
A MITEL
PRODUCT
GUIDE

Contents [hide]

Mitel CX

Deployment Guide for SIP Platforms

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Notices

Trademarks

About this guide 1

This chapter contains the following sections:

- Product Documentation

The purpose of this guide is to help channel partners and customers understand how to deploy Mitel CX. The guide describes the building blocks of the solution:

1.1 Product Documentation

Mitel CX documentation library includes the following guides. The latest version of each guide is available from https://www.mitel.com/document-center/applications/contact-center/mitel-cx

- Mitel CX System Engineering Guide discusses the following topics:
  - Deployment models based on contact volume.
  - Recommendations for collocating server applications.
  - System requirements, including server and client hardware and software requirements.
  - Server and client virtualization details and best practices.
  - Performance and scalability details, including verified capacity results for all media types (alone and blended) and IVR Routing scalability.
  - Bandwidth and storage requirements.
  - Licensing information.
  - Support details for third-party integrations and internal products, such as Mitel CX Digital and IVR Routing.
- Mitel CX Installation and Administration Guide provides instructions for:
  - Downloading, installing, registering, and configuring Mitel CX on the Enterprise and CMS Servers and client computers.
  - Upgrading from previous versions of Mitel CX.
  - All IVR Routing configuration.

- Mitel CX User Guide provides information about the basics of contact center management and descriptions for the use of all agent desktop applications in the Mitel CX suite. This guide focuses on voice media.
- Mitel CX Reporting Guide describes all the report types available and explains how to generate, view, and share reports for the Contact Center.
- Mitel CX Digital Guide : This guide is the primary source of information for contact centers using email, chat, or SMS to communicate with customers. This guide describes how to:
  - Install, configure and maintain a Mitel CX Digital solution.
  - Use the desktop tools required to manage a Mitel CX Digital solution.
  - Handle customer interactions via voice, email, chat, and SMS using Ignite.

Mitel CX 2

This chapter contains the following sections:

- Mitel CX Core Applications
  Mitel CX Features
- Mitel CX Feature Licensing
- Mitel CX Solution Licensing
- Mitel CX Digital deployment and routing

Mitel CX integrates with a SIP gateway to provide contact centers with the tools they need to efficiently and effectively measure and manage contact center operations. Interactions are routed intelligently across all media types (voice, email, chat, SMS, and Open Media), increasing customer satisfaction and streamlining agent interactions. Contact center efficiency and agent performance can be monitored both historically and in real time and can be measured using a wide variety of reports. Flexible licensing packages provide access to specific features and applications and enable you to build a contact center package that best suits your business needs.

Mitel CX runs a suite of contact center applications on a Mitel CX server connected to a SIP gateway through CMS servers. Supported gateways include:

- MiVoice 5000

- MiVoice MX-ONE
- OpenScape 4000
- OpenScape Voice

2.1 Mitel CX Core Applications

Mitel CX relies on four core applications: YourSite Explorer, CCMWeb, CMS, and Mitel CX desktop. Mitel CX desktop includes Contact Center Client (supervisory functions), Ignite, and MiCollab Client.

YourSite Explorer enables you to configure your Mitel CX software. YourSite Explorer enables the configuration of media servers, queues, employees, agents, and other contact center devices for ACD routing. YourSite Explorer can also optionally synchronize with Microsoft® Active Directory®, aligning
Active Directory security groups and users with Mitel CX employees and employee groups within selected
organization units.

CCMWeb provides browser-based reporting and the ability to set user preferences such as language settings, passwords, and email contacts. Users log into CCMWeb from client PCs connected to Mitel CX Server to generate and view reports.

OpenScape CMS acts as a SIP server that is needed to connect Mitel CX to one of the supported SIP Gateways.

Contact Center Client provides agents and supervisors with dynamic, real-time displays of agent and queue activity, charts, and customizable display profiles.

Ignite is an agent and supervisory tool that enables processing all media types, including basic call handling, email, chat, and SMS. Ignite is available in Web versions.

MiCollab Client and **Unify Phone** integrate with Ignite to enable efficient agent handling of all media types, including advanced call handling, collaboration, mobility, and home worker capabilities.

2.2 Mitel CX Features

The following features are either included in, or available as options to, Mitel CX starter packs. For feature licensing details, see the Mitel CX System Engineering Guide.

Flexible Reporting enables you to design your own reports.

Interactive Contact Center enables agents to control their availability and supervisors to control the availability of agents and ACD queues, as well as set business hours for auto opening and closing of queues.

Interactive Visual Queue is a real-time monitor that works with Mitel CX and Interactive Contact Center. Using Interactive Visual Queue, calls can be viewed and moved between queues to optimize efficiency and reduce call waiting times. In addition, abandoned call information can be accessed, and callbacks can be initiated using the abandoned calls grid.

IVR Routing enables the routing of voice calls and is deployed as one of Mitel CX services. Speech Recognition and Text-to-Speech are available options.

Messaging and Routing provides a subset of IVR Routing activities. It is included in the Contact Center licensing package and available as an option for the Mitel CX licensing level

Mitel CX Digital enables routing of emails, chats, and SMS messages to agents based on queue priority, agent skills, and longest idle agent.

2.3 Mitel CX Feature Licensing

Mitel CX offers the following components.

- Capex offering
- Standalone Subscription offering

Each offering comprises a single base package, several agent bundle levels, and optional add-ons.

For detailed information regarding Mitel CX feature licensing, see Mitel CX System

Engineering Guide.

For specific parts and ordering information, see Mitel CX SIP Order Information Guide.

2.4 Mitel CX Solution Licensing

Mitel CX does not include bundled licensing for MiCollab Client, Unify Phone, MiVoice Border Gateway, and Open Integration Gateway. These UCC licenses can be purchased as part of the PBX solution. When purchasing Mitel CX, additional connection licenses will be automatically added to the quote based on the gateway deployed, the number of agents and the number of IVR sessions configured.

- MX-ONE (88-00138AAA-A) SIP Trunk Channel
- MiVoice 5000 (86F00156FAA-A) Free SIP Trunk MiCollab Nupoint

Note:
At this time, OpenScape Voice and OpenScape 4000 SIP licenses must be quoted in the respective pricing models.

2.5 Mitel CX Digital deployment and routing

Mitel CX Digital is a feature within Mitel CX that enables contact centers to handle email, chat, and SMS interactions using the web version of Ignite. Email, Chat, SMS, and Open media are routed using visual, configurable workflows. Voice interactions can also be handled using CX Ignite or in collaboration with MiCollab Client or Unify Phone. Agent handling is tracked across all media types and is available for review in real-time monitors and reports. For detailed information on Mitel CX Digital deployment, see the Mitel CX Digital Installation and Deployment Guide. For information on licenses and ordering, see Mitel CX SIP Order Information Guide.

Note:
Ignite is required to handle voice and digital interactions. For more information, see the Mitel CX User Guide.

2.5.1 Mitel CX Digital email routing

Incoming emails are processed as follows:

1. A customer sends an email.

2. A Mitel CX Digital email media server receives the email from the mail server.

3. An inbound workflow configured for the email media server executes the workflow to route the email to a queue.

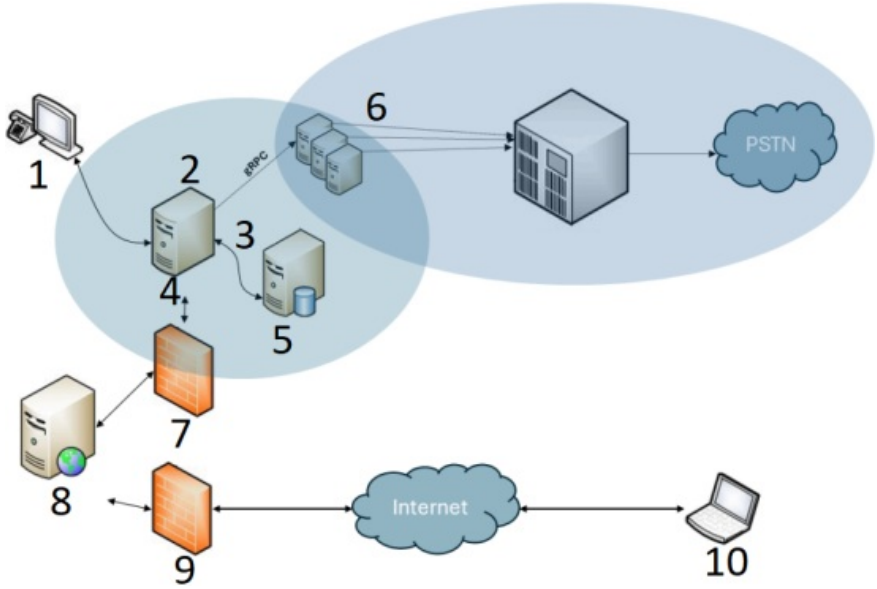
4. After the email is in the queue, a configurable in queue workflow is executed. Typically, this involves sending an auto-acknowledgment message and routing the email to an agent for further handling.

5. The agent replies to the customer's e-mail.

2.5.2 Mitel CX Digital chat routing

Figure 1 illustrates the basic configuration for Mitel CX Digital chat routing.

Figure 1: Mitel CX Digital chat routing



1. Agent Client
2. Mitel CX Server
3. SQL Traffic
4. IIS Server
5. Microsoft SQL Server
6. CMS Servers
7. Internal Firewall
8. Corporate Web Server
9. External Firewall
10. Chat customer

Chat sessions are processed as follows:

1. A customer visits your website and requests a chat session.

The customer browses your website and clicks a “Chat Now” graphic on your support webpage. A reverse proxy is configured to redirect the request to the IIS Server residing on the Mitel CX Server. A JavaScript chat request page asks the customer to enter their name, email address, and the subject of the chat session. The customer submits the chat request, and a chat session window opens.

2. The chat media server configured in the Mitel CX Server receives the chat request and establishes a chat session. It then executes a user-configurable inbound workflow that routes the chat request to a queue.

3. Upon receiving the chat request, the queue routes the chat through a user-configurable Inqueue workflow that offers the chat request to an agent.

4. When the agent clicks **Reply** to handle the chat, a chat window is created within the Ignite agent application connected to the chat session.

5. The chat session ends:

- If the chat session is ended by the customer: The chat agent becomes available to answer another inbound chat request.
- If the chat session is ended by the agent: The chat agent becomes available to answer another inbound chat request.
- If the chat session remains idle for a configured length of time.

6. If the queue that handled the chat is configured to email the transcript of the chat, the chat media server executes a Response workflow that sends the customer an email that contains a transcript of the completed chat session.

2.5.3 Mitel CX Digital SMS routing

SMS support is provided through integration with Twilio™ SMS

(http://www.twilio.com/sms). SMS support is implemented as an ongoing interaction similar to the way chat is handled in Multimedia Contact Center.

The SMS feature integrates with the multimedia router to route SMS messages to queues, which in turn, are offered to an agent group, and ultimately an agent.

2.5.4 Mitel CX Digital Open Media routing

Open Media channel supports using non-traditional third-party media, such as video or IoT alarms, to leverage the visual workflow routing interface of Mitel CX to route a third-party media using an API (invoked using MiCCSDK) and deliver these interactions to agents, along with a ‘property bag’ of information about the request.

2.5.5 Social Media Integration

Mitel CX Digital offers integration with a third-party social media monitoring application (delivered by Twilio and cm.com) that allows Mitel CX customers to provide proactive and responsive messaging to social media sites, industry blogs, wikis, knowledge bases, and forums, as illustrated in the following figure. The application (Twilio and cm.com) monitors social media sites and filters information for relevant posts and activity which can then be distributed to Mitel CX Digital agents and/or queues that review and respond to the posts as necessary.

Using Mitel CX Digital with CloudLink solutions enables businesses to:

- Monitor corporate public Facebook pages and LinkedIn sites.
- Report tweets on Twitter that match filter conditions.
- Specify public email addresses where Facebook, LinkedIn, and Twitter posts are sent.
- Distribute social media posts to agents who can respond to posts.
- Generate reports on social media posts handled by agents.

If agent traceability is important, a solution supporting responding to social contacts via email will allow Mitel CX to retain the response in the repository. This enables a searchable interaction history through Mitel CX.

With these solutions, businesses can use advanced text analytics to detect relevant key words and phrases on social media sites and send notifications to a skilled Mitel CX

Digital agent who can respond accordingly. This enables contact center agents to respond to customers concerns within the blog they are posting or reach out to them directly. Using the advanced real time and reporting capabilities of Mitel CX Digital, businesses can measure and manage agent activity while they are responding to social media posts.

The Mitel CX Digital Social Media integration leverages existing Mitel CX and Mitel CX Digital infrastructure to minimize startup costs. Customers need an account with one or more social media applications to integrate with Mitel CX Digital. Customers must purchase the Mitel CX Digital software, but no additional Mitel part numbers are required.

Deployment Topologies 3

This chapter contains the following sections:

Mitel CX can be implemented several ways, from a basic deployment with solely Mitel CX to a complete solution paired with MiCollab solution.

The following deployment topologies are supported by Mitel CX:

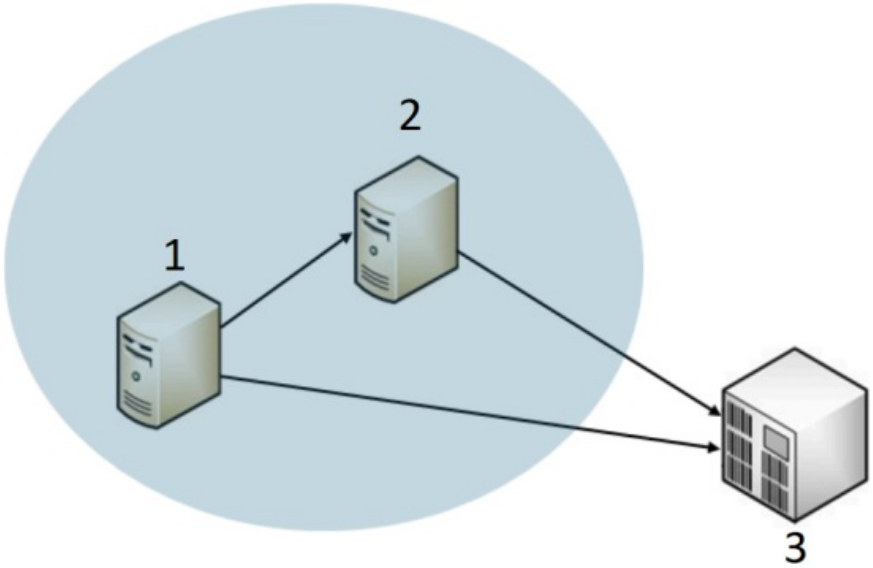
- Mitel CX Topology
  See “Deployment 1: Mitel CX Topology”.
- Mitel CX and MiCollab Topology
  See “Deployment 2: Mitel CX and MiCollab Topology”.
- Mitel CX and Unify Phone Topology
  See “Deployment 3: Mitel CX and Unify Phone Topology”
- Mitel CX and OpenScape 4000 Deployment
  See “Deployment 4: Mitel CX and OpenScape 4000 Deployment”

- Mitel CX and OpenScape Voice Deployment
  See “Deployment 5: Mitel CX and OpenScape Voice Deployment”

3.1 Deployment 1: Mitel CX Topology

In Mitel CX topology, Mitel CX server is connected to a gateway using BluStar Server installed on Mitel CX Enterprise Server and OpenScape CMS servers for the SIP connectivity. Figure 2 outlines the topology of this deployment.

Figure 2: Mitel CX Topology



1. Mitel CX Server
2. OpenScape CMS Server
3. Gateway

Mitel CX Enterprise Server, a Windows server, comprises:

- Mitel CX
- BluStar Server installation

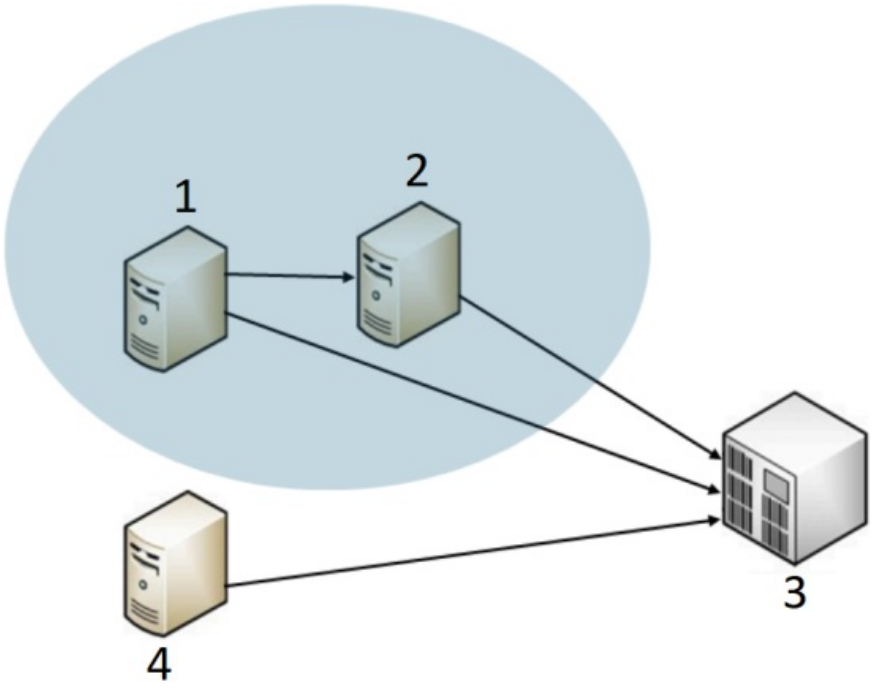
OpenScape CMS server, an Opensuse Linux server, comprises:

- SIP Media Service application
- Anchor applet
- Call Recording applet

3.2 Deployment 2: Mitel CX and MiCollab Topology

In Mitel CX and MiCollab topology, Mitel CX Enterprise Server and MiCollab server are deployed separately, connected to a gateway using BluStar Server installation on both Mitel CX Enterprise Server and MiCollab server. Figure 3 outlines the topology of this deployment.

Figure 3: Mitel CX and MiCollab Topology



1. Mitel CX Server
2. OpenScape CMS Server
3. Gateway
4. MiCollab Server

Mitel CX Enterprise Server, a Windows server, comprises:

- Mitel CX
- BluStar Server installation

MiCollab server, a Mitel Standard Linux server, comprises:

- MiCollab
- BluStar CSTA proxy server (included with MiCollab)

OpenScape CMS server, an Opensuse Linux server, comprises:

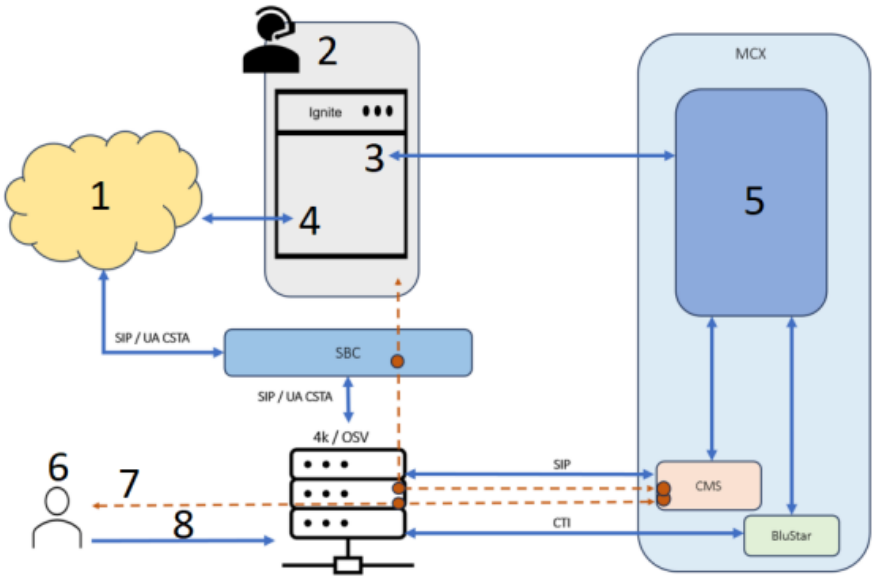
- SIP Media Service application
- Anchor applet
- Call Recording applet

3.3 Deployment 3: Mitel CX and Unify Phone Topology

Figure 4 outlines the topology of this deployment.

Figure 4: Mitel CX and Unify Phone Topology

WebRTC client based on Unify Phone



1. Unify Phone
2. MCX Agent
3. CX APIs / everts
4. Unify Phone WebRTC SDK
5. MiCCB Services
6. Customer
7. Media (no PBX media ancher if OSV)
8. Trunck call

Note:

The orange dots represent the media anchoring points without STUN/TURN.

3.4 Deployment 4: Mitel CX and OpenScape 4000 Deployment

OpenScape 4000 (OS4K) offers a redundant solution which is called Duplex OpenScape 4000. This solution provides a redundant CC board in Hot Standby with corresponding CSTA interfaces in Warm Standby. When the CC-A fails, the CC-B takes control of the system by bringing up its respective CSTA interface. Although each CC board has its own CSTA interface, each interface uses the same IP address, so it is transparent to BluStar when switchover happens between the CC boards.

Resource Limitations

The OS4k provides support of SIP Trunk and SIP Subscribers by means of the SoftGate/vHG components or an STMIX board. Each component/board supports a limited number of registered SIP Subscribers and SIP Trunk sessions. It is possible to deploy additional instances of SoftGate/vHG or STMIX. However, each instance of SoftGate/vHG or STMIX has its own IP address. An OS4k embedded SIP Balancer can be used to access multiple SoftGate/vHG's via a single IP address. A SIP Load Balancer can be deployed on the OpenScape 4000 to allow addressing the SoftGates via a single IP address.

Note:
SIP Load Balancer is only used for call legs from CMS to OpenScape 4000.

There are two ways to use SIP in OS4k: vHG on SoftGate and STMIX boards.

SoftGate

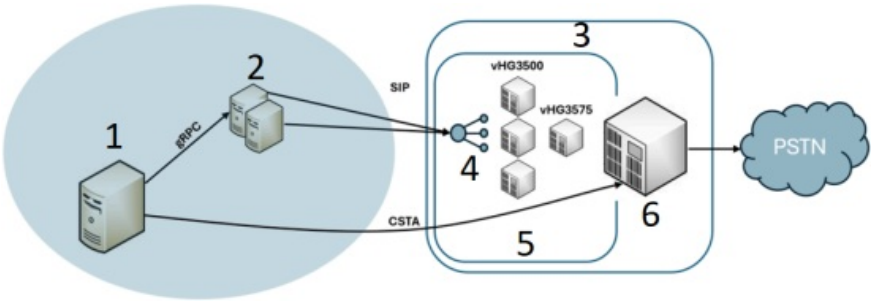
SoftGate is a virtual shelf. vHG boards are required for SIP and HFA connectivity.

Note:
HFA is a proprietary protocol based on H.323 for the connection of stations.

- OS4k supports up to 83 SoftGate shelves.
- Each SoftGate supports up to 2 vHG boards.
- Each vHG supports up to 120 channels, or SIP sessions.

- Each vHG has its own IP address.
- One SIP Trunk can be configured for each vHG.
- Up to 1000 subscribers can be registered per SoftGate but, since only 240 channels are available per SoftGate, only 240 of them can be active in calls at a time.

Figure 5: Mitel CX and OpenScape 4000 Deployment with SoftGate

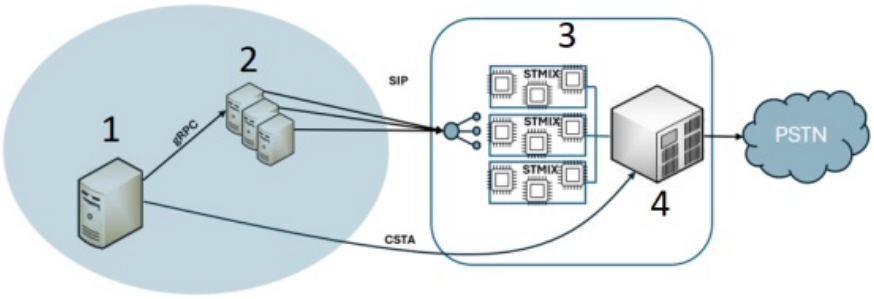


1. Mitel CX Server
2. OpenScape CMS Server
3. OpenScape 4000
4. SIP Load Balancer
5. OpenScape 4000 SoftGate
6. Backend

STMIX

- Some customers use STMIX boards which are physical boards.
- OS4k supports up to 30 STMIX boards.
- Each STMIX board supports up to 120 channels, or SIP sessions.
- Each STMIX has its own IP address.
- One SIP Trunk can be configured for each STMIX.
- A SIP Load Balancer can be deployed on the OpenScape 4000 to allow addressing the STMIX cards through a single IP address.

Figure 6: Mitel CX and OpenScape 4000 Deployment with STMIX



1. Mitel CX Server
2. OpenScape CMS Server
3. OpenScape 4000
4. Backend

Resource Sizing

Every voice call that is routed to Mitel CX consumes one SIP Trunk Session. When the call is routed to the agent, a second SIP Trunk Session is used to connect Mitel CX with the agent. So, two SIP Trunk Sessions are used for each voice call that is established with the agent. Each queued call requires one SIP Trunk Session.

For Example,

The customer requires 300 agents those are simultaneously handling ACD voice calls while 200 calls are waiting in the queue. For this scenario, 800 SIP Trunk channels are required to attend to the requirements of the customer, being: Number of SIP Trunk Channels = 2 x Agent Simultaneous ACD Calls + Queued calls = 2 x 300 + 200 = 800.

Since OS4k supports a maximum of 120 SIP Trunk channels per SIP Trunk (vHG/STIMX), at least 7 SIP Trunks (vHG/STIMX) are required.

3.5 Deployment 5: Mitel CX and OpenScape Voice Deployment

OpenScape Voice (OSV) can be deployed in Standalone mode or Co-located (Layer 2) High Availability mode.

Standalone OpenScape Voice Deployment

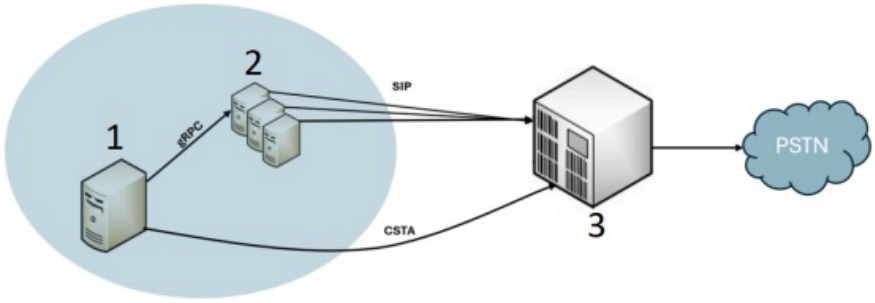


Figure 7: Standalone OpenScape Voice Deployment

1. Mitel CX Server
2. OpenScape CMS Server
3. OpenScape Voice

Co-located Deployment

For Co-located High Availability, both nodes use the same IP addresses, so it is transparent to Mitel CX and BluStar with OSV node they are communicating.

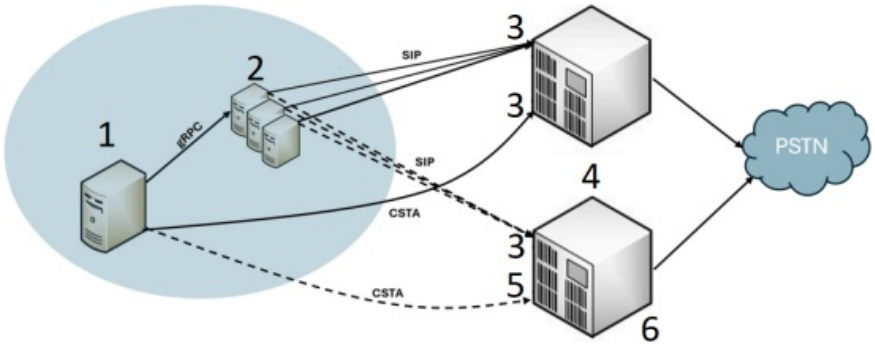


Figure 8: Co-located OpenScape Voice Deployment

1. Mitel CX Server
2. OpenScape CMS Server
3. Active
4. Collocated Layer 2 Redundancy
5. Standby
6. OpenScape Voice

Call Handling Infrastructure 4

This chapter contains the following sections:

- Call flow
- SIP trunk requirements
- Bandwidth requirements
- MiCollab Client and Ignite Integration
- Unify Phone and Ignite Integration

Mitel CX adds ACD to gateways through the addition and management of agents, queues, and IVR Routing. ACD helps businesses optimize their resources, routing incoming calls to the longest idle agent or highest skilled agent within a specified agent group. If no agents are available, calls are queued and offered to an agent when one becomes available.

This section outlines:

- Call flow
- SIP trunk requirements
- Bandwidth
- MiCollab Client and Ignite integration

4.1 Call flow

The Mitel CX Server uses one ore more OpenScape CMS servers to connect to the gateway, routing calls to contact center agents on a call-by-call basis. Mitel CX uses IVR Routing workflows to route calls to their destinations.

Note:
Calls that bypass Mitel CX routing call flow have different handling options available to them in Ignite. For more information, see Native calls and contact center routed calls Native calls and contact center routed calls on page 15.

The following figure outlines the Mitel CX call flow. Calls move within Mitel CX as follows:

1. Calls arriving at the gateway that matches SIP media server endpoints are routed through a SIP trunk to one of OpenScape CMS servers, which in turn informs the Inbound workflow through the gRPC channel with Mitel CX, which, based on queue

dialable numbers, routes the calls to the appropriate queues.

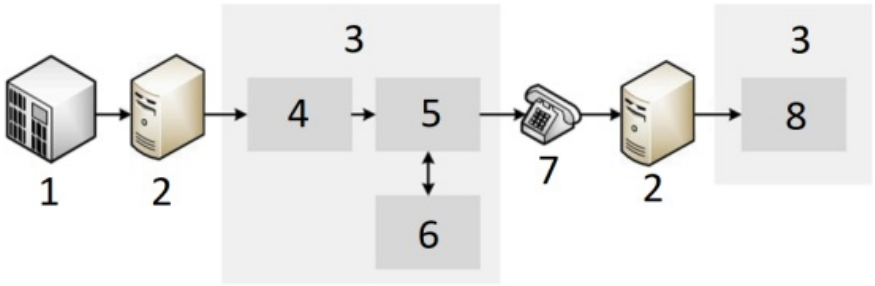
2. Upon arriving in the queue, the call is routed through the Inqueue workflow. If there are available agents, the call will be routed to the agent who has been idle the longest (or who has the highest skill level if skill-based routing is being used).

Typically, ACD systems have more incoming calls than there are agents available to answer them. This results in callers waiting for agents to become available. If a Media workflow is configured for the queue, the call will route through it at the same time as the Inqueue workflow. The Media workflow provides music on hold, queue announcements, and dial out of queue options to the caller. The caller remains in queue in the Inqueue and Media workflow until an agent becomes available. When an agent becomes available, the call is routed to that agent.

3. When the agent answers their desk phone, the call is routed through the agent's Agent workflow, which can be used to play additional greetings and messages or perform other pre-call handing workflow tasks for the agent.

4. When the Agent workflow is complete, the agent can begin handling the call.

Figure 9: Mitel CX Call Flow



1. Gateway
2. OpenScape CMS Server
3. Mitel CX Enterprise Server
4. Inbound workflow
5. Inqueue workflow
6. Media workflow
7. Agent desk phone
8. Agent workflow

For information on configuring workflows, see the Mitel CX Installation and Administration Guide.

4.1.1 Native calls and contact center routed calls

Note:

The telephony endpoints supported by Mitel CX SIP must only be used to answer or hang up phone calls. All mid-call CTI controls (such as transfer, conference, and hold) must be performed using the Web Ignite interface. See Supported Phones in the Mitel CX SIP System Engineering Guide for more details.

There are two categories of calls in Mitel CX: contact center routed calls and native calls. Contact center routed calls are calls that route from the gateway through Mitel CX's IVR workflows and then on to agents in Ignite. These calls have access to all Mitel CX features.

Native calls are calls that bypass Mitel CX and Ignite. For example, if an agent calls another agent's extension directly from their desk phone rather than through Ignite, they are making a native call. Similarly, someone outside of your contact center calling the extension of an agent directly would be making a native call. Native calls have full visibility for real-time monitoring and reporting in Mitel CX applications if an employee has their voice agent logged in but call handling options in Mitel CX are limited to: Answer, Hang Up, Hold, Remove Hold. If employees are not logged in, Mitel CX will not have any visibility for real-time monitoring and reporting.

For more on native call handling information, see the Mitel CX User Guide.

4.2 SIP trunk requirements

Mitel CX uses a SIP trunk to connect the gateway to the OpenScape CMS Server. OpenScape CMS Server routes incoming calls to Mitel CX Enterprise Server and routes calls from Mitel CX Enterprise Server to the contact center agents. To handle a call, Mitel CX requires two SIP trunk licenses:

- One SIP Trunk license for calls going from the gateway through Mitel CX OpenScape

CMS Server to the Mitel CX Enterprise Server
- One SIP Trunk license for calls going from the Enterprise Server to the agent

Additionally, a SIP trunk license is required for calls waiting for a handling agent.

Note:
Refer to the SIP trunk configuration requirements for each PBX.

4.2.1 Mitel CX SIP trunk configuration requirements

When creating a SIP trunk on the gateway, Mitel CX requires the following:

- The SIP Trunk must address the IP address of one of the Mitel CX OpenScape CMS Servers.
- The SIP Trunk address the configured SIP Port on OpenScape CMS Servers. Typically, this is port 5060 or 5061 if TLS is required.
- The SIP Trunk digit should be the starting number of all media server and queue endpoints within Mitel CX. This enables the endpoints to be dialed directly, such as by an agent.

Note:
Within Mitel CX, there can be any number of endpoints configured without increasing the traffic on the SIP trunk.

4.2.2 Sizing SIP trunk licenses

When setting up your contact center, you must have two SIP trunk licenses for every concurrent agent handling calls in your contact center. If, for example, your contact center had 100 agents concurrently handling calls, you would require 200 SIP trunk licenses. Mitel CX SIP supports a maximum of 1000 concurrent agents.

In addition, you require one SIP##trunk license for each call waiting in queue while agents are handling the maximum number of concurrent calls. This includes calls passing through workflows on the way to queues. For example, if a contact center had 5 agents handling calls, 5 calls in queue, and 2 calls passing through an IVR Inbound workflow to a queue, that would require 17 SIP##trunk licenses.

CAUTION: If incoming calls exceed the SIP trunk licenses for calls coming into the Mitel CX, callers will receive the busy signal. Ensure you have sufficient SIP trunk licenses to handle your traffic.

CAUTION:

A SIP Trunk license is required when the call is in the IVR and Queue, the SIP Trunk is released only when the call has been terminated.

4.3 Bandwidth requirements

Mitel CX requires bandwidth for handling SIP calls as well as multimedia interactions. Insufficient bandwidth will impact call quality. For information on bandwidth recommendations and requirements, consult the Mitel CX System Engineering Guide.

4.4 MiCollab Client and Ignite Integration

Mitel CX's Ignite application integrates with MiCollab Client to enable efficient media handling of voice interactions. Mitel CX leverages MiCollab endpoints to deliver calls to agents, enabling them to handle contact center calls using MiCollab as a soft phone or with their desk phone.

Behavior of agent handling options may differ when using MiCollab Client with a desk phone and using it as a soft phone, as well as if agents are using solely Ignite for call handling. For instructions related to the voice handling abilities of the MiCollab Client application, refer to the MiCollab Client documentation available on Mitel Online or via the Webhelp within the MiCollab Client.

For more information on the MiCollab Client and Ignite integration, see the Mitel CX User Guide.

Note:

- If the supervisor wants to silent monitor the agent who is using MiCollab ACD SIP Softphone, refer to the procedure in https://mitel.custhelp.com
- For WebRTC, only Microsoft Edge and Google Chrome are supported browsers.

4.5 Unify Phone and Ignite Integration

Mitel CX's Ignite application connects with Unify Phone to offer an integrated softphone that supports a wide range of call features, enabling the agent to handle contact center voice calls using only the Ignite client without an external device.

Unify Phone is deployed in the cloud and offers superior media handling, including support for TURN and STUN. When enabling the Unify Phone integrated softphone in Mitel CX's Ignite, the user can select the media devices to use for audio calls.

For more information on the Integrated softphone, see the Mitel CX User Guide.

Mitel
Powering connections mitel.com

Documents / Resources

	Mitel CX II ICP Controller [pdf] User Guide CX II ICP Controller, II ICP Controller, ICP Controller, Controller

References

- User Manual

controller, CX II ICP Controller, ICP Controller, II ICP Controller,
Mitel Mitel

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