



NEWS RELEASE

Mitel Introduces Mitel CX 2.0 to Drive More Connected Customer Experiences with Enterprise-grade AI

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Hybrid customer experience platform unites AI-powered automation, flexibility, and control to elevate every touchpoint while ensuring security and data sovereignty

OTTAWA, Ontario--(BUSINESS WIRE)-- **Mitel**, a global leader in business communications, today introduced **Mitel CX 2.0**, the next evolution of its customer experience (CX) platform, combining AI-driven intelligence and enterprise-grade administration in a single, unified solution. Built to operate in hybrid communication environments, Mitel CX 2.0 provides a modern user experience with the flexibility to deploy in private cloud, hybrid, or on-premises environments. The platform enables organizations to leverage GenAI virtual agents to complement the work of contact center professionals, boosting productivity, efficiency, and their customers' experience.

Mitel CX 2.0 connects people and processes through a single AI-powered workspace that brings together communications, customer data, and workflows.

Building on Mitel's multi-cloud hybrid communications portfolio, Mitel CX 2.0 delivers

modern, AI-embedded workflows that unite agents, supervisors, and back-office teams on a single interface. Together, these capabilities simplify work, speed resolution, and drive more meaningful engagement across every customer touchpoint.

"With Mitel CX 2.0, we're combining the best of private cloud, AI, and hybrid communications into a single,

enterprise-grade experience,” said Martin Bitzinger, SVP of Product Management at Mitel. “Enterprises now have access to a single solution that doesn’t limit the choice between innovation and control. We’re empowering organizations to reimagine customer engagement, moving it beyond just the walls of the contact center to create a connected, intelligent enterprise where AI empowers every employee to play an active role in shaping the customer journey.”

Designed for large, distributed enterprises, Mitel CX 2.0 responds to the growing demand for technology and communication stacks that can blend innovation, autonomy, and compliance. According to IDC Europe’s ECC Survey*, two-thirds of businesses are already opting for the flexibility and resiliency of hybrid communications solutions, with 60% planning to replace their existing solutions to align with changing business needs. Further **research by Techaisle** indicates that enhancing customer engagement touchpoints is the primary reason organizations invest in communications technology.

Mitel has rapidly emerged as a key provider in the evolving CX market. Over the past year, its contact center (CC) portfolio has garnered influential industry recognition. This includes being **positioned as a Leader** in the Aragon Research Globe™ report for Intelligent Contact Center (iCC), and receiving praise from a **just-released survey** of large enterprises by The Eastern Management Group. It shows Mitel CC solutions are ranked higher than key competitors for reliability and management tools, both critical drivers of enterprise CX success. Mitel CX 2.0 builds on this momentum, combining next-generation AI capabilities and enterprise-grade resiliency designed for the hybrid era.

“Mitel has consistently ranked among the top vendors in contact center solutions, reflecting both product depth and customer satisfaction, offering the flexibility and control enterprises increasingly demand,” said John Malone, President and CEO of The Eastern Management Group.

Mitel CX 2.0 connects people and processes through a single AI-powered workspace that brings together communications, customer data, and workflows. By embedding AI assistants directly into everyday workflows, enterprises can extend customer engagement beyond the contact center, making every interaction faster, smarter, and more personal. Within this modern workspace, agents can seamlessly transition between voice, messaging, and digital channels, while supervisors gain real-time visibility and coaching tools that enhance performance and minimize manual tasks. This experience is complemented by the peace of mind offered through Mitel’s Secure Cloud, private cloud, or even on-premises solutions for customers who require it for compliance reasons.

“The City of Baltimore has eagerly embraced Mitel CX, and it has had a significant impact on our communications capabilities,” said Ron Gross, Deputy Director, Department of Communications at the City of Baltimore. “Our 458 automatic call distribution (ACD) agents had faced limitations when needing to work remotely, relying only on taking physical phones with them. Now, with Mitel CX, our agents can seamlessly work from anywhere, whether

that's from home offices, other city-managed locations, or even while traveling. This flexibility has been a game-changer for us. Additionally, the seamless integration with Mitel Workflow Studio will greatly simplify our processes across the organization, thanks to its intuitive point-and-click design and easy access to GenAI-driven automation. Overall, Mitel CX provides us with the powerful modern tools we need to serve our community better."

Mitel CX 2.0 is a core element of Mitel's ongoing AI innovation strategy. Through its deep integration with **Workflow Studio**, Mitel's AI-ready integration platform, it weaves communication workflows directly into business processes, extending customer engagement across the enterprise.

Key capabilities now available with Mitel CX 2.0 include:

- **Industry-Tailored AI Virtual Agents:** Developed in Workflow Studio, these intelligent virtual agents automate tasks and handle common inquiries while routing complex cases to the best available employee, whether frontline or back-office.
- **Voice AI Virtual Agent with Seamless Handoff:** When Voice AI interactions are transferred to a live agent, the conversation transcript is carried forward, along with AI-powered Agent Assist tools such as interaction summaries, suggested responses, and next-best actions, for faster and more informed resolutions.
- **Agentic AI Workflows:** Intelligent workflows that act on behalf of human agents, automating actions like ordering items, issuing trouble tickets, sending customer notifications, or initiating approvals, to accelerate service and reduce manual steps.
- **Low-Code/No-Code Workflow Design:** Through the MCX Bot Builder and Workflow Studio, organizations can design and deploy GenAI-assisted workflows without specialized skills, saving time and reducing development costs.

Mitel CX 2.0 will be available beginning December 2025 through Mitel and its authorized partners. For more information, visit <https://www.mitel.com/products/mitel-cx>.

*Source: IDC, Businesses Expect More Options and Flexibility for UCC Solutions, doc #EUR153798425, Sep 2025

**Source: The Eastern Management Group, 2025 Enterprise CX Product Satisfaction Study, Oct 2025

Related Materials

Press Release: **Mitel Unveils Workflow Studio: Low-Code/No-Code GenAI-Powered Automation for The Modern Workplace**

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**.

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