



NEWS RELEASE

Mitel CX Named “Overall Customer Support Solution of the Year” In 2025 RemoteTech Breakthrough Awards Program

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Annual awards program recognizes breakthrough innovation in the global remote technology industry

OTTAWA, Ontario--(BUSINESS WIRE)-- **Mitel**, a global leader in business communications, today announced that **Mitel CX** has been selected as “Overall Customer Support Solution of the Year” in the 6th annual RemoteTech Breakthrough Awards program conducted by **RemoteTech Breakthrough**, a leading independent market intelligence organization that evaluates and recognizes standout technology companies, products and services empowering remote work and distributed teams around the globe.

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Mitel CX is an all-in-one AI-assisted customer experience management platform that

extends customer engagement capabilities to all employees throughout an organization, from the frontlines to the back-office. The solution provides a hybrid approach capable of being deployed as a hosted solution, on-premise, or as Contact-Center-as-a-Service (CCaaS), no matter where employees are working.

Leveraging GenAI-powered virtual agents, Mitel CX can intelligently automate up to 90% of customer responses and deliver 24/7 problem resolution. It also optimizes the customer and agent experience through GenAI-infused analytics and insights derived from interaction recordings while automating the quality management and speech

analytics functions. Built on **Mitel's Common Communications Framework**, Mitel CX's AI-assisted omnichannel user interface boosts employee engagement and optimizes first-contact resolution.

"We're thrilled to receive this award from RemoteTech Breakthrough. Contact center agents, whether in-office or at home, should collaborate seamlessly with back-office workers, rather than operate as a separate silo," said Martin Bitzinger, Senior Vice President, Product Management at Mitel. "Mitel CX orchestrates personalized experiences for enterprises across every customer interaction for superior results. We designed it specifically to provide all employees with an integrated omni-channel user experience that includes presence, messaging, and collaboration tools, regardless of where they work."

The mission of the annual RemoteTech Breakthrough Awards program is to conduct the industry's most comprehensive analysis and evaluation of the world's most innovative companies, solutions, and products in the remote technology industry today. This year's program attracted thousands of nominations from over 15 countries worldwide.

"Mitel CX is a complete customer and employee engagement platform. For today's businesses to thrive, customer experience must move beyond the contact center to ensure high-quality and personalized engagements between employees and customers, regardless of their location or preferred channel. However, most communication platforms consist of outdated systems that hinder agility, cost reduction, and innovation," said Bryan Vaughn, Managing Director of RemoteTech Breakthrough Awards. "Mitel CX simplifies this transition and minimizes the frustration of integrating point solutions from multiple vendors. By combining CCaaS with on-premise technologies, Mitel CX is perfect for enterprises requiring secure, controlled communications with world-class CX applications for a best-of-all-worlds scenario."

Related Materials

Blog: **The Path to Modernizing Customer Engagement in Financial Services**

Blog: **Smarter Communication, Better Care: The Administrative Value of Mitel CX on Contact Center Efficiency**

Press Release: **Mitel Announces General Availability of Mitel CX, Bringing its AI-Powered Customer Experience Platform to Enterprises Worldwide**

About Mitel

Mitel is a global leader in business communications, providing businesses with advanced communication, collaboration, and contact center solutions. With more than 70 million users across over 100 countries, Mitel

empowers organizations to connect, communicate, and collaborate seamlessly, with the flexibility and choice they need to thrive, both now and for the future. Through proven experience and innovative solutions, Mitel delivers communications without compromise. For more information, go to www.mitel.com and follow us on **LinkedIn** and **X @Mitel**.

About RemoteTech Breakthrough

Part of **Tech Breakthrough**, a leading market intelligence and recognition platform for global technology innovation and leadership, the RemoteTech Breakthrough Awards program is devoted to honoring excellence in technologies, services, companies and products that empower remote work and distributed teams around the globe. The RemoteTech Breakthrough Awards program provides a forum for public recognition around the achievements of technology companies and solutions in categories including messaging & communication, project management, virtual events, team collaboration, virtual offices, collaborative design and more. For more information visit RemoteTechBreakthrough.com.

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