

NEWS RELEASE

Mitel Bets on Humans with Debut of Mitel WX: A Critical Communications Solution Designed for the Entire Workforce

2026-10-13

Mitel WX is a core communications app that brings together voice, messaging, meetings, CX, and vertical specialized tools into a single framework built on a modern, AI-enhanced architecture

- Mitel WX puts humans at the center of business communication, leveraging AI to better equip them
- Customizable role-based layout provides a consistent experience that adapts to each worker's profile across phone, tablet, or desktop
- Mitel WX is easy to deploy and administer across the enterprise with embedded workflows and workgroup-based visibility
- Flexible deployment, from sovereign, secure cloud to hybrid and full on-premises, supports CIO priorities for high availability, resilience, and regulatory compliance.

OTTAWA, Ontario--(BUSINESS WIRE)-- Mitel, a global leader in business communications, today unveiled **Mitel Workforce Experience (Mitel WX)**, a new core communications app framework. Purpose-built from the ground up on the company's integrated hybrid platform, Mitel WX addresses the communications needs of the entire workforce, especially those in demanding frontline roles.

While many communications vendors are using AI to create tools that get work done without a person, Mitel is doubling down on designing AI-enhanced platforms that sit at the intersection of communications and business process, keeping the human workforce at the center in the moments that matter. This focus spans critical

industries like healthcare, government, emergency services, and manufacturing, and industries with complex communications needs like hospitality and retail — industries where human experience and judgment are critical.

Mitel's **research** shows that workers are struggling, with seven in ten frontline workers feeling pressured to 'make it work' when communication systems are not designed for their needs, often driving them to use non-approved tools that introduce security risks.

"Five decades of building communications for demanding environments taught us something that the industry seems to be forgetting: the answer in a critical moment isn't fewer people, it's better equipped ones. That belief is what Mitel WX was built on. The way you communicate with colleagues and customers shouldn't feel like a compromise," said Mike Robinson, CEO at Mitel.

What Is Mitel WX?

Mitel WX is a single app that delivers a consistent core communications experience, whether working from a phone, tablet, or desktop. It lets the user carry the same identity across devices in a familiar voice-and-chat experience, with a highly adaptable, widget-based design that brings UC, CX, and third-party integrations, from everyday tools like Office 365 and Google Workspace to critical vertical-specific applications like EHR and clinical alerting, into the foreground together.

In a busy healthcare center, for instance, this allows front-desk staff, nurses, and administrators to view the critical information, including call queues, patient information, and specialized chats or alarms, at a glance on their preferred device. At the same time, the on-call doctor can safely consult with staff by phone while they travel to the clinic, using their preferred work number via Apple CarPlay or Android Auto, with all relevant information being synced across devices.

Users working from different locations also benefit from Mitel WX's custom contact groups, which quickly bring project-based teams together with shared presence and availability. Organizations can use dedicated call groups to drive messages to the right people at the right time, with push notifications that work even during internet or power disruptions.

How Does Mitel WX Bring Frontline and Desk Workers Together?

While approximately **80%** of the global workforce is deskless, most are required to use communication tools that were designed for their deskbound peers, not for the realities of their day-to-day work on the frontlines. This creates friction and inefficiencies in the workplace. According to Mitel's **State of Workforce Communication report**, based on research by Vanson Bourne, over half of workers (57%) waste time switching between an average of

seven disconnected tools, with frontline workers twice as likely to use unapproved tools to get the job done.

Mitel WX is designed from the ground up for frontline, mobile, contact center, and knowledge workers, not a knowledge worker platform deployed to everyone else. That design starts with a finding from Mitel's research: 79% of workers reach for voice communications when rapid action is needed. Messaging might be the most used day-to-day choice, but when something cannot wait, Mitel WX offers voice without having to switch context or app.

Office workers can manage multiple conversation streams and access tools that drive critical workflows within a single framework, while those on the frontlines can leverage right-now communications and vertical-specific integrations. For enterprises struggling with multiple channels in their tech stack, Mitel WX helps break down communication silos, encourages engagement at the point of activity, and simplifies the administrative burden.

What AI Capabilities are in Mitel WX?

AI is purposefully deployed within Mitel WX to make communication easier by consolidating the critical information workers need and the ways they prefer to share it together on the same screen. Through **Mitel Workflow Studio**, embedded workflows use AI to streamline requests and automate repetitive steps, saving time. Predictive suggestions and AI-enabled voice and gesture control enable more accessible interactions that shorten the intent-to-action paths in demanding environments such as hospitals, hotels, retail, and manufacturing facilities. Rather than adding AI to separate collaboration and customer engagement tools, it brings voice, video, messaging, and contact center onto a single architecture, with shared context and no handoff between them.

"We view AI as a technology that can make a person more capable rather than unnecessary," said Luiz Domingos, CTO at Mitel. "On the frontlines, that's replying to a text hands-free with voice, a quick translation, automated call routing, or meaningful customer insights. We are applying AI practically to situations where it can make a real difference without feeling forced, so employees can focus on what really matters."

How is Mitel WX Deployed?

Mitel WX works in hybrid and private cloud environments, on-premises, or at the edge with Mitel Edge. Available in both CapEx and OpEx models, it gives organizations deployment freedom backed by uncompromising control, security, and resilience for business-critical environments. Simple to install and manage through Mitel Central, a web-based administration portal, Mitel WX's lightweight, modular architecture scales quickly and provides customers already on a Mitel voice platform with a low-friction update path.

"The separation between internal collaboration and customer engagement is collapsing," said Jim Lundy, CEO of Aragon Research. "The platforms that matter next will be the ones designed for every worker, not just the ones at a

desk. Mitel WX is built for that shift."

"For European organisations, where data sits and who controls it is the primary question," said Nicolas Saint-Remy, CTO at Saint-Gobain Distribution Bâtiment. "Having a choice between cloud, hybrid and on-premises — and being able to change that choice later as we evolve — is what allows us to plan with confidence. That flexibility matters to me as much as any individual feature."

When is Mitel WX Available?

Mitel WX initial availability begins Q4 2026.

FAQs

What is Mitel WX?

Mitel WX is a core communications app framework that brings voice, messaging, meetings and contact center into a single experience. Mitel WX delivers the same identity and interface across phone, tablet, and desktop, with a configurable widget-based layout that adapts to each worker's role. It is built on Mitel's integrated hybrid platform and designed for the whole workforce, including frontline and mobile workers.

Who is Mitel WX for?

Mitel WX is designed for frontline, contact center, and desk-based workers within a single framework, rather than a knowledge-worker platform extended to everyone else. Office workers can manage multiple conversation streams and workflow tools; frontline workers get immediate communication and role-specific integrations at the point of activity. It is built for organizations in critical industries such as healthcare, government, emergency services, and manufacturing, and for sectors with complex communication needs, including hospitality and retail.

How is Mitel WX different from other unified communications platforms?

Most communications platforms were designed for people working at a desk and then extended to everyone else. For frontline workers and CX agents, that means constantly switching between specialized tools designed for their work and broader company communication platforms. Mitel WX was built from the ground up for a global workforce where roughly 80% of people are deskless, with a role-aware experience that changes according to the job rather than the device. It also gives organizations deployment choice — hybrid, private cloud, on-premises or at the edge — rather than requiring a move to a one-size-fits-all public cloud model.

When will Mitel WX be available?

Mitel WX availability begins in Q4 2026, with full platform availability expected during 2027. Customers already running a Mitel voice platform have a low-friction update path. Availability details for specific platforms are

available from Mitel or a Mitel partner.

How is Mitel WX deployed?

Mitel WX runs in hybrid and private cloud environments, on-premises, or at the edge using Mitel Edge. It is available in both CapEx and OpEx models, and is installed and managed through Mitel Central, a web-based administration portal. Its lightweight, modular architecture is designed to scale quickly and to support high availability, resilience and regulatory compliance requirements.

How does Mitel WX use AI?

Mitel WX applies AI where it makes a person more capable rather than unnecessary by leveraging the broader Mitel AI Ecosystem of solutions. For example, integrations to AI-enabled workflows built in Mitel Workflow Studio bring AI assistants, voice, and gesture control to a worker's fingertips. Access to key workflow tools such as CRM, EHR, guest services, and meetings tools enables AI capabilities inherent in those critical workflows. AI is also applied to administration, workflow management, and operational insight.

How do I get Mitel WX?

Mitel WX is available through Mitel and its global partner network. Full details, including capabilities and deployment options, are on the Mitel WX product page, and organizations can request a demonstration or contact a Mitel partner directly.

Learn More About Mitel WX

- Details about Mitel WX, including capabilities, deployment options, and technical specifications, are available on the **Mitel WX product page**.
- A product overview video demonstrating Mitel WX across frontline, mobile, and desk-based roles is available at <http://www.mitel.com/mitelwx>.
- Media assets, including product screenshots, executive photography, and the Mitel brand kit, are available on request from the contacts below.

About Mitel

Mitel is a global leader in business communications, serving more than 70 million users in over 100 countries. Mitel builds communications, collaboration and contact center solutions for the entire workforce — including frontline, mobile, and shift-based workers whose needs differ from those at a desk — and for organizations in critical industries where communication cannot fail. With five decades of experience and deployment options spanning cloud, hybrid and on-premises, Mitel delivers communications without compromise. For more information, go to **www.mitel.com** and follow Mitel on LinkedIn.

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Media Contact:

pr@mitel.com

Source: Mitel Networks Inc