



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