



# XARIOS

## TECHNOLOGIES

### MiVoice Office Application Suite 5.1 SP1

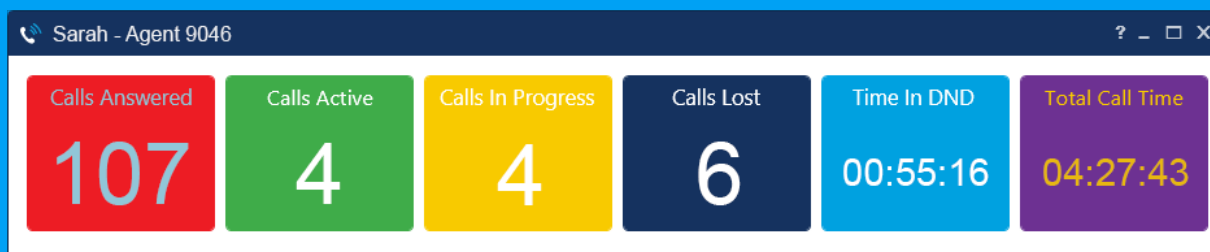
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## Mitel MiVoice Office Application Suite - New Release!

Xarios are delighted to announce that a new release of Application Suite 5.1 is available. Service Pack 1 brings some important new features and enhancements.

### Personal Wallboard

Up to 10 tiles can be configured to show personal statistics, global variables or external data. The Personal Wallboard is only available to users who are logged on as an ACD agent (have an ACD Reporting license) and who have a Phone Manager Professional or Team Leader license.



### 6900 Dynamic Call State Feature

Allocate different features to the keys on your 6900 phone dependent upon the state you are in (on a call, receiving a call etc.).



### Automatic Agent Log-out

If your agents all go home and don't log out it effects your statistics: so set a time and the system will auto log out. (Requires an ACD Reporting license)

### Last Agent Routing

Automatically route your caller to the agent they spoke to last time. (Requires the Advanced Call Routing license)

The good news is, there are no new part numbers here - all you need, is to update to the latest level.



And shortly to be available (contact your account manager for current status) will be the 'right to remove' or 'right to forget' license that may be needed by some organizations to comply with GDPR (also included here will be the 'persistent exclusion' license which as the name suggests enables a caller to be automatically removed from recording).

Part numbers for these new licenses are:

51308070	Right to Remove (30 users or less)	£995
51308071	Right to Remove (more than 30 users)	£2,000

**Note:** These are accumulating licenses so for over 30 users you will need both licenses. There are also a number of further enhancements in SP1 which have been enabled by the most recent release of the MiVO250 software (6.3 SP1) - these are mainly around the 6900 phones and how they are deployed - which makes installing the 6900 phones much more straight forward.

We have recently sent you a reminder that in line with Mitel's overall strategy, new implementations of Application Suite will carry only 30 days of SWAS and will need a valid SWAS contract in order to be updated or get support.

