

MITEL MiCLOUD FEATURE LIST

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

*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)

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

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