

NEWS RELEASE

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

2025-11-13

Platform allows users to easily create intelligent workflows that leverage Mitel's voice, collaboration, and contact center solutions without complex software and extensive development cycles

OTTAWA, Ontario--(BUSINESS WIRE)-- Mitel, a global leader in business communications, has today announced the global launch of **Mitel Workflow Studio**, a low-code/no-code integration platform powered by GenAI. Built around an intuitive drag-and-drop user experience (UX), it lets users easily automate advanced communication processes that connect workforces, like AI-driven call routing, real-time language localization, and automated visitor registration, without the need for complex coding.

Workflow Studio lets users easily automate advanced communication processes that connect workforces, without the need for complex coding.

Today, enterprises are increasingly prioritizing hybrid communications deployments,

with 53% integrating AI into these systems, according to **a recent report** from Techaisle. Mitel Workflow Studio simplifies this transition by offering a straightforward option to deploy automation and advanced AI tools that become deeply embedded into business processes, while maintaining control, data security, and the ability to scale.

Directly integrated with Mitel's UC solutions, workflows can be orchestrated across third-party applications, including Microsoft 365, Zoom, Slack, Zendesk, and Salesforce, while leveraging leading GenAI large language

models such as ChatGPT, Google Gemini, and Anthropic Claude. This allows employees to benefit from practical AI solutions, such as auto-attendants, rapid transcription, and enhanced appointment scheduling, that improve operational efficiency, boost customer engagement, and foster stronger workforce collaboration.

“Mitel Workflow Studio removes major roadblocks, like a lack of access to advanced GenAI tools or a large development team, that often prevent organizations from fully utilizing tailored workflows embedded within critical business processes,” says Martin Bitzinger, Senior Vice-President of Product Management at Mitel. “In today’s workplace, communication is more important than ever as organizations look to increase consumer satisfaction, connect workforces, and improve employee productivity. Workflow Studio enables organizations to manage their resources more strategically and effectively, encouraging increased employee productivity and collaboration that ultimately benefits the customer. On top of this, Mitel’s new platform gives businesses the ability to remain agile and adapt quickly to rapidly changing market conditions without needing to invest in complex software.”

Customer Success: Heilig Hart Hospital

Heilig Hart Hospital, a 183-bed general hospital with 850 staff members in Mol, Belgium, implemented Workflow Studio to enhance its communication processes. This involved deploying workflows to quickly and accurately convert voicemail messages into text, enabling the support team to reduce response times for patients and visitors.

“Mitel’s Workflow Studio has directly improved communication and responsiveness within our healthcare community,” said Benjamin Peeters, IT Director, Heilig Hart Hospital. “Its low-code approach allowed us to quickly implement custom workflows without needing extensive technical skills. The smooth integration with our existing systems, especially Mitel’s communications solutions, has proven to be cost-effective and has helped us provide faster, more accurate support to both staff and patients.”

The low-code/no-code platform allows enterprises to:

- Gain efficiency through automation: With fast and efficient creation of communication workflows, customers can automate everyday tasks like routing calls, sending alerts, or updating customer records, to save time and reduce errors.
- Accelerate innovation with GenAI: This enhances customer and employee experiences with custom intelligent workflows powered by Generative AI, Mitel’s API framework, and integrations with leading AI providers
- Combine business processes: Connect disparate software applications and adjacent technologies, creating a unified solution with enhanced control and customizable, self-managed workflows
- Enhance development: Reduce development cycles and deploy new functionality faster with an intuitive visual designer that empowers business users and IT alike

“AI and workflow automation have shifted from innovation labs to the boardroom — now central to how enterprises design their business processes and communications strategies,” said Jim Lundy, Founder and CEO of Aragon Research. “Mitel’s Workflow Studio captures this evolution by putting intelligent automation directly in the hands of users, enabling smarter, more connected enterprise experiences.”

Mitel Workflow Studio is available globally and can be integrated with **Mitel CX**, a next-generation AI-assisted customer experience management platform, or used as a standalone with Mitel communication platforms, including MiVoice and OpenScape (Q1 2026) platforms.

For more information on Mitel Workflow Studio, please visit: <https://www.mitel.com/products/mitel-workflow-studio>.

Related Materials

Video: **Mitel Workflow Studio Demo**

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**.

Mitel is the registered trademark of Mitel Networks Corporation. All other trademarks are the property of their respective owners.

Source: Mitel Networks Inc

Media:
pr@mitel.com

Source: Mitel Networks Inc