

Mitel Workflow Studio

ACCELERATE Innovation.
AUTOMATE Intelligently.
INTEGRATE Seamlessly.

- > Increase employee productivity by lowering interaction handle time
- > Unburden employees from routine, repetitive tasks
- > Automate manual processes and watch customer wait times plummet
- > Deliver advanced AI functionality without lengthy development cycles
- > Energize workflow creation and innovation

Innovate. Integrate. Differentiate.

Workflow Studio is Mitel's Generative AI-powered, low-code/no-code workflow orchestration platform designed to streamline the creation, customization, and management of business communication processes. It combines visual design tools, pre-built integrations, and API extensibility to deliver solutions for real world use cases.

KEY COMPONENTS



WORKFLOW DESIGNER

Drag-and-drop visual interface with dashboard. Design flows for inbound and outbound calls, chat, SMS, email, HTTP requests, IoT events, or scheduled triggers.



TEMPLATES

Ready-to-use workflow templates for common scenarios including AI chat agents, voice agents, AI Auto-Attendants and Receptionists. Customizable by partners or Mitel professional services.



INTEGRATIONS HUB

Large and always growing library of connectors to business systems and third-party platforms and services: CRM, ERP, GenAI, Biometrics, Authentication, and more.



MONITORING & LOGS

Real-time workflow execution status and logging tools for debugging and performance oversight.

FLEXIBLE PRICING

Workflow Studio offers two subscription licensing tiers — Essential and Premier — priced by volume band and available on 1-, 3-, and 5-year terms.

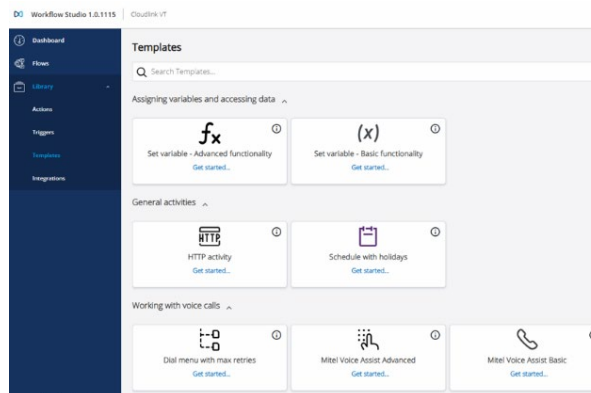
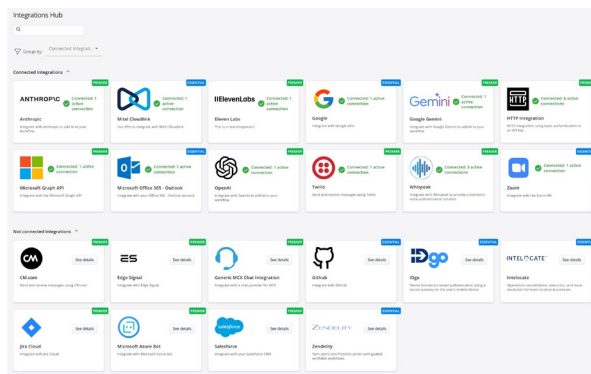
Essential:

- Auto Attendant / Receptionist
- Interactive Voice Response (IVR) with Speech Recognition and Text-to-Speech (TTS)
- Chat
- Email
- Webhook

Premier:

- Everything in Essential, plus:
- AI Virtual Agent
- GenAI Connectors
- CRM Connectors
- SMS
- WhatsApp

Mitel Workflow Studio includes 500 Essential and 500 Premier interactions per month free of charge with an active Software Assurance (SWA) subscription that can be used in production, demo, and testing environments.



WHY MITEL WORKFLOW STUDIO?



Accelerate Innovation with GenAI

Build custom Generative AI-powered workflows that drive next-generation customer engagement and workforce collaboration.



Gain Efficiency Through Automation

Fast and efficient creation of communication workflows for day-to-day tasks and deep integration into business processes.



Drive New Business Faster

Address new business opportunities and drive growth with a powerful workflow tool that complements your human workforce.



Ensure AI Readiness

Integrates with major GenAI providers, enabling smarter business processes that reinforce your AI readiness.

Benefits



Visual Design Tools

Drag-and-drop workflow designer builds sophisticated communication workflows visually, without coding.

Streamlined Integration

Faster implementation through templates and pre-built use cases. Serves Finance, Retail, Hospitality, Healthcare, and more.

API Extensibility

Mitel APIs cover a wide variety of business needs, giving developers full flexibility to extend and customize workflows.

AI Ready

Native integration with major Generative AI providers. Power voice agents, chat agents, routing, and knowledge tools with GenAI.

Pre-built Integrations

Supports Microsoft, Google, Salesforce, CRM, ERP, WhatsApp, SMS, Twilio, and a growing library of third-party connectors.

Flexible Deployment

Deploy standalone deployments or fully integrated with Mitel CX. Available across MiVoice and OpenScape platforms.

“

"We could have addressed this need with our existing contact center, but that would have required a very high investment. Mitel's Workflow Studio offered a cost-effective solution for the same specific need."

Benjamin Peeters, IT Director, Heilig Hart Hospital

The Hybrid and AI Revolution in Business Communications

58%

see business workflow integration as important
(TechAisle)

56%

use AI to automate routine tasks
(TechAisle)

91%

of IT leaders say AI will play a vital role in UC and should be embedded in workflows.
(Mitel State of the Workforce Study)

50%

of IT leaders rank AI investment in their top 3 priorities for the next 12 months
(Mitel State of the Workforce Study)

57%

of workers waste time switching between comms tools just to complete basic tasks
(Mitel State of the Workforce Study)

51%

of IT leaders say they support AI 'very well' but only 30% of workers agree.
(Mitel State of the Workforce Study)

Value Drivers

Empower a distributed workforce

Ensure control and data security

Scale and extend on demand

Real-World Industry Use Cases

Comprehensive use case library that delivers differentiated experiences



HOSPITALITY

Guest Services line powered by GenAI delivers automated responses to common hotel inquiries (check-in/out times, amenities, parking), relieving staff of frequently asked questions and freeing them for higher-value interactions.



GOVERNMENT & PUBLIC SECTOR

Government Help Desks use GenAI to transcribe, understand, and prioritize citizen intent, routing calls efficiently to the right professional contact and reducing average handling time.



HEALTHCARE

Enhanced Appointment Scheduling integrates with calendar systems and SMS for confirmations and reminders to streamline bookings, reduce no-shows, and improve patient experience across hospitals, clinics, and wellness centers.



RETAIL

Store employees use their Mitel H60 headset integrated with a Voice AI Assistant to instantly reach colleagues, inquire about stock levels and product details, contact suppliers, and call internal services — all hands-free by voice.



Secure Password Reset with Service PIN

Automated password reset using staff number recognition and service PIN verification - no helpdesk wait times.



Case Management with Biometric Voice Verification

Residents access municipal case information securely using biometric voice verification and AI-powered conversation — by phone or chat.



Issue Reporting & Smart Routing

Healthcare workers report issues as they notice them by leaving a voice message - AI transcribes the message, identifies the issue type, creates a ticket in the relevant system, and routes it to the right department - all within seconds.

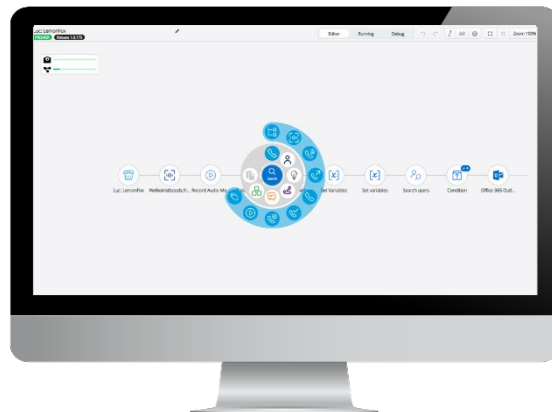


Inventory Management

Retailers call in to check stock levels and update inventory counts — powered by Workflow Studio and a shared product database accessible by any connected application.

APIs & Integration

Services



Workflow Studio

Why Mitel?



EXPERIENCE

Mitel has been an industry pioneer and leader for more than 50 years, delivering mission-critical communications solutions for businesses, governments, and educational institutions worldwide.



VERTICALS

Deeply embedded into your critical business processes and applications, Mitel Workflow Studio delivers a frictionless customer and agent experience that fits seamlessly within your IT stack.



PRACTICAL INNOVATION

We focus on innovation that delivers real, everyday value for organizations. By embedding AI innovations into the fabric of your operations, we simplify workflows so your teams can focus on customer connections & outcomes.



SERVICES

Whether maintaining your current communications landscape or preparing for the future, Mitel Services delivers advisory, transformation, operations, and optimization services that support your operations today while addressing the challenges of tomorrow.



GLOBAL PARTNER NETWORK

Backed by 6,000+ partners in 100+ countries, Mitel pairs global reach with local expertise—so you get specialized support and faster service, wherever you do business.



FLEXIBILITY & CHOICE

Only Mitel offers choice of deployment model, usage-based OpEx licensing models and the ability to tap into our broad Services capabilities as needed - we have you covered.

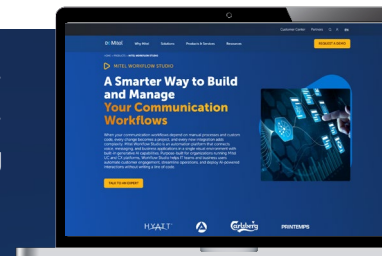
How Mitel Makes it Happen

Mitel's 7 Dimensions of Communication Flexibility and Control: a proven approach that ensures your enterprise solutions fit your organization today, while supporting your goals for tomorrow.



Let's **THRIVE**,
together

Learn more about Mitel's industry-leading solutions and award-winning partner program by visiting www.mitel.com.



mitel.com

