#arbetasmartare

Ge medarbetarna verktyg för
att kunna jobba smartare

Mitel | Mitel Customer Experience Days 2020

Martin Bitzinger

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Maximizing Productivity through Communication Tools

How Mitel can help maximize the productivity with efficient tools while helping streamline customer interactions

Martin Bitzinger

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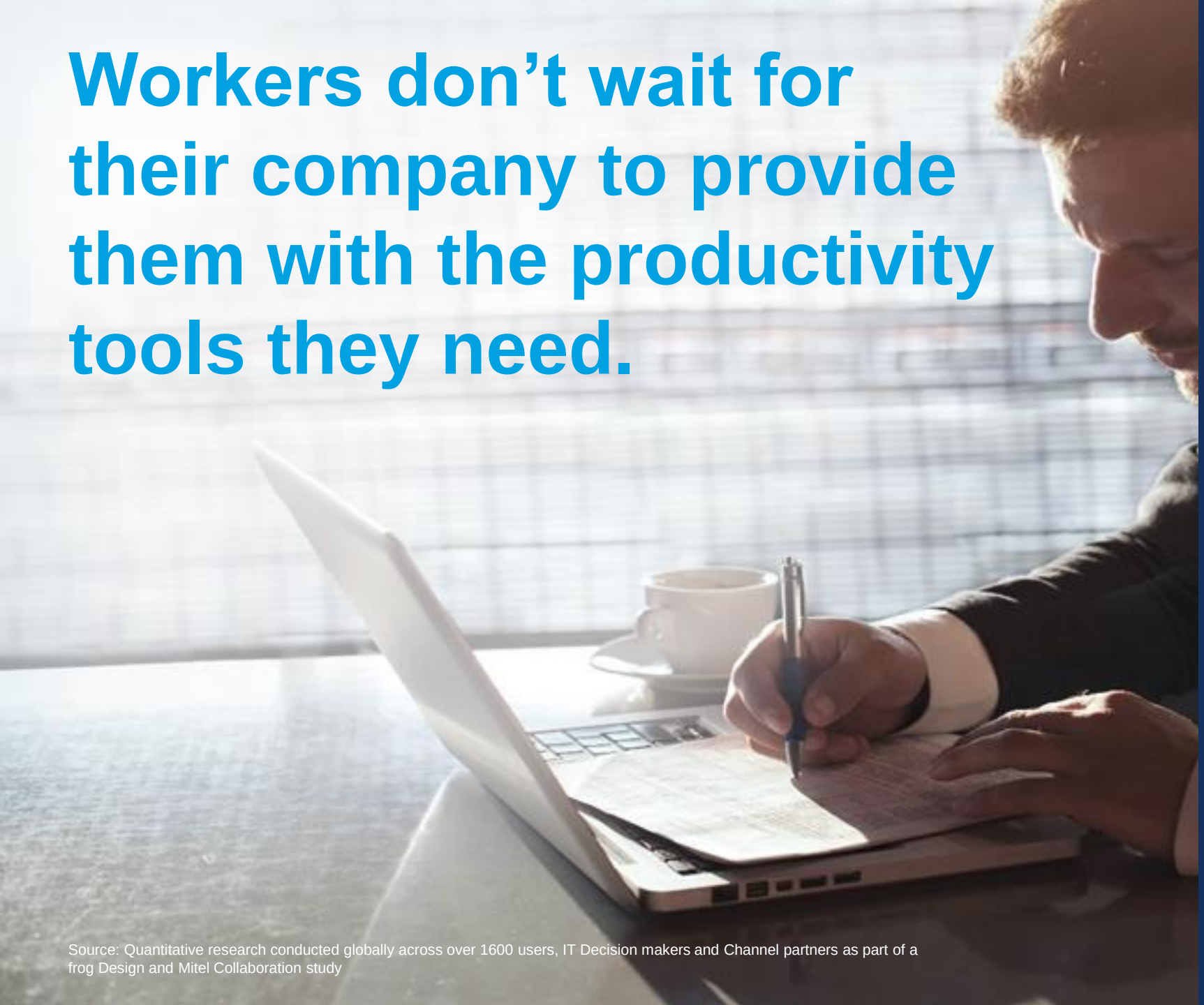
Mitel
Powering connections

Workers don’t wait for their company to provide them with the productivity tools they need.



Source: Quantitative research conducted globally across over 1600 users, IT Decision makers and Channel partners as part of a frog Design and Mitel Collaboration study

Workers use an average of **6.7** tools at work—**2.7** of which are not provided by their company—and use many tools both at work and outside of work

COVID-19 Changing Realities

MiCollab

- **4x increase** in sales over previous months
- **10x increase** just in Teleworking licenses

MiTeam Meetings

- **>500% increase** in usage
- **1200+ meetings** hosted per day and rising; 4.1 rating

Devices / Accessories

- **3x increase** in sales
- **Strong DECT sales** for healthcare use

MiCloud Connect Softphone

- **3x increase** in users

MiCloud Connect Teamwork

- **2x increase** in active users

Success requires

connecting people, devices and data ❯

Next Generation Enterprise Architecture

Microservices

- Authentication
- Federation
- Security
- SMS
- SaaS Integration
- Location-based Service

CloudLink

Next Gen Applications

- Team Collab
- APIs
- Meetings
- Contact Center
- MiCollab
- Video
- Mobility

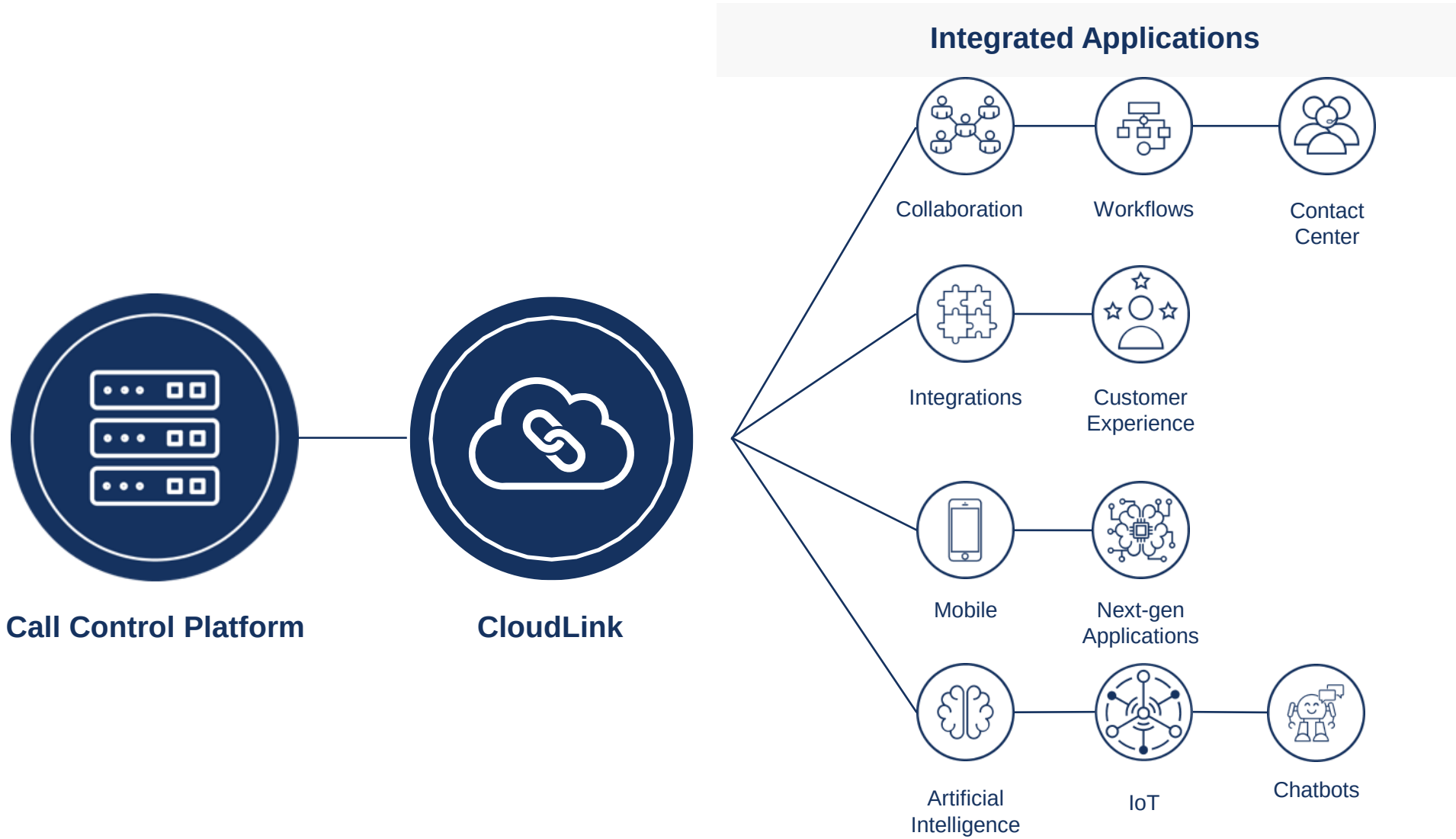
Call Control Platforms

I. On-site installation

II. Private data center

III. Public data center

CloudLink Simplifies and Extends Innovation

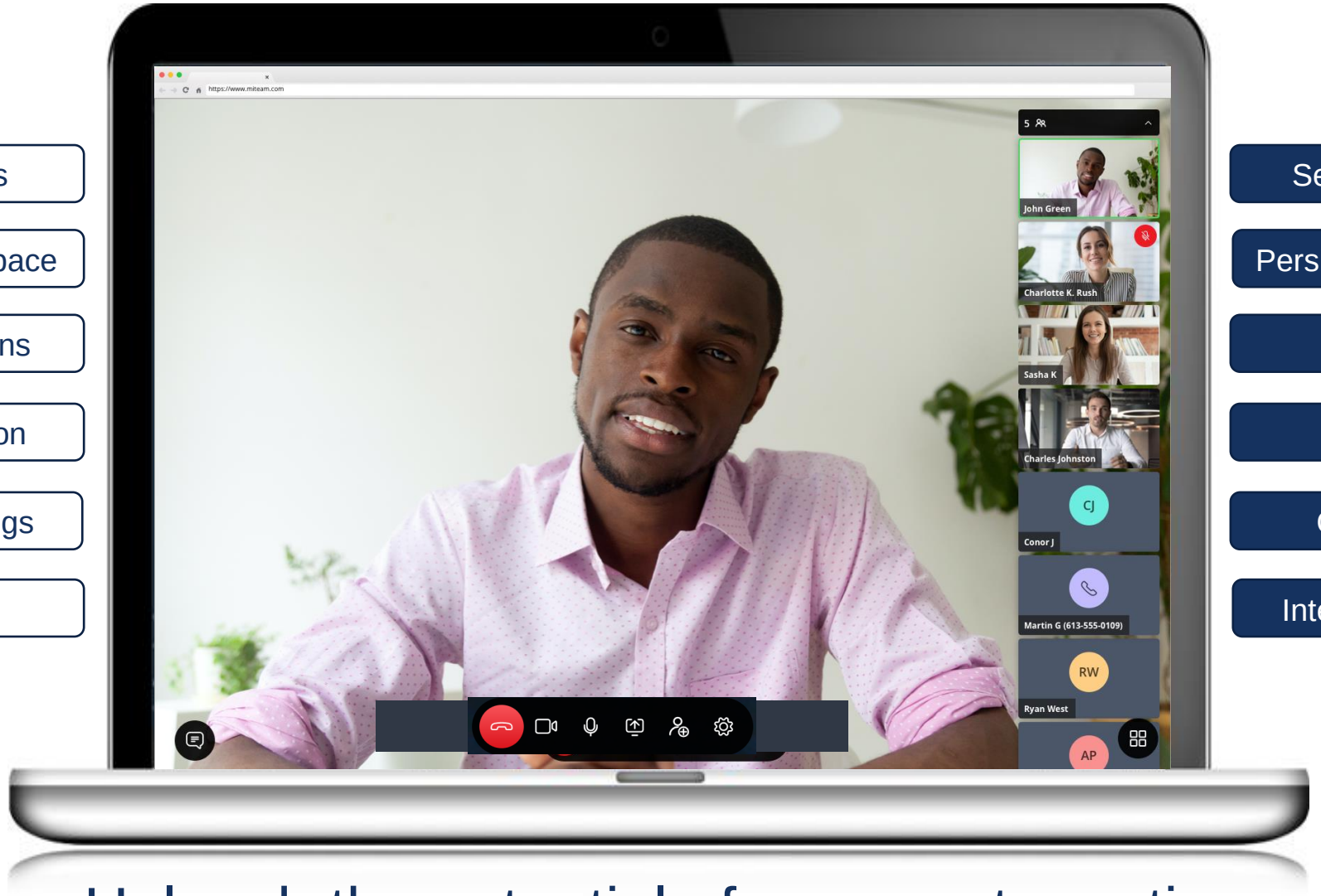


Businesses are wasting an average of $10,200 USD annually per employee due to ineffective communications

Source: Quantitative research conducted globally across over 1600 users, IT Decision makers and Channel partners as part of a Mitel Collaboration study

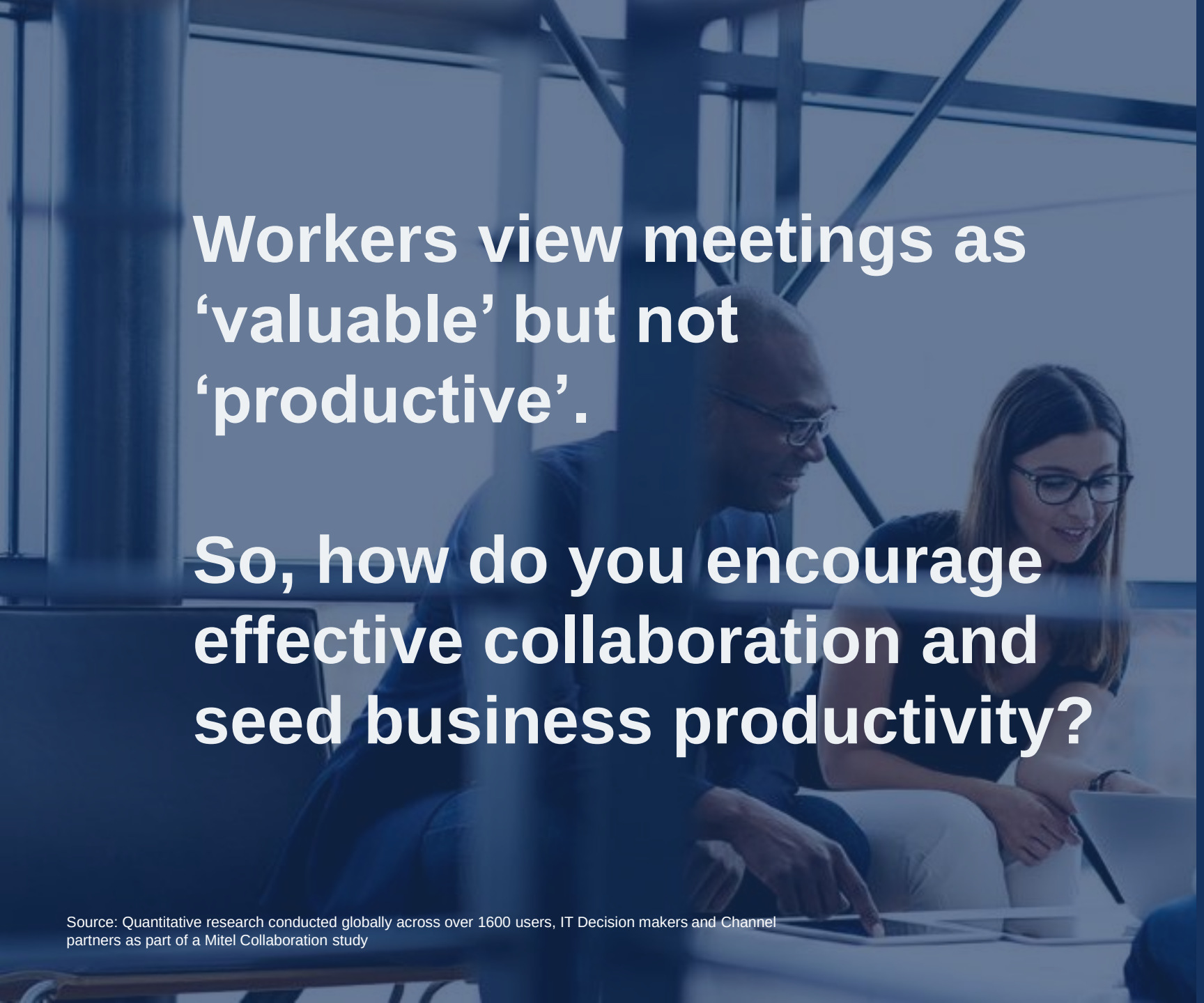
MiTeam Meetings – Overview

- Bring teams togethers
- Permanent virtual workspace
- Face to Face interactions
- Enhance communication
- More productive meetings
- Get work done



- Seamless Chat to Video
- Persistent Chat & Documents
- File/Screen Share
- Guest Lobby
- Global Infrastructure
- Integrated and Intuitive UI

Unleash the potential of your next meeting



Workers view meetings as ‘valuable’ but not ‘productive’.

So, how do you encourage effective collaboration and seed business productivity?

Workers spend **34%** of their time in meetings; **94%** feel most productive outside of meetings

Source: Quantitative research conducted globally across over 1600 users, IT Decision makers and Channel partners as part of a Mitel Collaboration study

Meetings – 2020 Priorities

MiTeam Meetings

Deep Calendar Integration

Recording

Microsoft Teams Integration

Support for MiVoice Connect

Mobile Client

Meeting Productivity AI

Huddle Rooms

MiCollab – 2020 Priorities

MiCollab

GCP Support and Optimization

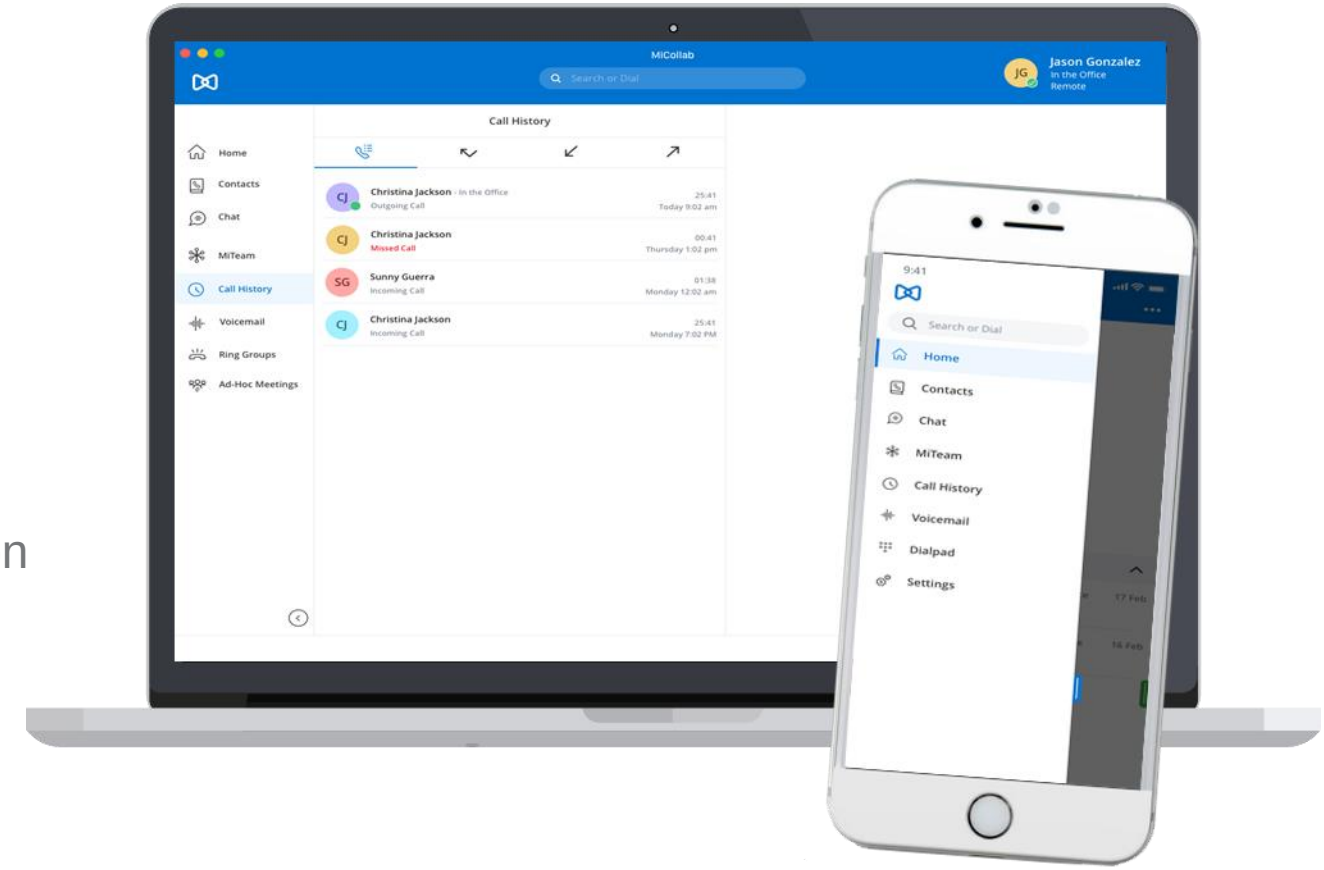
Mobile Enhancements

MiTeam Topic-based Chat

Azure AD & Two-Factor Authentication

Simplified Deployment

Centralized Management



The Landscape Has Changed…

85%

of relationships with an enterprise without interacting with a human

(Gartner)

89%

of businesses will compete mainly on customer experience

(Gartner)

But Specialists Still Struggle

3X

the number of screens used by agents to do their jobs

(Aberdeen)

14%

of an agent's time is spent looking for data to answer inquiries

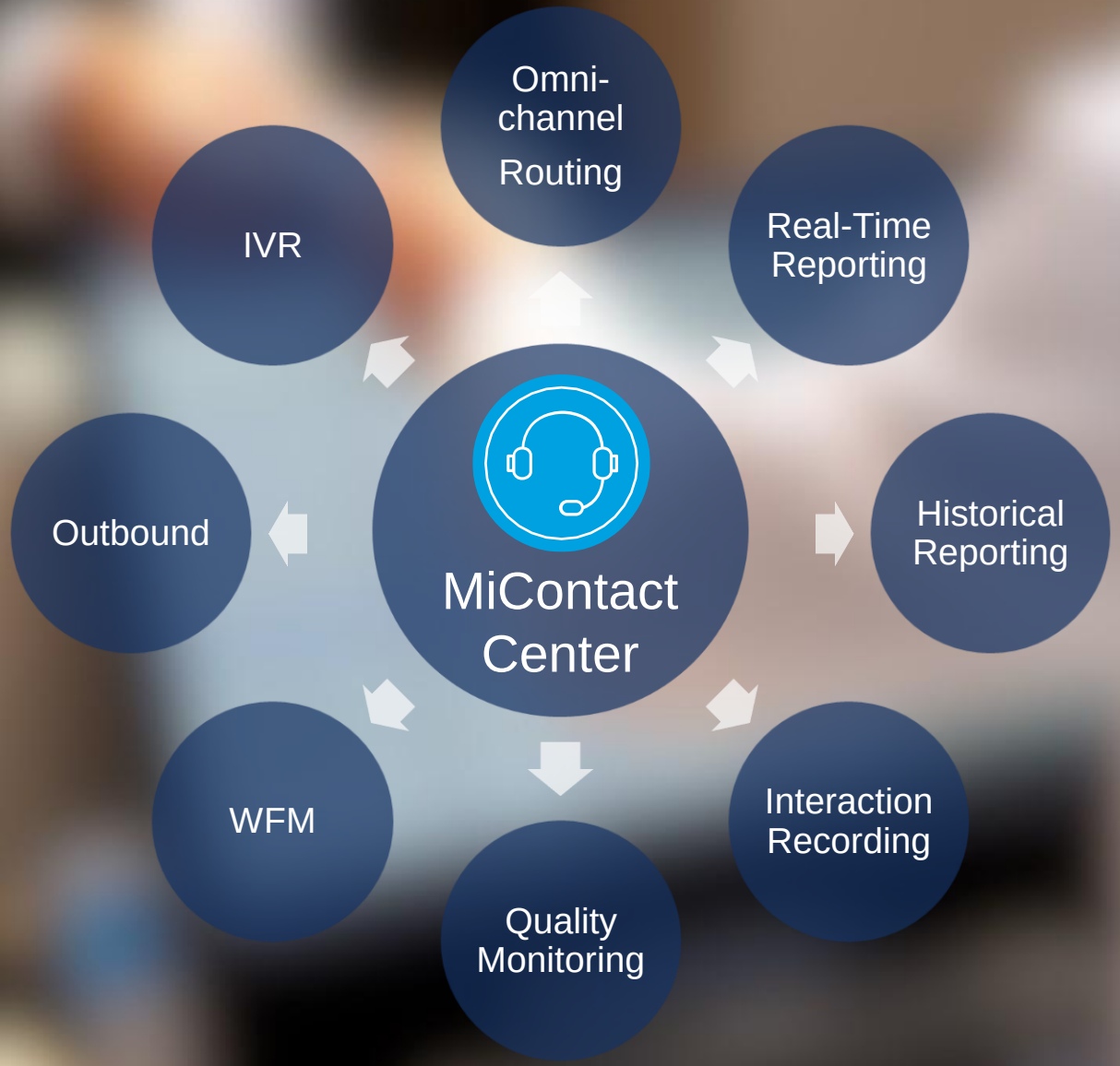
(Aberdeen)

Customer Experience – Overview

Historically, we've been focused on voice-based call centers…

Customer Experience – Overview

But now you now have everything you need to sell seamless, modern customer experiences



Mitel MiContact Center – 2020 Priorities

MiContact Center Business

GCP Support and Optimization

Report & Dashboard Modernization and Data Dictionary

MiVoice MX-ONE UC Support

SIP Scale and Resiliency

Embedded UC Capabilities

Mitel Workforce Optimization

GCP Support and Optimization

MiVoice 5000 Support

Connect UC Support

SIP Trunk Recording

MiContact Center Business Omnichannel Analytics Integration

MiContact Center Enterprise

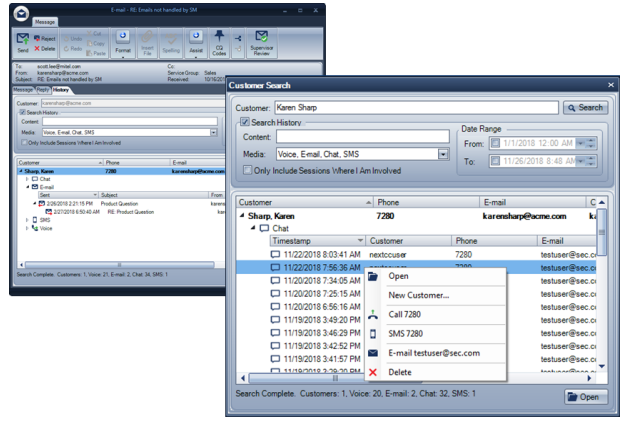
Omnichannel

Attendant Agent Enhancements

Capacity, Redundancy, and Load Balancing

Application-level High Availability

Azure & Azure AD/SSO Support



Serving our Customers and Partners

FINAL THOUGHTS

- **Applications becoming the heart of business communication**
- **COVID had bigger impact on Video and Remote Collab usage than past years**
- **Changes affect Internal Communication and Customer Communication**
- **Mitel - Integrated solutions that address Infrastructure, Collaboration and CX needs**

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