MIVOICE BUSINESS CONSOLE COMPETITIVE COMPARISON

JULY 2014

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PRODUCT PROVIDER	MITEL	CISCO			AVAYA		SHORETEL	MICROSOFT
Product Name	MiVoice Business	Unified Attendant Console			IP Office Recep-tionist	Aura Communi-cation Manager	Communi-cator	Lync Attendant
Product Level		Depart-ment	Business	Enterprise				
Price (MSRP)	$1,820.00	$1,395.00	$2,195.00	$2,950.00	$599.00	$2,735.28	$464.10	$3,443.00
General Features								
Easy Setup Wizard	✓	✓	✓	✓	✓	✓	✓	✓
Clean User Interface	✓	✓	✓	✓	✓	✓	✓	✓
Hardware Independent	✓	✓	✓	✓	✗	✓	✓	✓
Training Support	✓	✓	✓	✓	✓	✓	✓	✓
Wireless Headsets Compatibility	✓	✓	✓	✓	✓	✓	✓	✓
Operator Features								
Scratch Pad	✓	✗	✗	✗	✗	✗	✗	✓
Shared Bulletin Board	✓	✗	✗	✗	✗	✗	✗	✗
Call Answer Priority	✓	✓	✓	✓	✗	✓	✓	✓
Call Waiting Threshold	✓	✗	✗	✗	✓	✓	✓	✓
Hospitality Feature Set	✓	✗	✗	✗	✗	✗	✗	✗
Transfer Assistant	✓	✗	✗	✗	✗	✓	✗	✗
Operator Report Generation	partial	✗	✓	✓	✗	✓	✓	✗
Alpha Numeric Support	✓	✗	✗	✗	✗	✗	✗	✓
Call handling - context menu	✓	✓	✓	✓	✓	✓	✓	✓
Call handling - drag and drop	✗	✗	✗	✗	✓	✓	✓	✓
Call handling - toolbar buttons	✓	✓	✓	✓	✓	✓	✓	✓
Call handling - Keyboard shortcuts	✓	✓	✓	✓	✓	✓	✓	✓
Button view for Contacts	✓	✗	✗	✗	✓	✓	✓	✓
List view for contacts	✓	✓	✓	✓	✓	✓	✓	✓
Leave a voicemail for a contact	✓	✗	✗	✗	✓	✗	✓	✓
View Contact information	✓	✓	✓	✓	✓	✓	✓	✓

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Telephony Features								
Answer	✓	✓	✓	✓	✓	✓	✓	✓
Hang up	✓	✓	✓	✓	✓	✓	✓	✓
Transfer	✓	✓	✓	✓	✓	✓	✓	✓
Transfer Retrieve	✓	✓	✓	✓	✗	✓	✗	✗
Transfer Cancel	✓	✓	✓	✓	✗	✓	✗	✗
Unsupervised Transfer	✓	✓	✓	✓	✓	✓	✓	✓
Supervised Transfers	✓	✓	✓	✓	✓	✓	✓	✓
Transfer to Voicemail	✗	✗	✗	✗	✓	✗	✓	✓
Call Hold	✓	✓	✓	✓	✓	✓	✓	✓
Hold Recall	✓	✓	✓	✓	✓	✓	✓	✓
Call Toggle (Call Broker)	✓	✗	✗	✗	✗	✓	✓	✓
Camp-on	✓	✗	✗	✗	✓	✓	✗	✗
Call With Notes	✓	✗	✗	✗	✓	✗	✓	✓
Undirected Call Park (1st Location)	✓	✓	✓	✓	✗	✗	✓	✓
Directed Call Park (Specific Location)	✓	✓	✓	✓	✓	✓	✓	✗
Park Recall	✓	✓	✓	✓	✓	✓	✓	✓
Conference	7+ Operator	3+ Operator	3+ Operator	3+ Operator	5+ Operator	2+ Operator	5+ Operator	✓
Direct Station Select	✓	✗	✗	✗	✓	✓	✓	✗
Auto Answer	✓	✗	✗	✗	✓	✓	✓	✗
DND Control	✓	✗	✗	✗	✓	✗	✓	✗
Call Recording Capabilities	✓	✗	✗	✗	✓	✓	✓	✓
Intrude	✗	✗	✗	✗	✓	✗	✓	✗
Call History	1 million+	✓	✓	✓	100 x 4	20	1000	✓
Directory features								
Directory Size Supported	65,000	150	500	80,000	1,000	250,000	10,000	100,000
Searchable Fields	20	3	4 (customi-zable)	6 (customi-zable)	2	40	6	3
Mobile Number Support	✓	✓	✓	✓	✓	✓	✓	✓
Internal Directory Support	✓	✓	✓	✓	✓	✓	✓	✓
External Directory Support	partial	✗	✗	✗	partial	✓	✓	✓
Corporate Directory Sync	✓	✓	✓	✓	✓	✓	✓	✓

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Speed Dials	✓	✓	✓	✓	✓	✓	✓	✓
Alternative Number Search (Hotkey)	✓	✓	✓	✓	✗	✓	✗	✗
Alternate Contacts Search	✓	✗	✗	✗	✗	✓	✗	✗
Cross Tab Searching	partial	✗	✗	✗	✗	✗	✗	✗
Notes for a Person	✓	✓	✓	✓	✗	✗	✗	✓
Multi-Tenanting (One Answer Point)	✓	✗	✗	✗	✓	✓	✗	✗
Presence/Status/Tools								
Busy Lamp Fields/Phone Status	5,000	150	500	80,000	1,000	2,000	10,000	✗
Presence Integration	✓	✓	✓	✓	✗	✓	✓	✓
Mobile Phone Presence	✓	✓	✓	✓	✗	✗	✓	✓
Instant Messaging Support	✓	✗	✗		✗	✓	✓	✓
OutlookCalendar Integration	✓	✓	✓	✓	✗	✓	✓	✓
Secure Chat	✓	✗	✗	✗	✗	✗	✓	✓
Send E-Mail To Internal Users	✓	✗	✗	✗	✓	✓	✓	✓
Queue Features								
Queues Supported	6	1	3	50	8	✓	✓	✓
Incoming Call Queue	✓	✓	✓	✓	✓	✓	✓	✓
Transfer Call Queue	✓	✗	✗	✗	✓	✗	✗	✗
Configurable Queue Names & Priority	✓	✗	✓	✓	✓	✗	✓	✓
Show All Calls in All Queues Option	✓	✓	✓	✓	✓	✓	✗	✓
Queue Salutations	✓	✗	✗	✓	✓	✓	✗	✗
Show & Pick Calls from Each Queue	✓	✓	✓	✓	✗	✓	✓	✓
Queue Limit Overflow (# Of Calls)	✓	✓	✓	✓	✓	✓	✓	✗
Operator Overflow (No Operators)	✓	✓	✓	✓	✗	✓	✗	✗
Queue Overflow Dest. Support	✓	✓	✓	✓	✗	✓	✓	✗
Overflow Options	✓	✓	✓	✓	✓	✓	✓	✗
Music in Queue	✗	✗	✓	✓	✗	✓	✗	✓

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Service options								
Night Service Switch	✓	✗	✓	✓	✓	✓	✓	✓
Night Service Hours/Timing	✓	✗	✓	✓	✓	✓	✓	✓
Night Service Destination	✓	✗	✗	✗	✓	✓	✓	✓
Emergency Mode Switch	✗	✗	✓	✓	✗	✗	✓	✗
Emergency Mode Destination	✗	✗	✓	✓	✗	✗	✓	✗
System features								
Keyboard Hot-Keys	current: TKB post 5.0: ✓	✓	✓	✓	✓	✓	✓	✓
System Logging	✓	✗	✗	✗	✗	✓	✗	✓
Language								
Languages Supported	12	15	15	15	16	11	11	14
Supported Environments								
Citrix Support	✗	✗	✗	✗	✗	✗	✓	✗
VMWare Support	✗	✓	✓	✓	✗	✓	✗	✗
Teleworker Support	✓	✗	✗	✗	✗	✓	✓	✓
Teleworker Softphone Support	post 5.0?	✗	✗	✗	✗	✓	✓	✗
Keyline / Multiline	✓	✓	✓	✓	✓	✓	✓	✓
Hunt Group Support	✓	✓	✓	✓	✓	✓	✓	✓
Scalability limit	65000 contacts 48 consoles	150 contacts 2 client users	500 contacts 6 client users	80000 contacts 25 client users	1000 contacts	250000 contacts	10000 contacts	100000 contacts