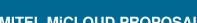
MITEL MICLOUD FEATURE LIST

Product/Service Professional Business Contact Center

1 Todacci Sci Vice	Troressional	business			contact center		
		EXTENSION ONLY	EXTENSION ONLY WITH VOICE MAIL	LITE	ADVANCED	AGENT	SUPERVISOR
Local Phone Number	✓	_	=	1	✓	✓	✓
Unlimited Local Calling	✓	_		_	✓	1	✓
Unlimited 1+ US Long Distance	✓	-	-	-	✓	1	1
Unlimited 1+ Canada Long Distance	✓	=	-	-	✓	✓	✓
250 Included US/Canada Usage Minutes	Not Applicable	_		1	Not Applicable	Not Applicable	Not Applicable
Mobile Twinning	✓	_	_	_	✓	✓ *	✓*
Hot Desking	✓		=	1	✓	✓	✓
Corporate Auto Attendant	-	/	✓	1	/	✓*	✓*
Voice Mail with Email Forwarding	✓	_	✓	1	✓	1	1
Hunt/Ring Groups	✓	✓	✓	1	✓	✓*	✓*
Contact Dialing	✓		=	1	✓	✓	✓
Audio Conferencing	-	-	-	1	✓	✓	✓
Interoffice 4 Digit Dialing	✓	✓	✓	1	✓	✓	✓
Localized E911	✓	/	✓	1	✓	✓	✓
Call Transfer	✓	✓	✓	1	✓	✓	✓
Call Forwarding	✓	✓	✓	1	✓	✓*	✓*
Call Park	1	/	/	1	1	✓*	✓*
Call Pick-Up	✓	/	/	1	/	✓*	✓*
Call Hold	✓	✓	✓	1	✓	✓	✓
System Speed Dial	-	/	✓	1	/	✓	/
User Speed Dial	1	/	/	1	1	✓	✓
Direct Page	-	✓	/	1	/	✓	✓
Individual Record A Call	✓	-	/	1	✓	✓	✓
Do Not Disturb	1	✓	✓	1	1	/	✓
Call History	✓	/	1	1	1	✓	/
Outbound Caller ID Number	✓	✓	1	1	✓	✓	✓
Outbound Caller ID Company Name	-	1	✓	1	✓	1	1

^{*}These features are not available while logged in as an ACD agent, but are available when logged in as an Advanced User.



MITEL MICLOUD FEATURE LIST (cont'd)

Product/Service Professional **Business Contact Center**

	TTOTCSSTOTICI	Business				act center	
		EXTENSION ONLY	EXTENSION ONLY WITH VOICE MAIL	LITE	ADVANCED	AGENT	SUPERVISOR
Local Number Portability	✓	-	=	1	1	Not Applicable	Not Applicable
Access to Administrator Portal	-	1	✓	✓	✓	✓*	✓*
Access to End User Portal	✓	✓	/	1	✓	✓*	✓*
Softphone Compatible	-	✓	1	1	/	-	-
Unified Communicator Express PC Client	✓	_	=	/	✓	1	✓
ACD Group Presence	-	-	-	-	-	✓	✓
ACD Agent Hot Desking	-	=	-	-	=	✓	✓
Queue Prioritization	-	-	-	-	-	✓	✓
Predictive Routing	-	_	-	-	-	1	/
Skill Proficiency Routing	-		_	-	1-	✓	✓
Remote Agents	-	-	=	-	9 72	1	✓
Queue and Individual Agent Reporting	-	_	-	-	_	1	✓
Broadcast Messaging	-	-	, -	-	-	✓	✓
Overflow	_		_	_	-	1	✓
Predictive Overflow	_	_	_	-	-	✓	✓
Interflow	=	=	=	-	-	✓	✓
Unavailable Agent Skill Group Routing	-	-	Е	-	-	1	✓
Dial Out of Queue	=	-	-	=	-	✓	✓
Auto Answer	-	_	-	-	-	✓	✓
Make Busy with Reason Codes	=	=	=	-	=	1	✓
Work Timer	_	-		-	_	✓	✓
Queue Status on Phone Display	-	-	-	_	_	1	✓
Real-time Queue Monitoring	-	-	-	-	-	-	✓
Silent Monitoring	=		=	5 5.5 5	9 -0	-	✓
Historical Reporting	-	_	_	_	_	_	/

 $^{^{\}star}$ These features are not available while logged in as an ACD agent, but are available when logged in as an Advanced User.