MiVoice Connect Quick View

Your Complete Business Communications Solution

MiVoice Connect brings together all of your communications and collaboration tools into one simple interface. Quickly and easily find contacts, check their availability and connect with them via phone, IM, video, desktop sharing or conference calling, without having to open a separate window or log in to new applications.

Because you own and manage your MiVoice Connect system, you can run your network your way. MiVoice Connect features Connect's signature modular architecture, which distributes system intelligence across the entire network. This flexible design offers the highest level of service availability and makes it the ideal solution for single sites as well as multiple site deployments.

MiVoice Connect is a true end-to-end communications solution - from IP phones, to operating software, to data center, to advanced applications. This ensures that all components are optimized for peak performance so you never need to worry that a system upgrade or new feature might cause an unexpected issue with compatibility. Your sales and service teams will be much more productive with tools like Mitel Connect for Salesforce, G Suite and other third-party integrations as well as Connect Contact Center.

Our flexible plans make it easy for you to mix and match profiles and adjust them as business demands change to ensure you always have the right communications solution for your individual users.

Benefits
- Robust system features
- Exceptional user experience
- Business communications continuity
- Outstanding management interface
- Line of business integration
- Lowest total cost of ownership

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Why MiVoice Connect?

Exceptional User Experience Across All Devices

The secret to frictionless and intuitive communication is the Connect client, which makes it easy to manage your call handling and collaboration tools. Its intuitive user interface, requires no VPN for teleworkers and lets you transition between desk phone, softphone and the Connect mobile app seamlessly.

Easy Administration & Management

With MiVoice Connect, initial setup and ongoing management is far quicker and easier than other on-premises solutions. Connect Director delivers a "single image" view of your entire network, no matter how many phones or sites you manage. In fact, MiVoice Connect is so easy to administer that non-technical employees can handle MACs in seconds.

Advanced Integrations

MiVoice Connect includes packaged integrations with Outlook®, G Suite®, Mitel Connect for Salesforce®, MS Dynamics®, NetSuite®, ACT!(r), Zendesk®, desk.com® and other popular LOB apps. MiVoice Connect offers dozens of additional advanced applications and plug-ins that extend system utility such as the ability to merge call records with customer records to increase customer service efficiencies, identify sales trends and optimize staffing.

Business Continuity

A modular architecture and "N+1" redundancy provides automatic failover for three possible points of failure: a WAN outage, a switch outage, and an application server outage. MiVoice Connect voice switches can operate independently of the network, and your routers and phones are registered locally through the switch to the telco so they'll continue to work. This is designed to be highly reliable and 99.999% available so you never lose dial tone.

Lowest Total Cost of Ownership

MiVoice Connect has an established reputation for long-term cost efficiency built on the strength of the distributed architecture, ease of use, and simplicity of administration. We help you minimize costs and maximize business returns from your UC solution.