



Mitel MiCloud Connect Features by Profile Type (Service Plan)

Feature	VoiceMail	Courtesy	Telephony	Essential	Premier	Elite
Direct dial	n/a	✓	✓	✓	✓	✓
Minutes per month (domestic outbound calls)	inbound only	200	Unlimited (2000 in UK)	Unlimited	Unlimited	Unlimited
PBX features	n/a	✓	✓	✓	✓	✓
Connect Portal (end-user / admin online interface)	n/a	✓	✓	✓	✓	✓
Connect Client (desktop app) <i>features of this app are indicated below by **</i>	n/a	n/a	n/a	✓	✓	✓
VoiceMail **	✓	n/a	✓	✓	✓	✓
VoiceMail-to-email notification with WAV file **	✓	n/a	✓	✓	✓	✓
Audio Conferencing (a.k.a. Collaboration) **	n/a	n/a	ad hoc 3-party	8-party	25-party	100-party
Web Conferencing (desktop sharing) **	n/a	n/a	n/a	4-party	25-party	100-party
Instant Messaging and Presence (availability states) **	n/a	n/a	n/a	✓	✓	✓
Video Calling (p2p) + Video Collaboration (multi-party) **	n/a	n/a	n/a	✓ + 8-party	✓ + 12-party	✓ + 24-party
Softphone **	n/a	n/a	n/a	✓	✓	✓
Outlook® integration **	n/a	n/a	n/a	✓	✓	✓
"Find Me" call routing options (a.k.a. Mobile Extension) **	n/a	n/a	✓	✓	✓	✓
Teamwork (collaboration app)	n/a	n/a	n/a	✓	✓	✓
Web Dialer / App Dialer (click-to-call capability)	n/a	n/a	n/a	✓	✓	✓
Connect for Chrome™ (UC integration w/ Google G Suite)	n/a	n/a	n/a	✓	✓	✓
Connect for Mobile (Android and iOS phones)	n/a	n/a	n/a	✓	✓	✓
Scribe (voicemail-to-email transcriptions)	✓\$	n/a	✓\$	✓\$	✓	✓
Salesforce® and other CRM integrations	n/a	n/a	✓\$	✓\$	✓	✓
Connect Telephony for Microsoft®	n/a	n/a	n/a	n/a	✓	✓
Operator (available soon)	n/a	n/a	n/a	n/a	n/a	✓
¹ On Demand Call Recording (user initiates recordings)	n/a	n/a	n/a*	n/a*	✓	✓
¹ Always On Call Recording (records all calls)	n/a	n/a	✓\$	✓\$	✓\$	✓
² Archiving (7 years for IMs, conferences, call recordings)	n/a	n/a	✓\$	✓\$	✓\$	✓
³ Fax (email-to-fax)	n/a	n/a	✓\$	✓\$	✓\$	✓\$
³ Contact Center	n/a	n/a	n/a	✓\$	✓\$	✓\$

✓ Included with profile

✓\$ Features and applications that can be added a la carte (individually) for an additional cost

n/a Not Available with profile (cannot be added for an additional cost)

n/a* Not Available with profile, but is in development for future availability at an additional cost

¹ On-Demand and Always-On Call Recording cannot co-exist for the same user (must select one type)

² For users who do not have the Archiving feature, Mitel provides access to IM's for 18 months, audio and web conference recordings for 3 months, and call recordings for 1 year. Elite profile users need to open a Support Case to activate the Archiving feature.

³ Connect CLOUD Contact Center is purchased separately. Connect CLOUD Fax is also purchased separately per Fax Number and is not dependent on any type of profile.

Note: Not all product features may be available at the time of product introduction. Mitel is under no legal obligation to deliver any future products, features, or functionality within any specified timeframe. This information was last updated on February 26, 2018.