NEWS RELEASE

Mitel Enhances Contact Center Solution to Power Exceptional Customer Experiences for Today's Mobile Consumer

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- Helps embrace mobile consumers with simplified, socially-integrated platforms
- Connects the enterprise and customer engagement data to personalize service
- Enables business agility in adapting to changing market dynamics

Mitel® (Nasdaq:MITL) (TSX:MNW), a global leader in real-time business, cloud and mobile communications, today announced expansions to the MiContact Center Business digital customer experience solution. The expansions provide cross-platform integration and a browser-based application to help agents and supervisors engage in more informed interactions with customers and resolve issues faster.

As part of the enhancements, Mitel's mobile, customer-centric platform now extends to other Mitel platforms for businesses in Europe with support for MiVoice Office 400 and MiVoice 5000. The new web client, built on REST APIs, allows integration of embedded communications tools, which can be accessed with ease, increased worker mobility and deeper integration across an organization to facilitate first-contact resolution.

Join Mitel at **Call Center Week Conference & Expo** in Las Vegas to learn more.

Quotes

"With the new Mitel platform, we were able to quickly deploy our multi-channel contact center capabilities on agent and supervisor desktops using the new Web client, so we spend less time installing software, and can focus on delivering great customer experiences," said Rex Dahl, Call Center Manager, Swanson Health Products. "Our Mitel solution has helped deliver consistent experiences across all digital interaction channels, sped up time to resolution, and given us a complete toolkit to deliver the quality interactions our customers demand."

"The customer experience is being shaped by ongoing consolidation across virtually every business sector and the proliferation of IoT and M2M technology, which creates more touchpoints into a business," said Brian Spencer, General Manager, Contact Center, Mitel. "We're working with companies to integrate solutions that reduce complexity and enable seamless, exceptional experiences for their mobile consumers. This results in stickier, long-term relationships and competitive advantages."

Important Facts

- Mitel is the **fastest-growing** provider of cloud business communications in the world.
- Mitel is the only communications brand across five **Gartner Magic Quadrant reports for business communications**.

Related Materials

- Download the eBook "**Customer Experience for Dummies**"
- Download the infographic "**The Power of the Mobile Consumer**"
- Download the eBook "**Top Customer Experience Tips to Steal from the Pros**"
- Download the white paper "**Delivering a Digital Customer Experience for Today's Mobile Consumer**"

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Customer Experience, Contact Center, Call Center