

# Mitel CX 1.0

April 2025

## What's New in Documentation for this Release

**Note:** This list exclusively highlights the significant updates made to feature documentation during this release phase. In addition to these enhancements, numerous documentation-related issues were also addressed and resolved.

### Mitel CX Rebranding Changes

- Replaced “MICCB references to Mitel CX” and “Multimedia Contact Center references to Mitel CX Digital”.
- Rewritten the entire installation, upgrade, and licensing section.

### Updated Documents

- All Mitel CX Guides

### Replace Freeswitch with OpenScape CMS Media Server

- Created a new document for OpenScape CMS - Mitel CX Integration.
- Added the various configuration required for OpenScape CMS.
- Removed all FreeSwitch instances and replaced with OpenScape CMS Media Server.

### Updated Documents

- Mitel CX System Engineering Guide for SIP Platforms
- Mitel CX Deployment Guide for SIP Platforms
- Mitel CX Installation and Administration Guide for SIP Platforms
- Mitel CX Online Help and User Guide for SIP Platforms
- Mitel CX Gateway Settings Guide
- Mitel CX Securing Connections
- Mitel CX OpenScape Contact Media Service Integration Guide

### Basic Call Recording

- Added various configuration (in YSE) required for basic recording functionality in SIP platforms
- Added the details of recording calls and accessing recorded files in Ignite

### Updated Documents

- Mitel CX Installation and Administration Guide for SIP Platforms
- Mitel CX Online Help and User Guide for SIP Platforms
- Mitel CX OpenScape Contact Media Service Integration Guide
- All language localized files

## Power BI Enhancements

### SQL View and Power BI Data model for SIP Based Queue Data

- Adding the following new topics under “Business Intelligence SQL View > Configuration Views” in the Data Dictionary Guide:
  - SIPQueues
  - SIPAgents
  - SIPQueueAgentsMembers
- Adding the following new topics under “Business Intelligence SQL View > Data Views” in the Data Dictionary Guide:
  - BI\_CDR\_MatrixVoice
  - BI\_CDR\_SIP\_AgentConversations
  - BI\_SIP\_V1\_CDR\_EmployeeFacts
  - BI\_SIP\_V1\_CDR\_QueueFacts
  - BI\_SIP\_V1\_CDR\_QueuePerformance
  - BI\_SIP\_V1\_ConversationSummary
  - vw\_Dispositions
  - SIPAgentGroups
  - BI\_Voice\_V1\_AgentLoginOutShiftDuration
- Adding the following new topics under “Power BI > Power BI Template” in the Mitel CX Reporting Guide for SIP.
  - SIPQueueReportDashboard\_V1
  - SIPAgentReportDashboard\_V1

### Updated Documents:

- Mitel CX Data Dictionary
- Mitel CX Reporting Guide for SIP Platforms

## Web Ignite Modernization

- Updated the navigation and configuration details with the new Ignite UI changes in the below mentioned guides.

### Updated Documents

- Mitel CX Online Help and User Guide for MiVB Platform
- Mitel CX Online Help and User Guide for SIP Platforms
- Mitel CX Digital Guide for MiVB Platform
- Mitel CX Digital Guide for SIP Platforms
- All language localized files

## Implement Graph API Changes due to Microsoft Deprecating EWS

- Updated the Microsoft OAuth Authentication topic with Graph API related details.

### Updated Documents

- Mitel CX Installation and Administration Guide for MiVB Platform
- Mitel CX Installation and Administration Guide for SIP Platforms
- Mitel CX Digital Guide for MiVB Platform
- Mitel CX Digital Guide for SIP Platforms

## Update AMC to SLS Changes

- Updated with the SLS registration and configuration details.
- Reference to AMC is removed and replaced with SLS in the Mitel CX documents.

### Updated documents

- Mitel CX Installation and Administration Guide for MiVB Platform
- Mitel CX Installation and Administration Guide for SIP Platforms
- MiVoice Analytics Installation and Administration Guide

### **Agent Unable to Return to Customer if Agent is on Hold by Consulted Agent**

- Add a new section “Cancel Transfer” under “Transferring Calls”.

#### **Updated Documents**

- Mitel CX Online Help and User Guide for MiVB Platform
- Mitel CX Online Help and User Guide for SIP Platforms
- Mitel CX Digital Guide for MiVB Platform
- Mitel CX Digital Guide for SIP Platforms
- All language localized files

### **CloudLink Daemon Configuration for Web UI**

- Updated the topic “Integrating Mitel CX with CloudLink”

#### **Updated documents**

- Mitel CX Installation and Administration Guide for MiVB Platform
- Mitel CX Installation and Administration Guide for SIP Platforms

### **Support for new TTS and ASR Through GCP due to Nuance's Phase out**

- Updated Speech Recognition and Text-to-Speech with Google Cloud Platform.

#### **Updated documents**

- Mitel CX System Engineering Guide for MiVB Platform
- Mitel CX System Engineering Guide for SIP Platforms
- Mitel CX Installation and Administration Guide for MiVB Platform
- Mitel CX Installation and Administration Guide for SIP Platforms
- Mitel CX OpenScape Contact Media Service Integration Guide

### **Removed the following References from Mitel CX Guides**

- References to MiVoice 400 and MiVoice Connect
- References to Workflow Scheduling
- References to Ignite Desktop
- References to MiVCR, dvsAnalytics Encore, and Red Box Quantify