



MiVoice Office Application Suite 5.0 Technical Workshop Review

The primary objective of the workshops was to highlight, identify and discuss key areas of the MiVO Application Suite installation that had been identified by engineers through the Mitel technical support process since the product launch. The workshops aimed to provide valuable information that would complement the online training courses whilst remaining flexible to open discussion. The workshop content was designed so that the majority of attendees would come away with greater understanding of the product suite and its real-world applications.



The workshops were held in four locations, London, Caldicot, Milton Keynes and Manchester: all were hosted by Bill Perkins – Xarios Technologies Professional services specialist. Registration was very encouraging and whilst as always these were some no shows, the total attendees was 60.

The topics covered in the workshop centred on the newly incorporated Call Recorder and Call Reporter elements but also touched upon all aspects of the product suite. This included the Phone Manager Desktop Client, the Phone Manager Mobile Client, network architecture, licensing, security and online support.

As this was the first workshop of its kind, it was interesting to see how well it was received by the engineering community. The documented feedback was extremely encouraging and the general feeling appeared to be that the workshops had indeed complimented the web based training course and served as a useful outlet for engineers to discuss the various features and functions, along with the ability to raise any concerns.

The feedback from attendees confirms that these events were very well received and Xarios technologies will add a technology workshop to all future MiVO Application Suite releases.

