NEWS RELEASE

Mitel Helps Businesses Improve Customer Service Experience With Enhancements to MiContact Center

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Mitel® (Nasdaq:MITL) (TSX:MNW) has announced enhancements to its MiContact Center solution to help businesses better connect with their customers and deliver personal service experiences. This includes a native, end-to-end solution for Microsoft Lync that leverages the collaboration tool into the contact center to deliver a simplified, customer-centric experience through email, web chat or social media.