

# MiCloud Connect

## Migrating ShoreTel Onsite to Mitel MiCloud Connect

Features	Courtesy	Extension	Essentials	Premier	Elite
Cloud User Admin Web Portal	•	•	•	•	•
Extension Only	•	•	•	•	•
Direct Inward Dialing	•	•	•	•	•
Local Number Portability	•	•	•	•	•
Unlimited Local Calling	<b>200 mins / mo</b>	•	•	•	•
1+ U.S.A. & Canada Long Distance	metered	metered	unlimited	unlimited	unlimited
Business Telephony Features	•	•	•	•	•
Hot Desking	•	•	•	•	•
Voice Mail	–	•	•	•	•
Voice Mail with Email Forwarding	–	•	•	•	•
Teleworker (Work at Home)	–	•	•	•	•
Teamwork (Team Collaboration / IM)	–	–	•	•	•
Desktop Client Windows & Mac OS	–	–	•	•	•
PC Softphone w/ Pt. to Pt. Video	–	–	•	•	•
Desk phone Control	–	–	•	•	•
IM/Chat	–	–	•	•	•
Unified Messaging	–	–	•	•	•
Visual Voicemail	–	–	•	•	•
Corporate Contacts	–	–	•	•	•
Calendar Integration	–	–	•	•	•
Telephony Presence	–	–	•	•	•
Video Presence	–	–	•	•	•
Smart (Dynamic) Status	–	–	•	•	•
Web Client via Connect Chrome Extension	–	–	•	•	•
Web Dialer / App Dialer (click-to-call capability)	–	–	•	•	•
Cell to WiFi Handoff / Hand-in (FMC)	–	–	•	•	•
Mobile Client Android and iOS	–	–	•	•	•
Mobile Softphone Android and iOS	–	–	•	•	•
Multiple Devices	–	–	•	•	•
Connect Outlook & Google G-Suite Integration	–	–	•	•	•
Connect Skype For Business Telephony	–	–	•	•	•
SFDC, NetSuite, ZenDesk CRM user	–	–	–	•	•
On Demand Recording	–	–	–	•	•
Always on Recording	–	+	+	+	•
Archival (7 years IM, Call Recordings, Audio and Web Conferences)	–	+	+	+	•
Operator Client	–	–	–	–	•

# MiCloud Connect

Migrating ShoreTel Onsite to Mitel MiCloud Connect

## Featured Integrations

- MiCloud Connect Contact Center
- MiCloud Connect CRM Integrations
  - Salesforce.com
  - Zendesk
  - NetSuite
  - MS Dynamics
- MiCloud Connect Skype for Business Integration
- MiCloud Connect Google Chrome / G Suite Extension
- MiCloud Connect Call Recording

## Additional Services

- MiCloud Contact Center Live
- Hybrid Sites (Prem to Cloud)
- MiCloud Connect Scribe (Voicemail to E-mail text)
- MiCloud Connect Fax (Fax to e-mail)
- Analog Telephone Adaptors
- Conference room phone solutions
- Mitel Remote Configuration Service

## Mitel Phones

Available MiCloud Connect phones (buy, rent and lease options available):

Basic User	Moderately Featured	Executive	Operator Console Add On	Conference Room Phone
IP420 / IP420G	IP480 / IP480G	IP485G	Button Box 424	Polycom SoundStation 6000

