7 SP1 - Windows 8, 8.1 - Windows 10 - VMware Horizon View 7.4 - Citrix XenApp 7.18 - Microsoft Remote Desktop Services - Internet Explorer (Version 11.345.17134.0) - Google Chrome (Version 70.0.3538.77) - Safari (Version 12.0.1) - Mozilla Firefox (Version 63.0.1, 64-bit) - Microsoft Edge (Version 42.17134.1.0)
Announcements Format	Wav, 8 kHz, Mono	Wav, 8 kHz, Mono	Wav, 8 kHz, Mono
Redundancy – Failover and Recovery	Via Double Take application, backup extension	Yes	No – only built-in to VMware, or failover to Connect Workgroup

Geographical Survivability	Yes	Yes	No – only built-in to VMware, or failover to Connect Workgroup
Scheduled Database Backups	Yes	Yes	Yes
System Capacities			
Maximum Live Agent Positions	300	1000	375
Maximum Configured Agents	300	2000	2000
Active Supervisors / Server	128	200	N/A
Configured Supervisors / Server	Unlimited	1000	N/A
Number of Agent Groups Supported	256	256	999 Queues
Maximum Number of Agents per Group	300, 16 simultaneous ring	1000 active agents	375 active agents
Maximum Number of Groups to Which Agents Can Belong	128	64	60
Maximum Number of Skills	N/A	256	Unlimited
Wrap-Up Codes (Call Coding)	No	Yes - 512	Unlimited
Announcement per Service	5	One mandatory, one first, twenty secondary announcements or scripts	Unlimited
Maximum IVR Ports / Server	254	254	90
Maximum Calls in Queue / Server	254	254	254
Maximum DNIS Routes	300	1500	N/A
Maximum Release Codes	N/A	512	N/A
Maximum Simultaneous Email Interactions per Agent	N/A	512	10 – customized with workload
Maximum Simultaneous Web Chat Interactions per Agent	N/A	10	10 – customized with workload

Maximum Simultaneous Interactions per Agent	N/A	20	1 voice; 10 per multimedia type
Media Support			
Inbound – Voice	Yes	Yes	Yes
Outbound – Voice	No	- Scheduled Callback - Abandoned Callback - Campaigns (Dial from List)	- Out of the box power dialing - Optional preview/progressive dialing (requires Professional Services)
Web Chat	No	Yes	Yes
Email	No	Yes	Yes
SMS	No	No	Yes
Open Media (API router for embedded third-party media)	No	No	Yes
Social Media and Social Messaging	No	No	Optional – Third-party
Omnichannel Case Management	No	No	Yes
Omnichannel Media Pivoting	No	No	Yes
Multiple Interactions per Agent	No	Yes	Yes
Call Blending	Inbound only	- Inbound and outbound - Chat - Email	- Inbound - Outbound - Omnichannel
Voicemail	Yes	Yes	Yes
Web Callback	No	Yes	Yes
Routing			
Skills-Based Routing	No	Yes	Yes
Maximum Number of Defined Skills	N/A	1000	Unlimited
Skills Group Routing	No	Yes	Yes
Personal Agent Queuing	No	Yes – 1000 queues	Yes – 999 Queues
Route to Last Agent	No	Yes – Database lookups	Yes – Preferred Agent

Set Personal Callback	No	Yes	Yes
Agent Priority Based Routing	No	Yes	Yes
Service Level Based Routing	No	Yes	Yes
Identity Routing (by Caller ID or CRM)	No	Yes	Yes
ANI or Geography Based Routing	No	Yes	Yes
Agent Search Criteria	- Longest Idle - Round Robin (Circular) - Top Down (Terminal) - Simultaneous Ring	- Longest Idle - Round Robin (Circular) - Top Down (Terminal) - Best Fit Skill	- Longest Idle - Best Fit Skill
Routing by DNIS	Yes	Yes	Yes
Routing by Type of Day	Yes – holidays	Yes	Yes
Routing by Time of Day (Schedule)	Two shifts	Yes	Yes
CRM Based Routing	No	SQL databases by ODBC or stored procedures	Data providers: SAP, Salesforce, Dynamics, Sugar, NetSuite or connectivity to ODBC, Excel, SQL, and LDAP sources
Overflow on Wait	Yes	Yes, multi-level Multiple groups	Yes, multi-level Multiple groups
Route on No Agent Destination	No	Yes	Yes
Attach Custom Data to Call (Captured in Call Record)	No	Yes	Yes
Agent Applications and Capabilities			
Agent Applications	- Connect Client - Queue Monitor	- Agent Interaction Center (AIC) web browser client - KPI Board - Queue Monitor - Integrated web chat	- Web Ignite - Contact Center Client
Maximum Number of Concurrent Interactions per Agent	1	20 (one routed voice call at a time)	1 voice; 10 per multimedia channel
Agents Online Presence and Instant Messaging	Yes, when using the UC Conferencing	Yes, with the Connect Client	Yes, with the Connect Client

Agents Telephony Presence	Yes	Yes	Yes
Calls in Queue Display	Yes	Yes	Yes
Pick Call from Queue	Yes	Yes (if allowed)	Yes
Previous Call Log Display in Client	Yes	Yes	Yes – including omnichannel cases, history, and transcripts
Programmable Buttons	Yes	Yes	No
Phone-only Mode Supported	Yes	Yes	Yes
Class of Service-based Window/Feature Access	No	Yes	No
Graphical Threshold Alerts	Yes – Audio also	Yes – Wallboard	Yes – Audio, Visual, and Email
Individual Group Login	No	Yes – if allowed	Yes – if allowed
CRM Screen Pop	- Outlook - TAPI (ANI or DNIS)	- Embedded HTTPS web triggers within CCD, .BAT (batch) and .EXE (desktop executables) within Easy Pop or CAS - Outlook - TAPI (ANI, DNIS, Collected Digits)	- Embedded HTTPS web triggers within Web Ignite - ANI, DNIS, Collected Digits or any information captured as a variable in a voice or multimedia workflow
Available Agent Status	- Login - Logout - Wrap-up	- Idle - Login - Logout - Wrap-up - Release - Release (w/ Reason Code)	- Idle - Login - Logout - Present - Not Present - Busy - Busy (w/ Reason Code) - Do Not Disturb - Do Not Disturb (w/ Reason Code) - Work Timer (Wrap-up)
Integrated Web Chat	No	Yes	Yes
Chat Response Time	No	Yes	Yes
Exit Controlled Wrap-up Early	Yes	Yes	Yes
Manually Extend Wrap-up Time	No	Yes	No
Wrap-up Codes	No	Yes	Yes

Forced Wrap-up Codes per Transaction	No	Yes	Yes
Release Codes	No	Yes	No
Group Name Displayed on Phone for Alerting Calls	Yes	No	No
Phone-based Agent Login/Logout	Yes	Yes, but no visibility to state	No
Supervisor Applications and Capabilities			
Supervisor Applications	- Connect Client - Queue Monitor - Agent Monitor	- Agent Interaction Center Client - Agent Manager & Historical Reporting - Opt. Contact Center Interaction Viewer	- Web Ignite - Contact Center Client - Contact Center Management reporting tool
Control Rights of Supervisors, Group Supervisors	No	Yes	Yes
Graphical Threshold Alerts	Yes – audio also	Yes – audio also	Yes – audio and email also
Call Information Display	Yes	Yes	Yes
Real-time Statistics (Supervisor)	Yes – limited	Yes	Yes
Historical Reports	Yes	Yes	Yes
Desktop KPI Wallboard	Yes, limited	Yes	Yes
Visual Alerts	Yes	Yes	Yes
Agent Status and Activity	Yes – login and current call	Yes	Yes
Group Status and Statistics	Custom package	Yes	Yes
Agents Requiring Help Notification	No	Yes	Yes
Agent Login/Logout Status/Control	Yes	Yes, alert notification when last agent, logging out, of a group	Yes
Silent Monitor, Whisper, Barge-in	Yes	Yes	Yes
Activate Ad-hoc, On-demand Agent Recording	Yes	No	Optional – MiVoice Call Recording
Monitor Agent State and	Yes	No (uses AIC and Agent	Yes

Change Agent State from Single Client		Manager)	
Supervisor Controlled Recording	Yes	Yes	Optional – MiVoice Call Recording
Contact Center Configuration	No – only Director	Yes, if allowed	Yes, if allowed
Monitor-only Application Access	Agent Monitor	- Administrator level - Real-time reports / agent control	Yes, if allowed
Administrator Application Access	N/A	- Agent Manager - Contact Center Director - Historical Reporting - Graphical Call Control Scripter (GCCS)	YourSite Explorer
Real-time and Historical Reports			
Built-in Reports Generator	Yes	Yes	Yes
Automatic Reports Scheduler	No	Yes, .XLS, .CSV, .PDF, .EMF, .SQL, and .HTM	Yes, .XLS and .PDF
Email Scheduled Report	No	Yes	Yes
Print Scheduled Report	No	Yes	Yes
Store Interaction Data	Inbound voice	Inbound voice	Voice and omnichannel
Export Data Multiple Formats	Yes	Yes	Yes
Pre-defined Report	Yes	Yes	Yes
Add/Remove Report Columns	No	Yes	No
Create New Calculated Fields	No	Yes	No
Public/Personal Reports	No	Yes	Yes
Periodical (Non-Continuous) Reports	No	Yes	Yes
Filter Report Results by Agent/Group	Yes	Yes	Yes
Refresh Rate	Real Time	1-10 Seconds	Real Time
Available Report Format	Tabular	- Tabular - Graphical	- Tabular - Graphical

Public/Personal Reports Management	No	Yes	Yes
Group Sliding Interval Statistics	No	Yes	Yes
Group Calls in Queue Status	Yes	Yes	Yes
Group Queue Service Time Statistics	No	Yes	Yes
DNIS Status and Statistics	No	Yes	Yes
Group Staffing Status	No	Yes	Yes
Group Overflow/Interflow Reports	No	Yes	Yes
Daily and Hourly Statistics	No	Yes	Yes
Outbound Status/Statistical Reports	No	Yes	Yes
IVR Application Status and Statistics	No	Yes	Yes
Mailbox Queue Status and Statistics	No	Yes	No
Agent Performance Reports	Yes	Yes	Yes
Staffing Reports	No	Yes	Yes
ACD Call Distribution Reports	Yes	Yes	Yes
Abandoned Call Reports	Custom Package	Yes	Yes
Wrap-up Code Report	No	Yes	Yes
ANI Domain Reports	No	Yes	Yes
IVR Applications Reports	No	Yes	Yes
Outbound Reports	No	Yes	Yes
DNIS Reports	No	Yes	Yes
Trunk Reports	Yes	Yes	No
Agent Activity Reports	Custom Package	Yes	Yes
Service Level Reports	Custom Package	Yes	Yes
Detailed Interaction Views	Yes	Yes, optional	Yes

Run Reports During Business Hours	Yes	Yes	Yes
Wallboard Applications			
Wallboard Support	- Queue monitor only - Optional 3rd party	- Integrated KPI - Optionally CCAD	- Web Ignite Dashboards - Contact Center Client - REST APIs for custom dashboards - Optional 3rd party
Real-time Statistical Information	Queue Monitor	Yes	Yes
Browser Based Pop-up Messages on State Changes	No	Yes	No – client based
System Alarms	Queue Monitor	Yes	Yes
Automatic Configuration Backup	No	Yes	Yes
Third-party Applications and Integrations			
Screen Pop	- Outlook - Client-based (TAPI)	- Embedded HTTS web triggers within CCD, .BAT (batch), and .EXE (desktop executable) within Easy Pop or CAS - Outlook - TAPI	- Embedded HTTPS web triggers within Web Ignite - ANI, DNIS, Collected Digits or any information captured as a variable in a voice or multimedia workflow
Database Integration	No	- Native ODBC-compliant database integration (create SQL statements, use pre-defined/stored procedures) - Non-ODBC databases accessed via optional middleware	Connectivity to ODBC, Excel, SQL, and LDAP sources
Workforce Management (Historical)	No	Third-party option	Optional, Mitel Teleopti WFM
Real-time Adherence	No	Third-party option	Optional, Mitel Teleopti WFM
Integrated IVR Call Control Scripts	Menus	Fully featured	Fully featured
Graphical Script Editor			
Graphical Script Editor	No	Yes	Yes
Announce Place in Queue	No	Yes	Yes

Announce Wait Time	No	Yes	Yes
Announce Numbers	No	Yes	Yes
Branch to Script	No	Yes	Yes
Change Call Profile (Skills, Priority)	No	Yes	Yes
Collect Callback Info	No	Yes	Yes
Customer Query	No	Yes	Yes
Dial Digits	No	Yes	Yes
Get Digits	No	Yes	Yes
Hang Up	No	Yes	Yes
Logic Switch	No	Yes	Yes
Menu	Yes	Yes	Yes
Overflow	No	Yes	Yes
Interflow	No	No	Yes
Play Callback File	No	Yes	Yes
Play File	Yes	Yes	Yes
Send Message	No	Yes	No
Send Page	No	Yes	No
SQL Connect	No	Yes	Yes
SQL Execute	No	Yes	Yes
Transfer	Yes	Yes	Yes
Wait	No	Yes	Yes
Decision	No	Yes	Yes
Get Next Record	No	Yes	Yes
Increase / Decrease	No	Yes	Yes
Dial Out of Queue	No	No	Yes
Manage IVR workflows from voice menu	No	No	Yes
Record IVR prompts from voice menu	No	No	Yes

Set Device/System Mode of Operations	No	No	Yes
Email	No	No	Yes
SMS	No	No	Yes
Conference	No	No	Yes
Execute Batch, Executable, Powershell, and Web Services	No	No	Yes
IVR Application Start	No	Yes	Yes
IVR Application End	No	Yes	Yes
Integrated IVR Application			
Play Message to Callers	Yes	Yes	Yes
Play Music to Callers	Yes	Yes	Yes
Music on Hold Options	External	- System-wide stream - Per-caller stream - Play from start	- System-wide stream - Per-caller stream - Play from start
Speech-enabled IVR	No	No	Optional Text-to-Speech and Speech Recognition
Languages Supported	English (US, UK) Spanish (Span, Mexico) French (France) German Swedish Italian Danish Dutch	English (US, UK) Spanish (Spain, Mexico) French (France)German Arabic (UAE) Swedish Italian	English Canadian French European French Latin American Spanish European Spanish Brazilian Portuguese Dutch Italian German Russian Simplified Chinese Norwegian Swedish
Capture and Process DTMF Input	Yes	Yes	Yes
Automated Attendant Support	Yes	Yes	Yes
Number, Dates, Currency-to-Speech	No	Yes	Yes
Digit Input	No	Yes	Yes
Automatic Configuration for Timeouts, Retries	No	Yes	Yes

Logical Operations Support	No	Yes	Yes
Integrated Self-Service Application Support	No	Yes	Yes
IVR Application Reports	No	Yes	Yes
Database Integration (ODBC)	No	- Native OBDC-compliant database integration (create SQL statements, use predefined/ stored procedures) - Non-ODBC databases accessed via optional middleware	Connectivity to ODBC, Excel, SQL, and LDAP sources
Third-party IVR Applications (ex. Payment Solutions)	No	Yes (Professional Services)	Yes
Outbound Dialing			
Integrated Dialer	No	Yes	Power dialing from IVR
Outbound Campaign Types	Custom outbound IVR application	- Preview - Progressive	- Custom power dialing via IVR - Preview and Progressive (requires Professional Services)
Campaigns Without Agents	Custom outbound IVR application	Custom package – leave voicemail only	Power dialing from IVR
Dialing Lists Supported	Custom outbound IVR application	Lists from ODBC compliant database	Yes
Database Integration (ODBC)	No	- Native OBDC-compliant database integration (create SQL statements, use predefined/stored procedures) - Non-ODBC databases accessed via optional middleware	Connectivity to ODBC, Excel, SQL, and LDAP sources
Do-Not-Call List Support	No	Yes	Yes
Read Multiple Phone Numbers for Every Name in List	No	Yes	Yes
Configurable Retries on Failure	No	Yes	Yes
Write Back to Database on Success	No	Yes	Yes

	No	Yes	Yes
Write Back to Database on Failure	No	Yes	Yes
Play Announcement Before Transfer to Agent	No	Yes	Yes
Configurable Dial List Import	No	Yes (automatic, manual)	Yes
Blend Inbound and Outbound Calls	No	Calls in queue Target service factor Average Wait Time	Yes
Present Custom Outbound Caller ID per Campaign	No	Yes	Yes
Real-time Campaign Status Report	No	Yes	Yes
Automatically Schedule Campaigns	No	Yes	Yes
Multiple Time Zone Support	No	Yes	Yes

Product Comparison: ECC vs MiCCC

ECC customers have to upgrade their contact center by September 30, 2020, per the EOL notice. As a reminder, MiCCC will receive only minor enhancements, maintenance releases, security and compatibility fixes going forward.

Should ECC customers prefer not to migrate to MiCCB, and upgrade to MiCCC instead, below is a table comparing ECC to MiCCC.

	Enterprise Contact Center (ECC) V9	MiVoice Connect Contact Center (MiCCC)
Agent Client	Communicator (Windows client application)	Agent interaction center (browser)
	Authenticate within ECC	Authenticate with UC, Active Directory credentials, extension
	Non-matching client username defined in UC & ECC	Matching client username defined in UC and CC
	VPN required	VPN-less with Edge Gateway
	Multi-windows for functions	Single view for functions
	Sizable and dockable	Not sizable nor dockable

UC Client Functionality	Single integrated client	Two separate clients
	Programmable buttons/icons on toolbars	Limited toolbar icons on UC Connect Client
Screen-pop	Screen-pops via Etas file for embedded https	Screen-pops via embedded https web triggers within CCD
	.bat (batch) and .exe (desktop executables) within Easy Pop or CAS	.bat (batch) and .exe (desktop executables) within Easy Pop or CAS
Media Handled	Inbound voice, callbacks	Inbound voice, callbacks
	Web chat	Web chat
	Outbound voice	Outbound voice
Database Integration Routing	Native ODBC-compliant database, others through optional middleware	Native ODBC compliant database, others through optional middleware
	Database dip routing/priority	Database dip routing/priority
	Domain routing	Domain routing
	Last agent routing	Last agent routing
APIs	Serial port external wallboard interface	No external wallboard interface
	Agent and group activity event feeds	New combined real-time event feed
	APIs for desktop control (e.g. - ActiveX, DDE)	No APIs for desktop control (e.g. - ActiveX, DDE)
Failover / Redundancy	ECC redundant server	ECC redundant server
	Automated workgroup failover with agent licenses	Manual workgroup failover; no agent licenses included
Licensing	Concurrent	Concurrent CC / Named UC
	No seasonal	No seasonal licensing
Supervisor Tools	Communicator (monitor, barge-in)	Interaction center (monitor/coach/barge-in)
	Wallboard director	Agent manager, contact center reporting (Windows-based)
	Agent manager & contact center reporting (Windows-based)	
Real-time Reports	Communicator (dockable)	Agent client (non-dockable)

Dashboards	Agent manager	Agent manager
	CCAD	CCAD
Historical Reporting	Contact center reporting (Windows-based), formula editor	Contact center reporting (Windows-based), formula editor
	CCIR/CCIV	CCIR/CCIV
Administration	ECC director	Contact center director
	GCCS	GCCS
	Diagnostic monitor	Diagnostic monitor
	Etas file	
	Support for 32-bit server OS's	
	Support for Windows Server 2012	
Mitel Advanced Applications	Multiple including: CCAD, CCIV, agent alert, auto wrap code, web agent dialer, agent notification (whisper), email alerts, call recorder, instant override message	Multiple including: CCAD, CCIV, web agent dialer, agent notification (whisper), email alerts, call recorder, instant override message
	CRM (SFDC, Microsoft Dynamics, ACT!, NetSuite, AMS 360, Zendesk, Sugar CRM, Symitar, Right Now, Lexis Nexis Time Matters, Mitel for Desk.com, Easy Pop)	CRM (SFDC, Microsoft Dynamics, ACT!, NetSuite, AMS 360, Zendesk, Sugar CRM, Symitar, Right Now, Lexis Nexis Time Matters, Mitel for Desk.com, Easy Pop)
		Not supported: Agent alert, auto wrap code, RT event feed web service (email alerts)
SFDC Integration	Screen-pop and/or routing by caller ID or entered digits	Screen-pop and/or routing by caller ID or entered digits
	ST call recording embedded link	ST call recording embedded link
	Web dialer to single agent queue in IE	Web dialer to single agent queue in IE
Innovation Partners	Multiple solution vendors including:	Multiple solution vendors including:
	Custom reporting (Brightmetrics, Oak Telecom, Palitto Consulting)	Custom reporting (Brightmetrics, Oak Telecom, Palitto Consulting)
	Call recording (Telstrat, DVS Analytics, Oak Telecom, RSI, Telrex, TriVium, Xima, Uptivity, Oaisys, others)	Call recording (Telstrat, DVS Analytics, Oak Telecom, RSI, Telrex, TriVium, Xima, Uptivity, Oaisys, others)
	WFM (Teleopti, Pipkins, IEX)	WFM (Teleopti, Pipkins, IEX)
	Dashboards (SJS Solutions, Oak Telecom)	Dashboards (SJS Solutions, Oak Telecom)

	IVR voice recognition (Incendonet, Palitto Consulting)	IVR voice recognition (Incendonet, Palitto Consulting)
	IVR Text-to-Speech (Palitto Consulting)	IVR text-to-speech (Palitto Consulting)
	Predictive dialer (Spitfire)	Predictive dialer (Spitfire)
	SMS inbound/outbound channel (Impact Mobile, Palitto Consulting)	SMS inbound/outbound channel (Impact Mobile, Palitto Consulting)
	Social media and video kiosk channels (Palitto Consulting)	Social media and video kiosk channels (Palitto Consulting)
	CRM and non-ODBC db integrations (Palitto Consulting)	CRM and non-ODBC db integrations (Palitto Consulting)
	Caller ID changer (Palitto Consulting)	Caller ID changer (Palitto Consulting)

Migration to MiContact Center Business Program

To promote the migration from ECC to MiContact Center Business, we are pleased to announce that customers who are actively covered by SWA qualify for the equivalent MiContact Center Business voice agent, supervisor, and administrator licenses at no cost. This migration program will run until December 31, 2021, at minimum.

NOTE:
- This program does not apply to ST 14.2 or MiVoice Connect Workgroup licenses. It is only applicable to customers who purchased ECC or MiCCC solutions.

- Due to the increased omnichannel functionality provided by MiContact Center Business (i.e. support for all non-voice media, open media, case management, media pivoting, etc.), migration licenses are not provided for legacy ECC/MiCCC email and Web Chat functionality.

To process this migration, Mitel partners must leverage the following $0-part numbers, available within the Mitel CPQ tool:
- **54010520 Connect-Migration to CC SIP Starter Pack**

  o Also order 10x 54010336 MiVoice Connect NC SIP Trunk License x1 or 54010337 MiVoice Connect NC Virtual SIP Trunk x1 to account for agent SIP trunk requirements

- **54010521 Connect-Migration to CC SIP Agent x1**

  o Also order 2x 54010336 MiVoice Connect NC SIP Trunk License x1 or 54010337 MiVoice Connect NC Virtual SIP Trunk x1 for each agent license to account for agent SIP trunk requirements

- **52003556 Migration to CC System Admin x1**

- **52003501 Migrate to CC IVR Port x1**

  o Also order 1x 54010336 MiVoice Connect NC SIP Trunk License x1 or 54010337 MiVoice Connect NC Virtual SIP Trunk x1 for each agent license to account for agent SIP trunk requirements

Orders with these migration part numbers will require an attached screenshot of the customer's current system: including system ID, products and quantities owned, Software Assurance expiry date and end customer name. This can be captured in Connect Contact Center Director by clicking Maintenance > License > License Keys > Current Licenses.

NOTE: end customer name changes are not allowed.

Please contact Mitel Corporate Sales Engineering (sales.engineering@mitel.com) for guidance on product mapping of your ECC/MiCCC product to MiContact Center Business, before placing your order. Mitel approval is required to ensure the proper license allotments are being made, along with the correct number of SIP trunk licenses. This approval process is automated as part of the ordering process in Mitel's CPQ tool and partners will be prompted to share the required information (product snapshot, quantities owned, and software assurance expiry) with Mitel's MiContact Center Product Management team, who will then review, update if required, and approve the order to be processed.

Important information about Software Assurance and Support (SWA)

As stated above, to migrate to MiCCB SWA and sell SWA Renewals, partners must be Installation and Maintenance Certified to support MiCCB systems.

Migration Process - All MiVoice Connect Contact Center (ECC) customers will be migrated to MiContact Center Business Premium SWA. MiVoice Connect Support balances on legacy ECC products will be carried over and applied to the MiContact Center Business SWA. The ordering partner must contact license.support@Mitel.com once the new MiCCB ARID is created and supply a screen capture of the existing ECC system and its current expiry date which will be used to validate the request and enable the ECC SWA balances on the new MiCCB system.

Considerations before Renewing SWA – While Mitel will honor a MiCCB migration license for each qualifying ECC license owned, it is possible that more licensing will be enabled than is needed for equivalent capacity. Upon renewal, MiCCB Software Assurance rates apply; this may cause a higher-than-expected software assurance renewal cost.

Primary differences in ECC vs. MiCCB Licensing:
- *IVR Port Licensing:* ECC requires an IVR port for every ACD agent to be able to route voice calls. MiCCB does not. It is possible to reduce the number of IVR ports historically needed for this purpose.
- *Supervisor / Administrator Licensing:* ECC requires separate licenses for supervisors to run reports and view real time dashboards. MiCCB does not. Advanced Supervisors are free and unlimited. Security roles are used to control which users are supervisors and security settings control how much access a supervisor has. System Administrators are the only users that can configure the software and manage security. Two System Admin licenses are included in the MiCCB base software. Optionally, you can add more.

Note: Similar to MiVoice Connect Partner Support, MiCCB software assurance is calculated using a percentage of the Mitel List Price of the products owned. The more licensing owned, the higher the Software Assurance price. On initial order, ECC customers that have migrated to MiCCB will have their existing Software Assurance coverage transferred from their ECC system to the MiCCB system. This will give the customer time to ensure how many migration licenses they need.

Before renewing Software Assurance, any licensing that is not required can be removed by sending an email to license.support@Mitel.com. The partner must provide explicit instructions on which license(s) and count(s) are to be removed. The partner must clearly acknowledge that the customer is fully aware that the license removal is permanent and that once removed cannot be restored. Any future requirement for these licenses will necessitate the customer to purchase the product at current rates.

Optional add-ons

Any optional, non-migration MiContact Center Business add-on product purchased must be purchased with its associated software assurance fees to align the add-on coverage with the rest of the solution. Upon software assurance renewal, the customer will be subject to regular MiContact Center Business renewal rates. Since MiVoice Connect provides 24/7/365 support coverage, the MiContact Center Business software when deployed on MiVoice Connect will only be offered Premium Software Assurance pricing. Standard weekday coverage is not an option for these configurations.

Optional add-ons to the base MiContact Center Business application (please reference the *MiContact Center Business Order Information Guide* for more details):

- **54006863   CC Mess&Rout to IVR Port Upgrade x1**
- **54006786   Contact Center IVR Routing Port x1**
- **54006788   Workforce Scheduling Standard Agent x1**
- **54006789   MultiMedia Agent License x1**
- **54006793   WG/CC System Administrator x1**
- **54006790   Contact Center Client Softphone x1**
- **54010076   Ignite Preview Dialer Agent x1**
- **54011029   Web CRM Agent Add-on x1**

Product Not Covered by the License Migration

The following products are not covered by the migration to MiContact Center Business:

o **Multimedia Agent Licenses**

Multimedia Agent (54006789 Multimedia Agent license x1) is an optional add on that can be used in combination with a voice agent or separate if the agent does not handle voice calls. Due to the breadth of capabilities provided in MiContact Center Business' multimedia agent license, customers are required to purchase multimedia licensing when migrating from MiContact Center Business to MiContact Center Business. As opposed to the MiContact Center Business multimedia capabilities, that are licensed per media type, MiContact Center Business' multimedia seat license unlocks the full breadth of omnichannel media types (email, chat, SMS, and open media, with optional third-party integrations for fax and social media) and features (including external directory, media pivoting, and case management).

o **Ignite Preview Dialer**

MiContact Center Business' Preview Dialer (54010076 Ignite Preview Dialer Agent x1) is an optional application that is licensed per agent and requires a minimum of 3 days of professional services to implement. It works with the Web Ignite agent user interface to provide outbound progressive and preview dialing, outbound campaign management, and outbound campaign reporting.

o **CRM Integration**

CRM integrations are an optional add-on application that is licensed per agent (54011029 Web CRM Agent Add-on x1) and requires professional services to implement. MiContact Center Business' workflow routing engine, driven by the drag-and-drop YourSite Explorer interface, provides out of the box routing queries and decision making, read/write capabilities, and screen pop. The following features and functionality are provided by this integration:

- Incoming call detection
- Real-time update of current call state
- Basic call control: make call, answer, hang up, hold, retrieve
- Advanced call control: multiple calls, transfer, conference
- Search (on a partially entered phone number)
- Click to dial
- Caller ID via lookup in CRM
- Screen pop to defined set of CRM panels (e.g., new account, existing account)
- Call association
- Call logging

To date, integrations have been performed with Salesforce.com, Microsoft Dynamics, Zoho, and Zendesk, though the application is designed to be interoperable with any proprietary Web-based CRM system. Additional customization of the features and functionality or integration to a new CRM solution is available through purchase of Advanced Integration Services from Mitel.

Ordering MiContact Center Business Migration Parts in Mitel CPQ

MiContact Center Business for the MiVoice Connect platform is available from the standard Mitel Quoting and Ordering tools (as opposed to the heritage ShoreTel quote to cash tools): Mitel CPQ. End-customer licenses are managed using Mitel's AMC licensing tool. Since these tools are new for heritage ShoreTel channel partners, we highly recommend you become familiar with these new Mitel tools using the training courseware available on Mitel's LMS, accessible from MiAccess at https://miaccess.mitel.com, under Catalog > Global Sales & Mitel Sales Professional > Navigating Mitel Systems. The following courseware is available as self-paced, Web-based training modules:

- Mitel AMC – Software Licensing Overview

- Mitel CPQ – Configure, Price, Quote

Note: If you do not have access to CPQ or require assistance in using it, please contact your Mitel Channel Account Manager.

When ordering MiContact Center Business migration parts in Mitel CPQ:

1. Place an order in CPQ for migration parts. Any additional parts that will be purchased should be quoted and ordered separately after the initial migration kit is ordered.

2. Create a new configuration in CPQ, selecting Contact Center Solutions > MiContact Center Business

3. At the Start, be sure to select the **Premium** Software Assurance level

4. Integration type, should be **MiVoice Connect**

5. Select, **Migrate to CC SIP Starter Pack,** and enter the number of voice agents, System Admins and IVR ports you wish to migrate

6. Optionally navigate around the other tabs to add additional licensing

7. Click the forward (>) and backward (<) arrows to navigate the CPQ model (do not click Back in your browser).

8. Note: Software Assurance will be migrated from the heritage MiContact Center Business to the new MiContact Center Business product. See notes above regarding the process to move ECC Software Assurance to the new MiCCB system.

To order new, purchasable MiContact Center Business parts, in addition to the $0 migration licenses:

1. Create a new configuration in CPQ, selecting Contact Center Solutions > MiContact Center Business as the model to use.

2. On the Integration Type page, select "MiVoice Connect" and specify the type of SIP trunks being used.

3. On the Configuration Type page, select "Add-on Sales".

4. Specify the add-on, purchasable parts to be quoted and ordered on the following pages: Agents, Sys Admins, IVR; Applications; License Add-on; and Services pages of CPQ.

Implementing MiContact Center Business Migrations

It is important to note that migrating from MiVoice Connect Contact Center/ECC to MiContact Center Business is not a technical product upgrade, nor does it provide like-for-like functionality to the previous solution. Historical data and configuration settings are not captured from MiVoice Connect Contact Center/ECC and restored in MiContact Center Business. However, this does provide an upside in the migration process, as customers can stand up a new MiContact Center Business system, while still operating their existing ECC.

NOTE: Agents cannot be using MiVoice Connect Contact Center/ECC and MiContact Center Business in parallel. In addition, Queues and Endpoints cannot be shared between MiVoice Connect Contact Center and MiContact Center Business. As you are building out MiContact Center Business in parallel with users actively using MiVoice Connect Contact Center/ECC, you must set MiContact Center Business voice agents to "historical" or MiContact Center Business will attempt to monitor agents on the legacy platform which will cause significant issues to the MiContact Center Business. Setting the voice agents to "historical" ensures that no monitors are set on agents actively using the legacy platform, and as agents gradually cut over to using MiContact Center Business, you can re-enable the voice agents so they can use Web Ignite and cease to use their former contact center tools..

Pre-Planning

Determine the following information prior to beginning installation as indicated in the _MultiMedia Contact Center-SIP Platforms Installation and Deployment Guide_.

The MiContact Center Business platform for MiVoice Connect differs from the MiContact Center Business platform for MiVoice Business in that it uses a common offboard Automatic Call Distribution (ACD) engine for call routing. This is provided through SIP trunking integration between MiContact Center Business and MiVoice Connect. Reference the _MiContact Center Business System Engineering Guide_ for platform specific hardware and software requirements.

Pre-Deployment Checklist

a. Confirm that the MiVoice Connect platform is running at Release 19.1 or greater

b. Confirm server hardware and software requirements have been met per _the MiContact Center Business System Engineering Guide_ Ensure future growth is accounted for when sizing.

c. Confirm client hardware and software specifics have been met as per the _MiContact Center Business System Engineering Guide_.

d. If you will be using virtualized servers, review the virtualized hardware and software specifics in _MiContact Center Business System Engineering Guide_. Please note best practices section for virtualization. Additionally, at the time of writing of this document, High Availability (HA) is not available for MiContact Center Business when deployed with the MiVoice Connect platform.

e. Determine the server size and port requirements of the proposed customer IVR by referencing the _MiContact Center Business System Engineering Guide_ and utilizing the _IVR Routing Port Sizing Wizard_.

f. Review architecture models in the _MiContact Center Business SIP Platform Deployment Guide_. Note the SIP trunk license (included) requirements and sizing listed in the guide.

g. Optionally, map out agent and queue configuration in MiVoice Connect Contact Center to use as a blueprint when configuring MiContact Center Business to replicate existing functionality (devices and configuration information, queues, workflows, IVR menus, database queries, etc.). This is optional as we recommend you initially run MiContact Center Business side-by-side with the legacy product so there is minimal downtime during the integration. This will allow you to do side by side migration of configuration between the two platforms.

After the above has been completed, refer to the information in the _MiContact Center Business Installation and Administration Guide_ to continue and complete the integration.

Critical Implementation Requirements:

- Ensure there are adequate MiCCB server resources configured, because the MiCCB application is much more resource intensive than ECC. For example, MiCCB processes voice traffic through SIP trunks and Freeswitch PBX, so if the SIP Trunk switch and/or the MiCCB server are under-powered, there may be significant voice quality issues not only on calls that are queued but call that are established with agents. Other consequences can be seen with an under-powered server including stuck calls, dropped calls, unexpected routing, incorrect agent states etc. If there are not enough SIP Trunks between the MiVC PBX and MiCCB callers can experience a busy tone. Every ACD call requires two SIP trunks. *See MiVoice Connect Installing and Configuring MiVoice Connect with MiContact Center Business Guide > Server Requirements*

- If MiCCB server is virtualized, be sure you have reserved enough server resources. *See MiContact Center Business and MiVoice Analytics System Engineering Guide > MiContact Center Business Virtual Application Requirements*

- Stay up to date with the latest software. Currently 9.5.0.3 for MiCCB, BluStar Server 7.3.0.250 (Light) *Important! Do not install the "Full" version.*

- The MiVC PBX must be on a supported build. For compatibility, please reference the Compatibility Matrix on the MiAccess portal.

- Special DN definitions must be configured in the Global Application Settings Editor (GASE). *See Article 000007503 "How to use Global Application Settings Editor (GASE) to set Special DNs and log collection" *Also See article 000005670 "TAC Tools Powershell Scripts" for auditing tools*

- Ensure all agents have a call stack depth of 1 in MiVoice Connect. *See Article 000005670 "TAC Tools Powershell Scripts" for auditing tools*

- Agents must have an adequate number of rings-to-voice-mail values in MiVoice Connect. The value must be greater than the ACD offer time. *See Article 000005670 "TAC Tools Powershell Scripts" for auditing tools*

- Be sure to review and follow *Article 000007495 "How to test MiCCB functionality when migrating from MCCC (ECC) on the same network"* when testing, well before cut-over

- Verify the virtual server has a dedicated 1GB NIC per server/device unless the host has a shared 10GB NIC. Using a shared 1GB NIC for servers/devices has been found to be the source of errors.

- Make sure to choose "None" for the Trunk Group's Digest Authentication setting on the General tab

- The WebDav role must be removed from Internet Information Services (IIS) if installed. *See Article 000007304 "MICCB for Sip: Agents can log into Ignite and are unable to go in available state."*

- If callback workflows are enabled on 9.5.X, implement the GASE setting found in *Article 000007780 "MiCCB GASE Setting for Improved Callback Performance in 9.5.X"*

- If the position auditing column is not being used in Web Ignite, follow the *Article 000007781 "MiCCB GASE Setting to Disable Ignite Position Auditing Setting for Improved Performance"*

Key Differences with MiVoice Connect Contact Center:

- System Administrators and Installers who are familiar with MiVoice Connect Contact Center (MiCCC) should be aware of some significant differences from the MiContact Center Business (MiCCB) product, which can greatly affect the operation of the system. *Web Ignite must be used for all call control other than the initial answer and final disconnect of calls.*
    - Handling calls outside of Web Ignite can cause agents to experience stuck calls, unexpected calls, and other anomalies.

- ACD calls can go to voicemail in MiCCB
    - Via call handling mode
    - Phone going out of service
    - Number of Rings-to-voicemail setting incorrect

- Log retention needs adjusting in MiCCB. *See Article 000007503 "How to use Global Application Settings Editor (GASE) to set Special DNs and log collection"*

- Caller ID Limitation on Consult Transfers
    - When agent 1 consult transfers an ACD call to agent 2 using the Ignite client, agent 2 Connect Client will show agent 1 as the calling party (ANI), and not the original caller ID. This is a current limitation with MiVC and MiCCB that is being enhanced. *See Article 000007669 "Recipients of consult*

transfers from MiCCB with MiVC agents do not see the caller ID update"

Review the Network:

- Before installation, be sure to review the customer network to make sure it conforms to Best Practices regarding VLANs, QoS, etc., even if other applications or file servers are already running. Also ensure bandwidth capacity due to MICCB additional requirements – ***See article 000006781 "Network Best Practices for Mitel MiVoice Connect and ST14.2 (and earlier)"***

- Confirm all port scanning/inventory management software excludes the MIVC/MICCB solution. Contact Centers are real-time applications and scanning software that may be harmless for file servers or user desktops can cause significant interference with time-sensitive network packets. ***See article 000001843 "How to detect port scanning on ST and Virtual switches"***

∞ Mitel®
Powering connections