Product Plans

MiVoice Connect Flexibility Makes Ordering Easy

Choose the Right Combination of Unified Communications & Collaboration Tools for Your Business Needs

Convenient & Cost Effective

Every business has unique communications needs. MiVoice Connect's UC features are packaged into three different profiles so you can subscribe to the features right for your business. Mitel gives you the flexibility to mix and match profiles, allowing you to easily adapt to changing business demands as they arise. Pricing plans are outlined below:

Essentials includes all business telephony call handling features, plus key UC features like instant messaging, presence, video calling, conferencing, screen sharing and our mobile app.

Standard offers additional features for supervisors, managers, and sales and service teams including expanded conferencing capacity, voicemail-to-text transcription and third-party integrations.

Advanced adds operator features for advanced call handling capability, making it easy for supervisors to monitor calls and contact status with hover and drag-and-drop functionality.

Product Plan Benefits

- Mix and match levels, buying just the services you need

- Change service levels to adapt to business demand as they arise

- All levels include all business telephony features and great customer service

- All service levels integrate with a la carte applications like Mitel Connect Contact Center

Add and upgrade service plans as your business requires. The Connect Director, the browser-based system management software, makes it easy for system administrators to assign profiles to users as needed. As your organization grows, you can easily add additional plans that align with employee needs and roles.

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FEATURE	ESSENTIALS	STANDARD	ADVANCED
Phone License (Extension & Mailbox)	✔	✔	✔
PBX Features	✔	✔	✔
Connect Director	✔	✔	✔
Connect Client	✔	✔	✔
Voicemail	✔	✔	✔
Audio Conferencing (8-Party)	✔	✔	✔
Desktop Sharing[1]	✔	✔	✔
Video Calling	✔	✔	✔
Instant Messaging	✔	✔	✔
Presence	✔	✔	✔
Softphone	✔	✔	✔
Outlook® / G Suite® Integration	✔	✔	✔
Connect Telephony for Microsoft	✔	✔	✔
Web & App Dialers	✔	✔	✔
Find Me, Follow Me	✔	✔	✔
Mobile App[1]	✔	✔	✔
Remote Phone License	$	✔	✔
Salesforce® / CRM Integration[2]	$	✔	✔
Operator	$	$	✔
Workgroups	$	$	✔
Voicemail Transcription[3]	$	$	$
Contact Center	$	$	$
Internet Fax[3]	$	$	$

[1] Requires server and licensing

[2] For a complete list of integrations, see the Connect Advanced Apps catalog

[3] Mitel Connect HYBRID Scribe & Mitel Connect HYBRID Fax are cloud subscription services available with Mitel Connect HYBRID activation

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