

#arbetasmartare

Ge medarbetarna verktyg för
att kunna jobba smartare



Mitel Customer
Experience Days 2020

Mitel Customer Experience Days

2020

I år via
webben
med start
6:e maj

#arbetasmartare

Varje onsdag klockan 13.00 kommer två
nya MCED20-seminarier

Anmäl er här: bit.ly/miwebinar_mced20



Mitel Customer
Experience Days 2020





- Hur du kan arbeta smartare med Mitels UCC-lösningar
- Möten - som du älskar att hata!

Agenda

- Latest MX-ONE-news
- Uppgradera din MX-ONE på ett ögonblick

MCED20
10 juni





Mitel Customer
Experience Days 2020



Eddie Lambert

Head of Product Line Management



LATEST MX-ONE- NEWS

Topics that will be covered are the tighter integration with MiCollab, what's in it for you when MX-ONE will be containerized and some other news that will help you to work smarter.

Eddie Lambert, Head of PLM

June, 2020

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Powering connections

MiVoice MX-ONE Value Propositions

- ① **FUTURE-READY** Full-featured SIP, Multi-media UC solution, High security, Latest technology

- ② **FLEXIBLE** On-site or Private Cloud, Unparalleled scalability, Migration options for TDM, Centralized or distributed, Redundancy options

- ③ **OPEN** Open standards, Open interfaces, Strong integrations, Ideal node for third party platform consolidations



Mitel Continues to Invest in the UC Portfolio

FUTURE-PROOF

- Standardized Mitel GX and EX appliances
- Modernized DB and JBOSS engines
- Support for the latest 4th Gen SIP-DECT base stations and SIP DECT 8.0
- SIP phones firmware R5.1
- Enhanced virtualization (KVM, Hyper-V)
- Value-add application integrations
- OpenMedia and script manager engine in MiContact Center Enterprise for IoT

BUSINESS VALUE

- Sustainability of the platform architecture gives customers “peace of mind” that they are making the right choice for now and in the future



We meet existing and future needs of our customers



World-Class System Security and Reliability

SECURITY AND REDUNDANCY

- SLES12 update – security and platform sustainability
- Multi-Master (redundant) database for improved service continuity in back-up situations
- Future-proofing of Provisioning Manager / Service Node Manager architecture (New JBOSS/Java framework)
- Media server redundancy and load balancing

BUSINESS VALUE

- Besides a sustainable architecture, MiVoice MX-ONE provides the latest and most advanced technology in terms of security and redundancy that helps customers meet the complex needs of sensitive and mission critical environments



Tailor-made and fully adapted solution to meet customer needs in almost all verticals



Be Confident – We Are Proposing the Right Technology

AFFORDABLE DELIVERY

- Simplified licensing for cost-effective transition to SIP/UCC
- Improvements for simplified deployment
- Private Cloud solution
- Completely integrated solution
- One-stop shopping for complete UC solution

BUSINESS VALUE

- MiVoice MX-ONE 7 licensing offers customers unparalleled investment protection to help them on their journey towards SIP and UC at their pace
- Single point of provisioning is a key enabler for customers to optimize their TCO
- CapEx or OpEx? – Let the customer make the right choice to meet their business needs



Investment protection and strong migration part – Move to cloud at your own pace



Reminder - MX-ONE 7.2 – GA November 2019

Future proofing the MX-ONE Platform

- Full support for E.164 (15-digit) based number plan
- “Pre-condition” support on SIP trunks toward 5G mobile networks
- MSA Interop - Direct SIP integration with MS Teams
- Introduction of new 6970 Conference Unit
- Support for Autonomous WebRTC

Resiliency / Security Enhancements

- Redundancy enhancements
 - Move Diversion info, Call lists into new DB structure – A.k.a. Persistent Diversion
 - Improved terminal/user feature transparency in HLR Back-up situation
 - DNS SRV support for trunk load balancing
 - SW raid on ASUI-II server w/Cassandra DB

Tighter integration with MiCollab for enhanced user experience

- Provide tighter integration for diversion settings with MiCollab Dynamic status
 - Enhanced call routing flexibility based on presence status
 - Set diversion on Busy and No answer for internal numbers based on Presence/activity
- Support for display of name information when provided by MX-ONE Alpha-tagging

Management Suite framework

- Main focus is improved UX for existing capabilities for Admins doing daily MAC
- Preparations for WCAG 2.x EU legislation
- WebSeal B-to-B proxy based SSO Authentication

MiCollab UC Suite – What is it



**Unified
Communications**



**Collaboration
(Traditional)**



**Team Collaboration
MiTeam Streams / MiTeam
Meetings**

MiTeam Meetings Standalone



MiCollab 9.1 – What's New with this release

- 15-digit numbering plan with MX-ONE to conform to E.164 standards
- Dynamic Status improvements for MX-ONE, supports no answer and busy call handling
- Execute dialing with 'Call to' in the background.
- Meeting Center on Mitel 6970 conference phones
- Privacy & Security Updates
 - Manage call history – users can delete call history entries from the call log.
 - Improved password handling
 - Trust user-added CAs and not only the Android
- **Introduces support for Mitel's MiTeam Meetings – Mitel's HD Video Collaboration Suite**

Released Q4 2019



In Meeting Experience: Multi Party, Chat, File upload, 😊, Likes



Dev Team weekly meeting
Hosted by Bob Dylan

Chat messages:

- Sarah Walker • 10:00 AM
Thanks for the report Sonny!
Read
- Sonny King • 10:02 AM
No Problem, We should talk later
- Sarah Walker • 10:00 AM
Hello everyone, I suggest we dive right into the discussion around the development schedule.
Read
- Sarah Walker • 10:00 AM
I think we have a quality issue with the move to the 2170s and the design changes, and I think that is the real bottleneck here.
Read
- Sonny King • 10:02 AM
One of the big tissues we have is that the tolerance is too high. We need to understand what the cause of this is. The tolerance we are designing for is simply not achievable.
- Christine Lewis • 10:17 AM
The real concern for us ultimately is how many changes they can make to fit the specs.

Video feeds:

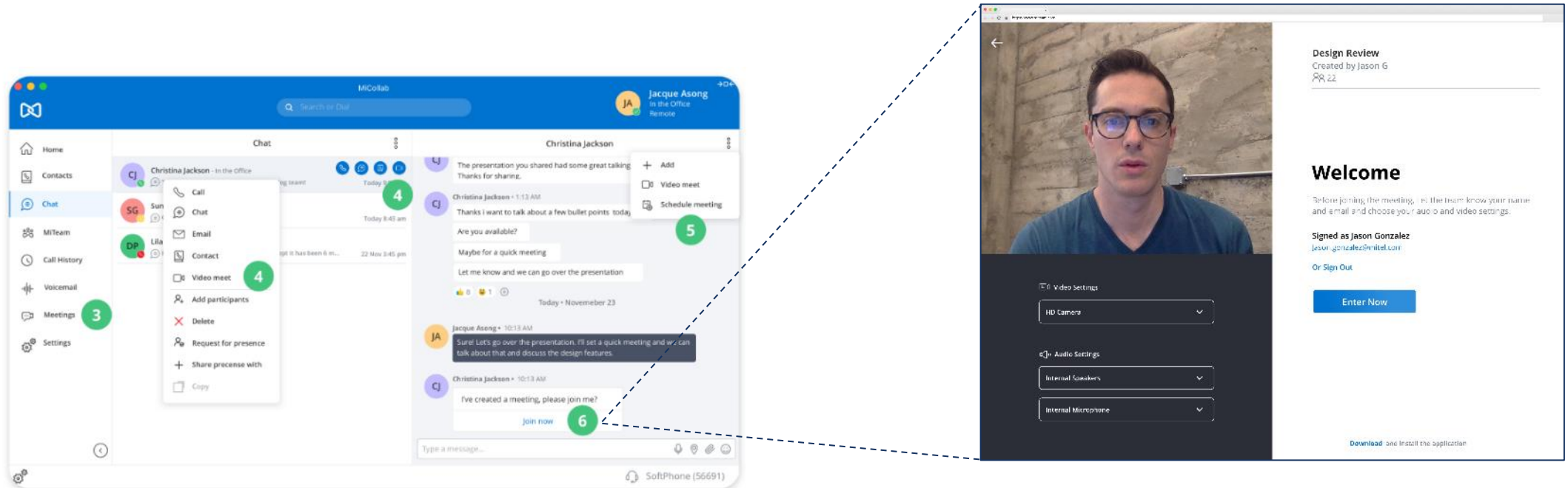
- Charlotte K. Rush
- YOU
- Karen Knowles
- Type something
- Daniel Green
- Sally

Control bar: Close, Video, Mute, Call, Screen share, Menu, MK



Seamless Cross Launch from MiCollab Client

Turn 1:1 chats to small group video meetings in seconds



3 Click Meetings to cross launch the Miteam Meetings App.

5 Schedule a meeting on Miteam Meetings App.

4 Right click or hover to escalate to a video meeting on Miteam Meetings App .

6 Join Meeting on Miteam Meetings App.

Elevate collaboration, view, share and close actions at the click of a button





MiVoice MX-ONE 7.3
Update
Planned GA September 2020

MiVoice MX-ONE 7.3 - What's New? - Summary

• MX-ONE Call Control Enhancements

- Full Support for Microsoft Azure Cloud Services
 - Enabling L.E. customers to transition UC to the Cloud
- Terminal Selection Service and Remote extension enhancements - Improved MiCollab User experience
- Enhanced display for Group Pickup use cases
 - Flexibility for setting display info of Calling/Called party
 - Centralized Call Log – More detail for group calls
- MiCollab call log sync - receive call info when busy and show in Call History
- Improvements to Desktop end-user experience
 - Corporate Logon for Visitor Desk Phones
 - Support for traditional ACD as Personal Number List entry
 - Individual Call Diversion key enhancement on SIP phones

• MX-ONE Management Applications

- TCO improvements
 - Support for new SIP phone models
 - Improved SIP Trunk profile options
 - Support for ASC VoIP Recording
 - New AD sync options to enhance automated update robustness
- GUI User experience enhancements
 - Support for New Microsoft Edge Chromium browser
 - End-User portal support for multiple Remote Extensions for Multi Terminal Extensions
- Improved desktop phone security
 - Support for encrypted config files (*.tuz)

MiVoice MX-ONE 7.3 - What's New? – Summary – Cont.

- **Security Authentication**

- Use of Active Directory based authentication of Linux users
- Licensing of Third-Party DECT handsets

- **API Integration enhancements**

- CSTA III changes for ASC call recording
- CSTA III enhancements to Restricted A Number
 - Config flexibility added for Emergency services Call Centers

- **Support for MiContact Center Business SIP integration**

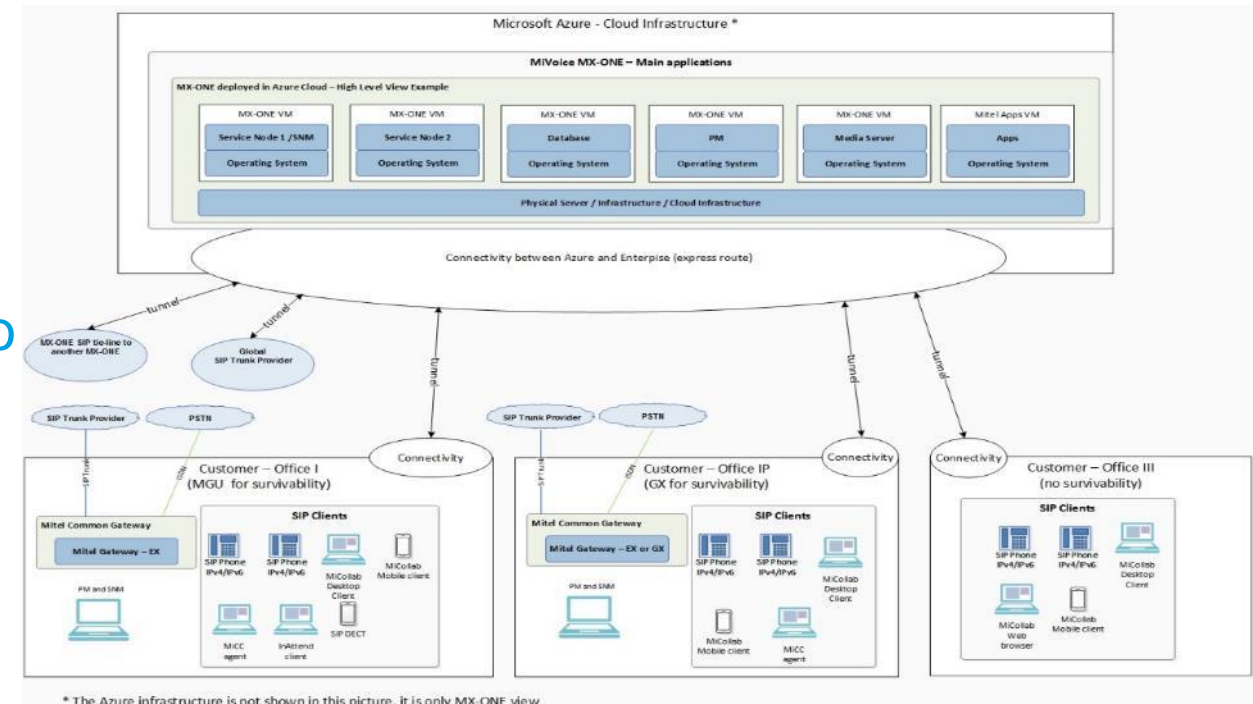
- New SIP trunk Profile
- CSTA3 integration – BS Server based
- Ideal for smaller Contact center deployments

- **Additional Improvements**

- New Dell R440 Server verified
- New firmware for 6900, 6800 & 6700 series SIP phones
- Support for new generation of IP base stations
- New firmware for EX & GX gateways
- New Firmware for MGU
- Support for new Codecs

MiVoice MX-ONE 7.3 - Now supported on Microsoft Azure

- Enabler for customers looking to transition to MS Azure Cloud services
- Support for all Service Node components:
 - Service Node
 - Media Server
 - Cassandra
 - Service Node Manager
 - Provisioning Manager
- Private MPLS connections recommended to MS Azure for optimal performance
- Rules for deploying in Azure fully documented in product documentation



Licensing of Third Party DECT Phones

- In line with SIP devices, third party DECT phones now require a third party license to register.
- Same license as for 3rd party SIP phones.
 - License now called **THIRD-PARTY-DEVICE**
- IP DECT or Integrated DECT check handset model and accept or reject registration based on license availability
- SIP DECT registrations handled by SIPLP

- New alarm has been added:

Fault code 2:12 - Failed Registration of Third Party DECT Device due to Third Party License

Fault Code Description

Try to register third party DECT device without third party license, this alarm will be raised.

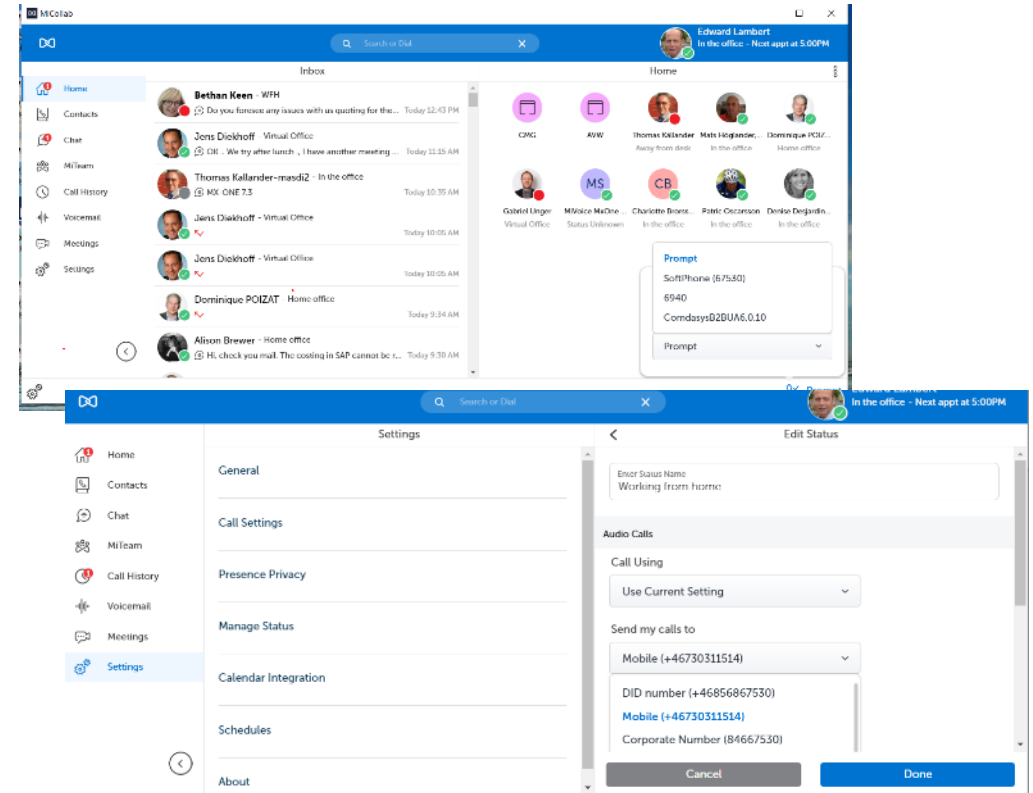
Measures

Get Third-PARTY-SIP-EXTENSION license.



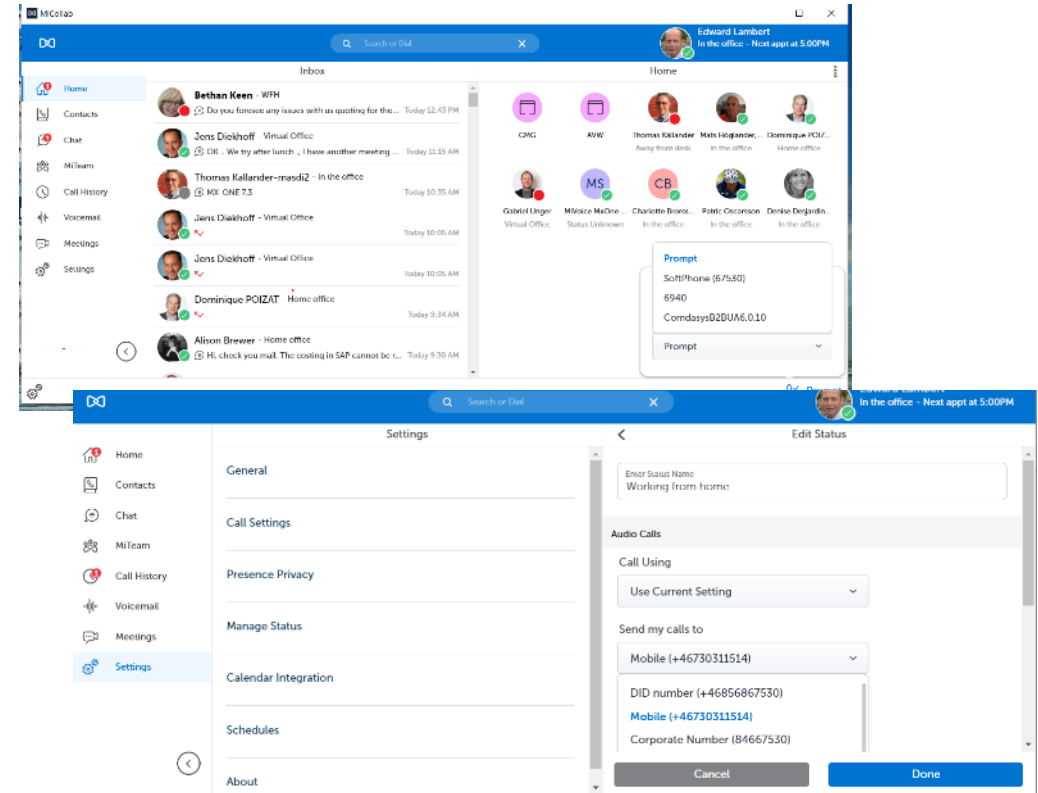
MiCollab 9.2 – Improvements – Terminal Selection Service - TSS

- MX-ONE Terminal Selection Service has been added for MiCollab 9.2 users
 - Terminal Selection Service allows an end user with a Multi Terminal / Forked extension to define which terminal/device is active.
 - All other terminals/device are marked passive and do not receive calls but are still shown as logged in
 - I can select which of my terminals rings based on my Dynamic Status – Deskphone, Softphone, DECT phone, Mobile/remote extension
 - I can also select which terminal to call from
 - It is also possible to toggle the Terminal Selection Service on or off
 - In Off mode the Multi Terminal extension works as normal and is controlled with Delay Seizure Lists



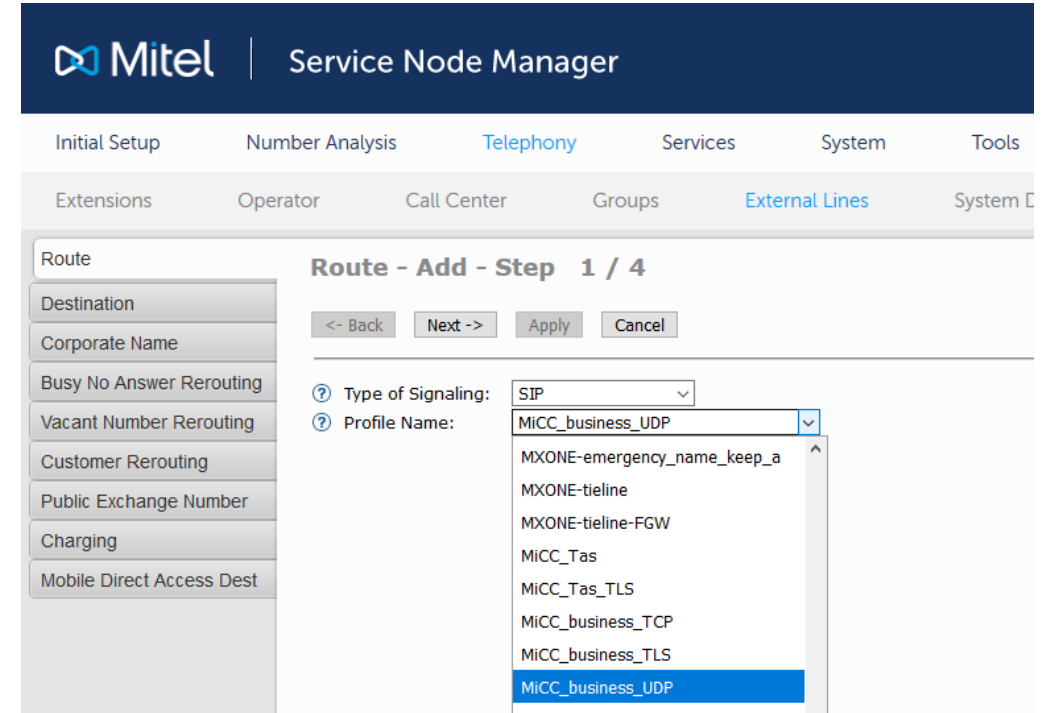
MiCollab 9.2 – Improvements – Remote Extension Management

- Remote extension management added for MX-ONE 7.3 MiCollab users
 - I can select which Remote Extension number is active from a list of predefined numbers
 - I can manage my REX numbers in the PM user portal
 - I can even define a temporary Remote Extension number in my MiCollab client on the fly
 - I can select which remote extension to use based on my dynamic status
 - On the road - Select mobile number
 - Working from home - Select home phone number
- This is achieved via MX-ONE integration with the MiCollab client
 - MiCollab v9.2 supports this feature



Support for MiContact Center Business

- **MiContact Center Business provides a SIP Gateway**
 - Currently supports Call Servers MiVoice Office 400, MiVoice 5000 & MiVoice Connect
 - MiCC-B release 9.3 will also support MX-ONE
- **Aims to provide SIP interaction**
 - Similar to TAS with MiCC Enterprise
 - CSTA/XML will link via CTI proxy
- **MX-ONE will provide**
 - SIP Trunk Profile for connection to MiCC-B
 - Support for using active SIP phones (68/69xxi), SIP DECT, Mobile Extension, MiCollab PC/Web/App clients
- **Where MiCC-B makes sense:**
 - Customers looking for new services such as AI and ChatBot interfaces
 - Ideal for Small / Medium sized Contact Centers (Up to 400 agents via SIP)



The screenshot displays the Mitel Service Node Manager interface. The top navigation bar includes the Mitel logo and the title 'Service Node Manager'. Below this, a series of tabs are visible: 'Initial Setup', 'Number Analysis', 'Telephony' (which is active), 'Services', 'System', and 'Tools'. Under the 'Telephony' tab, there are sub-tabs: 'Extensions', 'Operator', 'Call Center', 'Groups', 'External Lines' (which is active), and 'System'. The main content area is titled 'Route - Add - Step 1 / 4'. On the left, there is a vertical list of route types: 'Destination', 'Corporate Name', 'Busy No Answer Rerouting', 'Vacant Number Rerouting', 'Customer Rerouting', 'Public Exchange Number', 'Charging', and 'Mobile Direct Access Dest'. The 'Destination' option is selected. To the right of this list, there are navigation buttons: '<- Back', 'Next ->', 'Apply', and 'Cancel'. Below these buttons, the configuration details for the selected route type are shown. The 'Type of Signaling' is set to 'SIP'. The 'Profile Name' dropdown is open, showing a list of available profiles: 'MXONE-emergency_name_keep_a', 'MXONE-tieline', 'MXONE-tieline-FGW', 'MiCC_Tas', 'MiCC_Tas_TLS', 'MiCC_business_TCP', 'MiCC_business_TLS', and 'MiCC_business_UDP'. The 'MiCC_business_UDP' profile is currently selected and highlighted in blue.

Mitel InAttend and CMG – What's New in 1H 2020

InAttend 2.6 SP1 / CMG 8.5 SP1 Enhancements

- Improved mid-call MOH or private Park Queue message options
 - Be able to configure MOH files via TCA GUI for Mid-call services (hold, transfer, conf etc..) and private park queue
 - Can map MOH for mid-call services to match inbound queue MOH
- InAttend client enhancements
 - Enable/disable 3-party conference by configuration per system (security improvement)
 - Minor improvements with JAWS integration and better contrasting of focus pane
- Improved IVR/ASR Directory search per tenant
 - Be able to search per customer group access number
 - Better handling of large distributed organizations
 - Routing to correct operator based on access number
- Security improvements
 - Journal views, CMG VM messages and Visit archiving, and MiCollab authentication
- Move to JavaSDK as an alternative to Oracle Java SE to avoid subscription charges
- Validation of Exchange 2019 and latest Office 365

New Dell Server – R440

- Dell PowerEdge R330 is End of Life
- Dell PowerEdge R440 is Mitel certified replacement
 - 2 x Intel Xeon Processors
 - Skylake or newer
 - 16 DIMM slots
 - 4 x 3.5" or 8 x 2.5" drives
 - 2 redundant PSUs



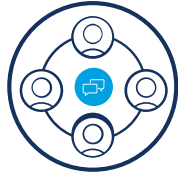
What's in it for You? – Laying the Groundwork for the Future

Driving the Enterprise Market Communication Evolution

- Strong Features & Functionality
- Highly Flexible, Customizable & Secure
- Delivered, Installed, Serviced by VARs



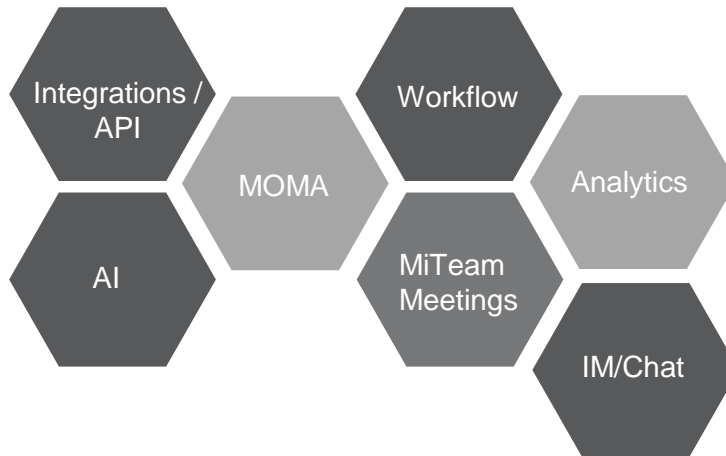
MICC



MiCollab



MIV MX-ONE



- Strong Features & Functionality
- Highly Flexible, Customizable & Secure
- Delivered, Installed, Serviced by VARs

- Delivered on Premise or from Private Data Centers
- Virtualized Software
- Traditional Operations & Upgrade

- Public Cloud Delivered
- 5 - 9's Reliability
- Cloud native



MiVoice MX-ONE Solution - Longer Term Direction – 2H 2020 and beyond

Maintain MX-ONE leadership position Private Cloud UC for Large Enterprise



- Develop Private Cloud for Large Enterprise

- Support for Cloud Infrastructures – MS Azure, AWS and GCP
- Drive towards container technology – Dockers, Kubernetes, etc..
- Develop more automated usage reporting / billing process



- Clear Large Enterprise Focus

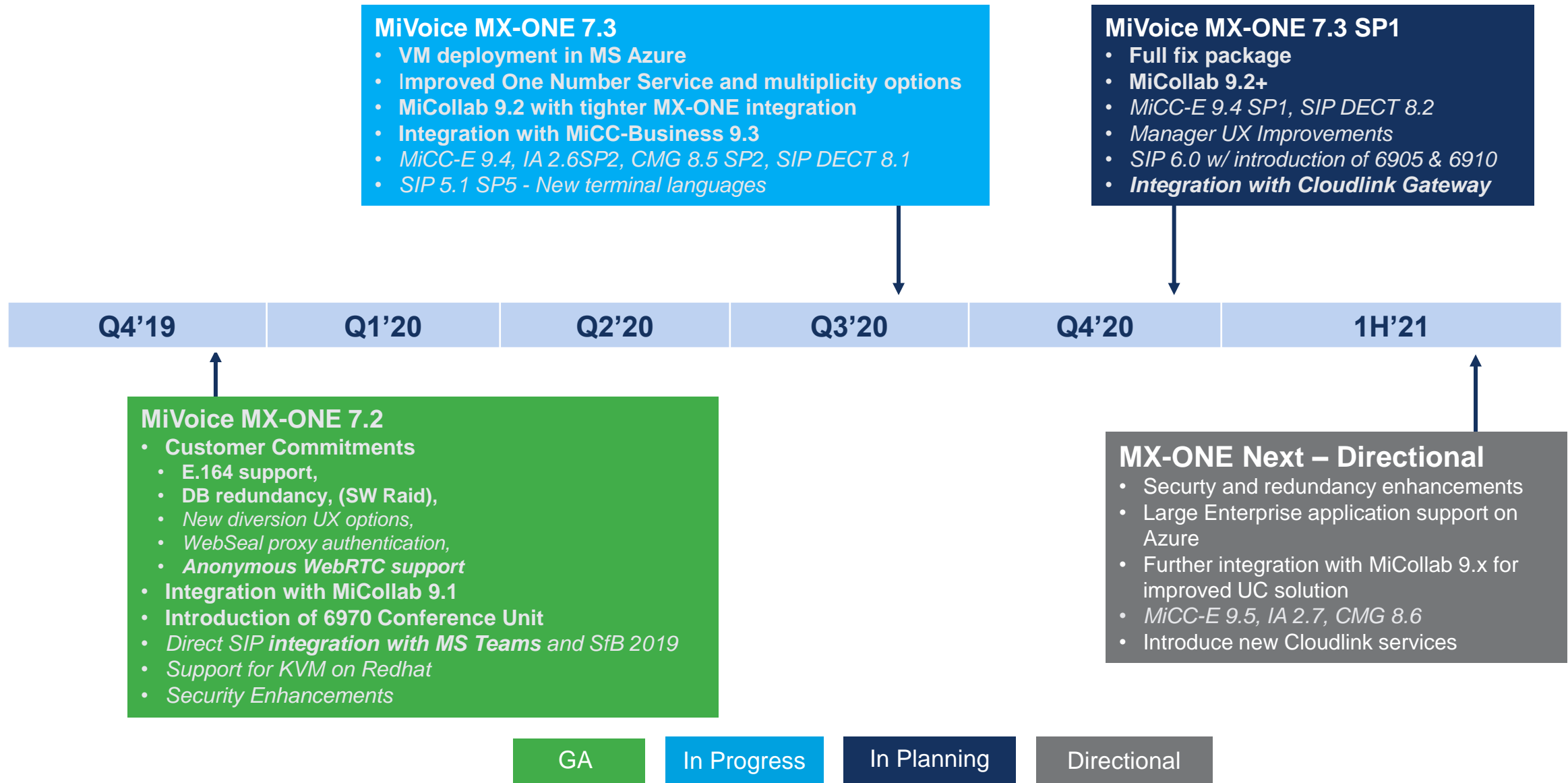
- Continue enhancements to Redundancy and Security
- Management and deployment efficiency to drive TCO
- Deliver on key large customer requirements



- Drive transition toward UC

- Tight integration with MiCollab/MiTeam to drive adoption
- Adopt CloudLink-based services/apps with UC surround where it makes sense

MiVoice MX-ONE – Planned Releases and Directional RM



Mitel InAttend Next – Directional RM for 2H2020 and beyond

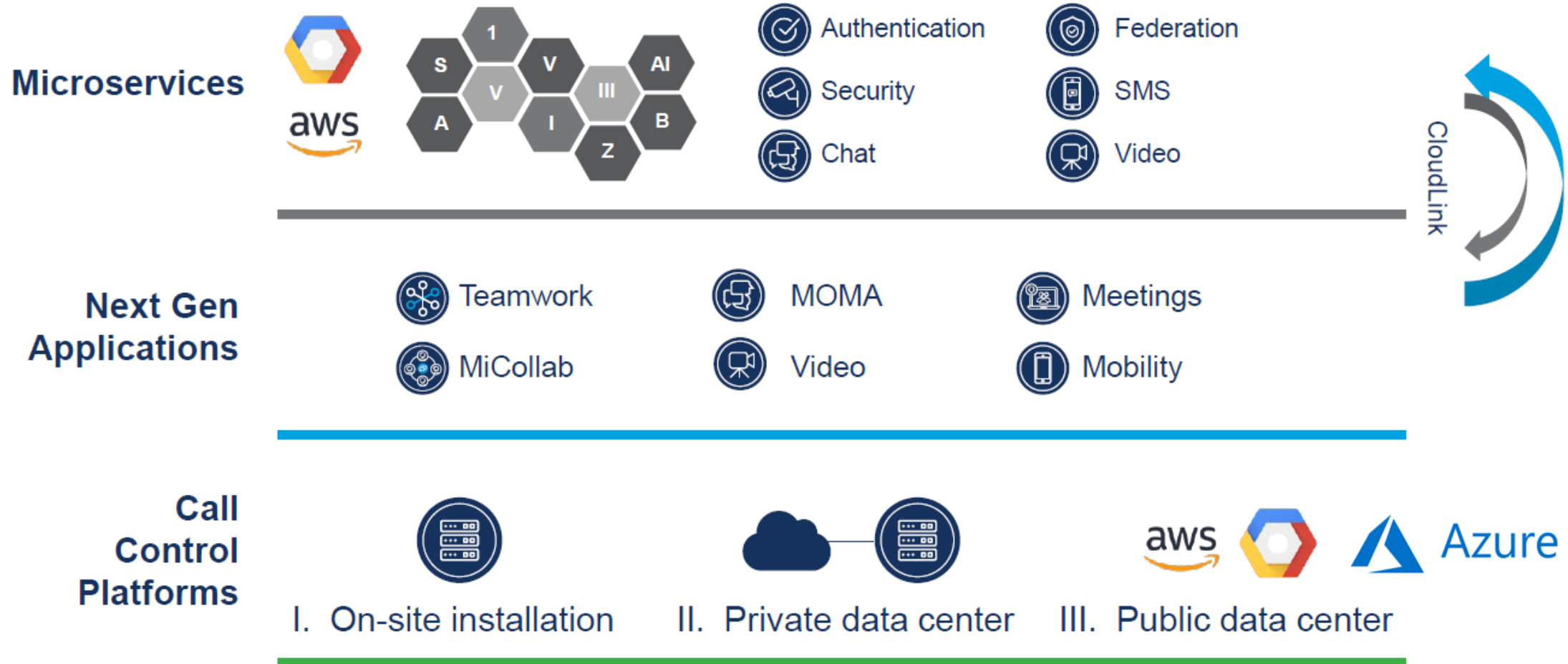
Short term - ongoing plans



- MS Azure VM support for InAttend and CMG
 - Microsoft Window Server environment improvements
 - Windows Server 2019, SQL 2019, Hyper-V 2019, etc..
 - Minor GUI enhancements to improve usability
 - Support for New MS Edge Chromium Browser
 - Improvements for Visit – Batch imports, SMS notifications
-
- Longer-Term Priorities under consideration
 - MS Teams presense integration
 - Tigher integration with MiCollab (e.g. Common Chat/IM engine, Embedded VVM and CMG web tabs, etc..)
 - Improvements to InAttend GUI for WCAG 2.x compliance
 - SIP URL options - Allow more parameters/variables, Call to external CRM applications for access to searched user data
 - Improved Attendant status (Logged out/Logged in, idle, active in-call, etc..) via separate dialog box or wallboard.
 - Security improvements for authentication



Mitel's UC Strategy – Providing The Building Blocks for the Future





Thank You





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Experience Days 2020



Kristian Nyquist & Jan Hoen

Försäljningsingenjörer



Uppgradera din MX-ONE på ett ögonblick

Vi visar hur enkelt det är att
uppgradera MX-ONE till
senaste version och avslutar
med lite teori.

Jan Hoen, Kristian Nyquist

Juni, 2020

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 **Mitel**
Powering connections

Fördelar med snabb uppgradering

- Förberedelser på kontorstid
- Minimerad/kontrollerad nedtid
- Verifieringsmöjligheter när det gamla systemet är i drift
- Rollback om så krävs
- Fungera bäst med virtualisering
- Backa systemet



Att tänka på

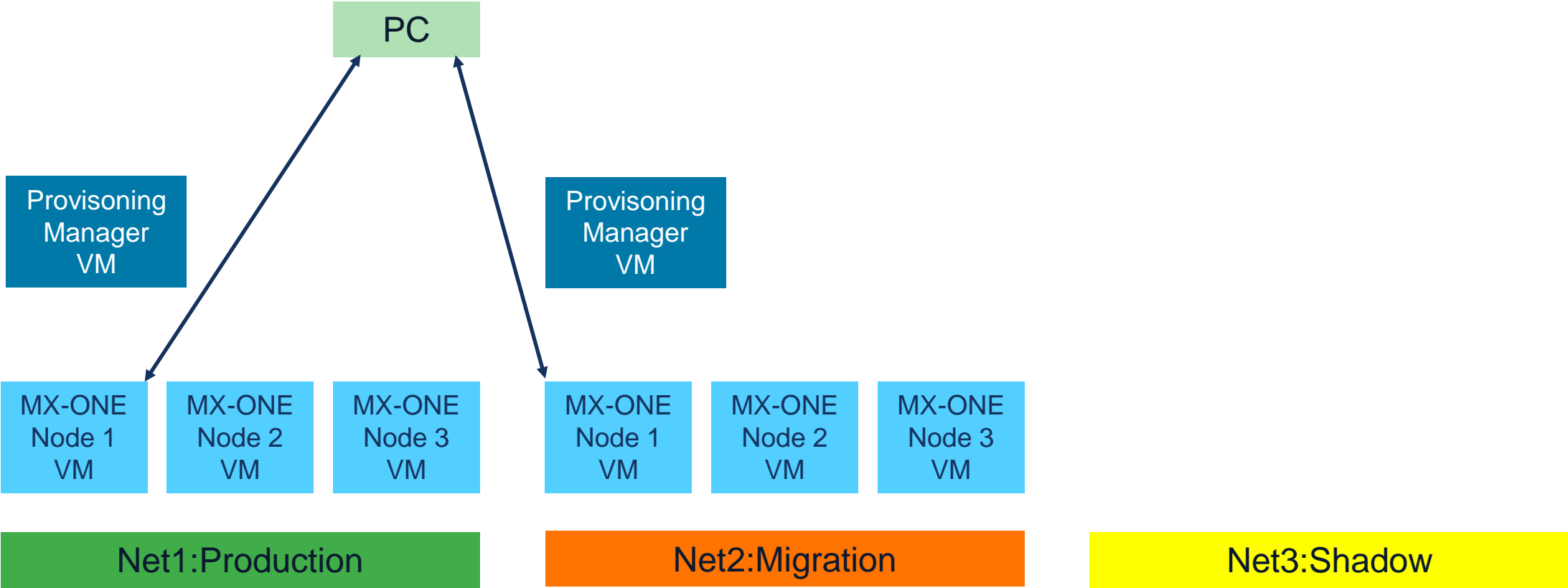
- Resurser i servermiljön
- MGU-uppgradering (förbered)
- Telefonmjukvara
- Kom ihåg Provisioning Manager



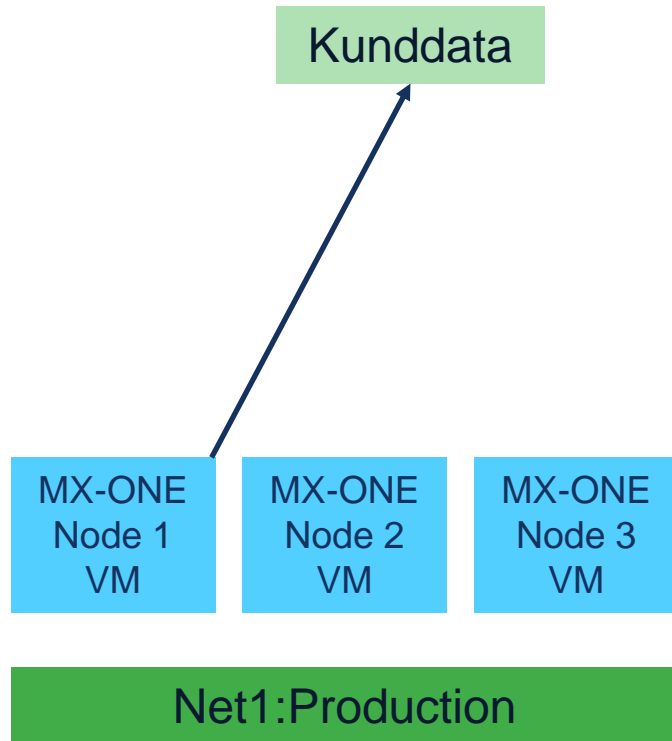
Före uppdatering



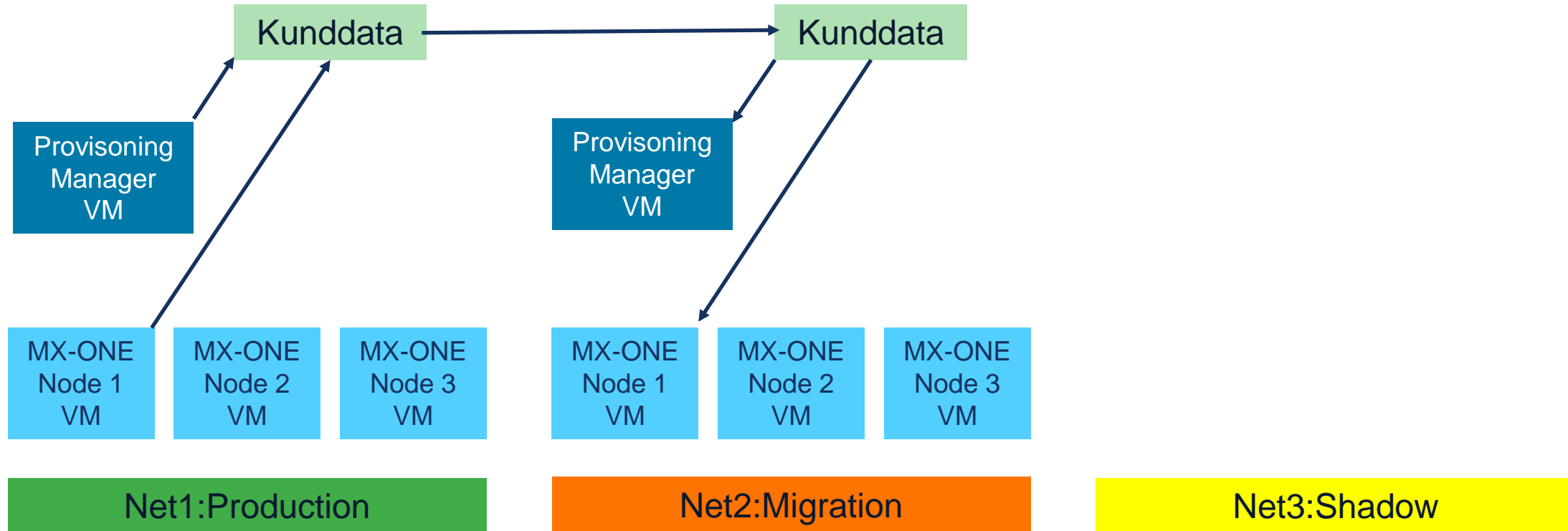
Förberedelser



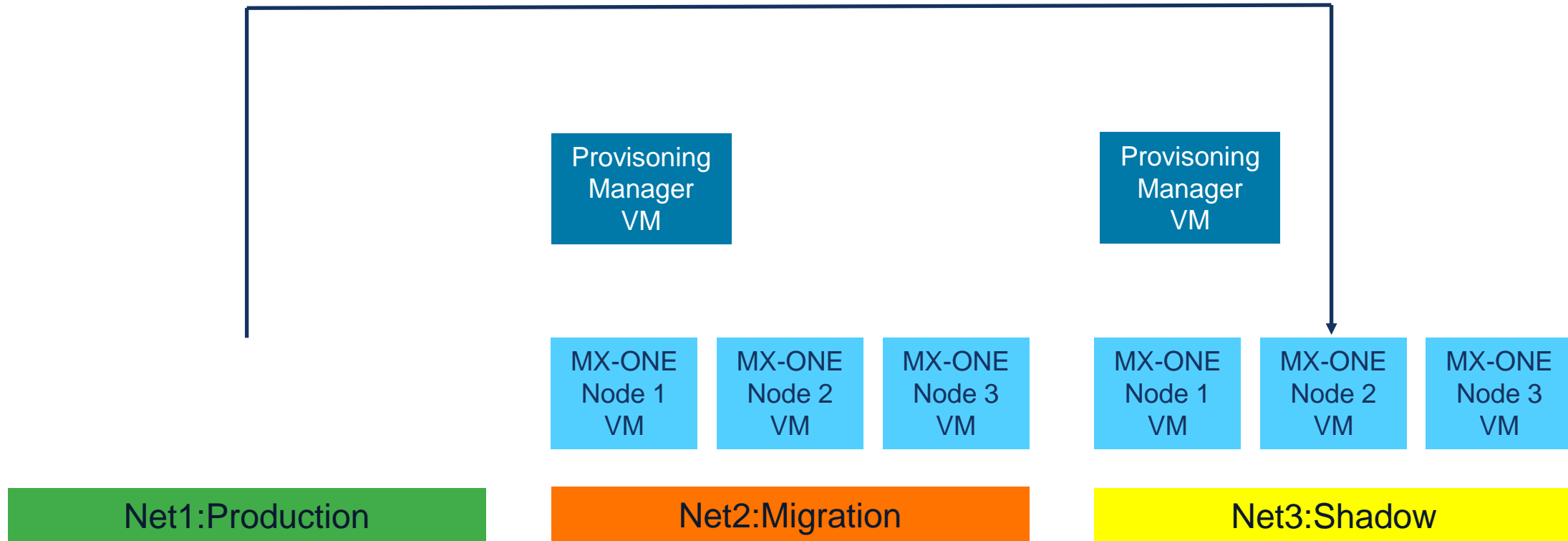
Förbereder konfiguration



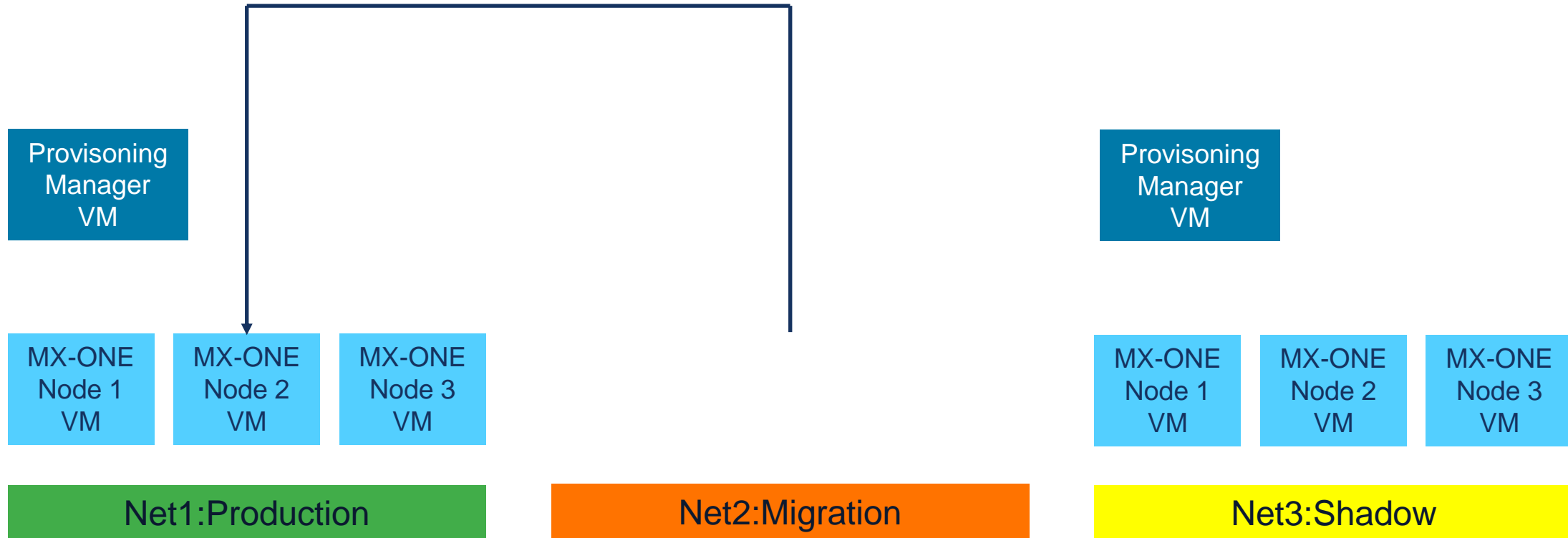
Import kunddata/verifiering – MX-ONE och PM



Migering steg 1



Migering steg 2



Fungerar följande som tänkt?

MGU

Telefoner

Applikationer (t. ex. MiCollab AM, MiCC Enterprise, InAttend, MiCollab mfl)

Spara det gamla systemet

Backuper på nya systemet

vm vSphere Client

Menu

Search in all environments

?

knyquist@ENTERPRISEDEMO.NET

2016 CMG1 Björn

2016 CMG2 Björn 2

AD_2019

ConnectedGuest

DC01

Demo MX-ONE 7

DemoLEinattend

EXCHANGE01

Exchange_2019

InAttend 2019

Kristian OneBox Lab system

KristianInAttend client

LEMBG11.0

LEMicollab9.1

LYNC2013FE

MicollabMBG10.1.0.257-01

Mitel Revolution

MitelAlarmServer-4.0.2

MPA probe

MX-ONE demo

MX-ONE_7 server 1

MX-ONE_7 server 2

MX-ONE_7 server 3

R-Win2016

Test probe

MX-ONE demo

ACTIONS

Summary

Monitor


Configure

Permissions

Datastores

Networks

Updates



Guest OS:

SUSE Linux Enterprise 12 (64-bit)

Compatibility:

ESXi 5.5 and later (VM version 10)

VMware Tools:

Running, version:11269 (Guest Managed)

[More info](#)

DNS Name:

demolets


IP Addresses:

192.168.1.2

[View all 3 IP addresses](#)

Host:

esxi7.enterprisedemo.net



Launch Web Console

Launch Remote Console

CPU USAGE

271 MHz

MEMORY USAGE

983 MB

STORAGE USAGE

121.65 GB

Notes

For proper CPU,Memory and Harddisk settings see MX-ONE CPI documentation

vCPU: 2 cores

RAM: 6 GB

HDD: 100 GB

[Edit Notes...](#)

Custom Attributes

Attribute	Value
-----------	-------

VM Hardware

CPU

2 CPU(s)

Memory

12 GB, 0.96 GB memory active

Hard disk 1

100 GB

Network adapter 1

DemoLE (connected)

Video card

32 MB

VMCI device

Device on the virtual machine PCI bus that provides support for the virtual machine communication interface

Other

Additional Hardware

Recent Tasks

Alarms

Task Name	Target	Status	Details	Initiator	Queued For	Start Time	Completion Time	Server
-----------	--------	--------	---------	-----------	------------	------------	-----------------	--------

1

**Förberedelser på
kontorstid**

2

Verifiering

3

Rollback





Mitel Customer
Experience Days 2020

Season 1, episode 7...Sista avsnittet innan sommaruppehållet!

bit.ly/miwebinar_mced20



Mitel Customer
Experience Days 2020

- Hur du kan arbeta smartare med Mitels UCC-lösningar
- Möten - som du älskar att hata!



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