

# Mitel MiVoice Call Recording to Mitel Interaction Recording (WFO -ASC) Migration Program

**Delivering value to customers migrating to Mitel Flagship products and services**



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# Overview

As part of supporting our customers and easing their path to a next generation call recorder, Mitel is launching the MiVoice Call Recording (MiVCR) to Mitel Interaction Recording call recorder migration program. The program provides a migration path to installed base customers currently on MiVoice Business and MiVoice MX-One migrating from MiVCR to Mitel Interaction recording solutions.

## Scope

Products	Availability
<ul style="list-style-type: none"> <li>• MiVCR on MiVoice Business</li> <li>• MiVCR on MiVoice MX-One</li> </ul>	<p>Global (where available)</p>

# The MiVCR to Mitel Interaction Recording Migration Program

## Offer Details

	MiVoice Business	MiVoice MX-One
Offer	<p>Replacement Mitel Interaction Recording call recording software licensing when migrating from MiVoice Call Recording</p>	<p>Replacement Mitel Interaction Recording call recording software licensing when migrating from MiVoice Call Recording</p>
Qualifying Purchase	<ul style="list-style-type: none"> <li>• Only MiVCR systems that are in warranty will qualify for the Migration program</li> <li>• No parts other than the promotion items listed in the Part Numbers Table below should be included in the migration order</li> <li>• Migrating MiVCR systems will be deactivated 60 or less days after the migration order <b>is processed</b>, depending on remaining SWAs available</li> <li>• Any additional remaining Software Assurance (SWA) will be transferred to the Mitel Interaction Recording product (no refunds or credits will be issued)</li> </ul>	
Exceptions	<ul style="list-style-type: none"> <li>• MiVCR systems with expired Software Assurance</li> <li>• MiVCR systems with unregistered SW Lock Key</li> </ul>	

Promotion Start/End Date

November 13, 2019 – TBD

## Part Numbers Table

Product	Part Number – Migration Licenses
Licenses	<b>MiVoice Business</b>
	51308739 WFO ASC EVOIP <b>Base</b> Call Rec MiVB Migrate
	51308737 WFO ASC EVOIP Recording License MiVB migrate
	<b>MiVoice MX-One</b>
	51308742 WFO ASC EVOIP <b>Base</b> Call Rec MXONE Migrate
	51308894 WFO ASC MX-One Rec License Migrate
	<b>Options:</b>
	51308738 WFO ASC QM(Inspiration) <b>Base</b> License Migrate
	51308747 WFO ASC QM(Inspiration) <b>Agent</b> Migrate
	51308746 WFO ASC QM(Inspiration) <b>Supervisor</b> Migrate
	51308740 WFO ASC Archive Manager License Migrate
	51308741 WFO ASC Screen Recording License Migrate

## Terms and Conditions

<b>Promotion Subject to Change</b>	Mitel unconditionally reserves the right to alter, amend, or cancel this program at any time at its sole discretion. In the case of any dispute with respect to the Program, Mitel's decision is final.
<b>Specific Installed Base Customers Only</b>	This program is exclusively for customers operating in warranty Mitel OR Mitel-heritage MiVoice Call Recording software listed in this document. Hardware equipment does not qualify for this migration.
<b>End Customer Information Required for Program Benefits</b>	End user MiVCR Software Lock Key, customer name and address must be reported to Mitel, to be eligible to claim the promotion..
<b>Don't stack with SPAs or ADIs</b>	This program may not be used in conjunction with Additional Discount Incentives (ADI's), or Special Pricing Authorizations (SPAs)

<p><b>Only eligible purchases, no exceptions</b></p>	<p>Program benefits are for customers who currently have an active/in-warranty MiVCR solution that are interested in migrating to the new Mitel Interaction recorder WFO (ASC) solution. The MiVCR lock key will be required with any migration order.</p> <p>Program benefits are limited to MiVoice Business OR MiVoice MX-One with MiVCR configurations.</p>
<p><b>Only Authorized Partners</b></p>	<p>All participants in this promotion must be a contracted Authorized Partner, accredited to sell the product(s) upon which a claim is based.</p>
<p><b>No Cheating</b></p>	<p>To the extent Mitel detects a fraudulent claim; it reserves the right to exclude the sales person and/or Authorized Partner from this program or future programs.</p>
<p><b>Void where prohibited</b></p>	<p>Void where prohibited by law.</p>
<p><b>Dispute</b></p>	<p>In case of any dispute with respect to the Program/Promotions, Mitel's decision is final.</p>

## Additional Supporting Documents

1. Mitel Interaction Recording Migration Program FAQ

# Quoting Process for MiVCR to Mitel Interaction Recording Migration Program

## Quoting – MiVCR Migration Process

The following instructions are designed to assist in quoting MiVCR to WFO (ASC) Migrations

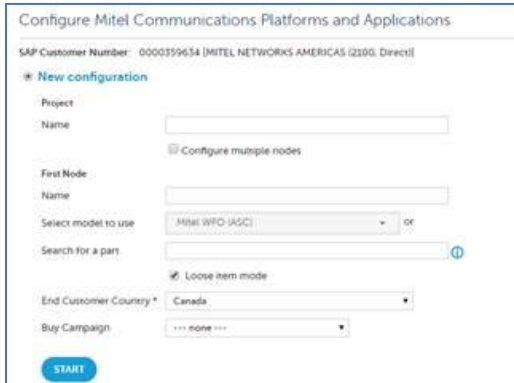
### CPQ process:

The MiVCR to Mitel Interaction Recording migration part numbers will be in CPQ as part of the WFO (ASC) model. Using the mapping document, identify the MiVCR parts/quantities currently owned and order the mapped migration parts for the same quantities. Note: Hardware and server supporting software is not included and must be purchased separately at the customers own expense. Any additional licensing, installation services, additional feature requests not covered by the program must be ordered separately and reference migration order. Standard rates apply.

## Quoting – Partner Process

Partners can continue to use CPQ to quote/order these items. All migration parts for this program will be available

1. Select Model – Mitel WFO (ASC)
2. Click “Loose Items”



3. Select the quantity of licenses that match your MiVCR configuration. (reference Part Mapping table in FAQ document):

Mitel Interaction Recording Migration part numbers:

MiVoice Business

- 51308737 WFO ASC EVOIP Recording License MiVB migrate
- 51308739 WFO ASC EVOIP Base Call Rec MiVB Migrate

MiVoice MX-One

- 51308894 WFO ASC MX-One Migrate
- 51308742 WFO ASC EVOIP Base Call Rec MXONE Migrate

Options

- 51308738 WFO ASC QM(inspiration) Base Lic Migrate
- 51308747 WFO ASC QM(Inspiration) Agent Migrate
- 51308746 WFO ASC QM(Inspiration) Supervsr Migrate
- 51308740 WFO ASC Archive Manager License Migrate
- 51308741 WFO ASC Screen Recording License Migrate

Licenses Migration		
<input type="checkbox"/> 0	51308737	WFO ASC EVOIP Recording License MiVB migrate ⓘ [805222]
<input type="checkbox"/> 0	51308738	WFO ASC QM (inspiration) license migrate ⓘ [805223]
<input type="checkbox"/> 0	51308739	WFO ASC EVOIP Base Call Rec MiVB Migrate ⓘ [805224]
<input type="checkbox"/> 0	51308740	WFO ASC Archive Manager License migrate ⓘ [805225]
<input type="checkbox"/> 0	51308741	WFO ASC Screen Recording License migrate ⓘ [805226]
<input type="checkbox"/> 0	51308742	WFO ASC EVOIP Base Call Rec MXONE Migrate ⓘ [805227]
<input type="checkbox"/> 0	51308746	WFO ASC CSCpremier for Recording migrate [805234]
<input type="checkbox"/> 0	51308747	WFO ASC CSCpremier QM/WFO migrate [805235]
<input type="checkbox"/> 0	51308894	WFO ASC MX-One Migrate ⓘ [805244]

4. For quality management (inspiration) please specify number of named licenses needed by type (agents and supervisor) . The QM Base license provides 10 agents and 1 supervisor. Any additional agents or supervisors will need to be specified.
 

**Note1:** Mitel Integration Recording Quality management is provided by named users – agent or supervisor.  
Customer can have any number of QM licenses than number of recording licenses. Recording Licenses are concurrent and QM licenses are named.

**Note2:** QM for WFO QM has software assurance associated to it
5. Capture XLS file
6. Capture End Customer Details for your order and required items
  - a. **Required information:**
    - 1.Partner PO #
    - 2.Auth Partner Company Name/ Email Address
    - 3.Partner SAP #
    - 4.End User Company Name/Address
    - 5.MIVCR Lock number.
    6. Last SWAS renewal sales order#
7. Send details in step #5 and #4 to Mitel order desk in your area requesting the “MiVCR Migration Program” offer **OR** the Mitel store.

**Order Desk Email Addresses**

United States	<a href="mailto:ordermgmt_us@mitel.com">ordermgmt_us@mitel.com</a>
US Government	<a href="mailto:usgovernmentsales@mitel.com">usgovernmentsales@mitel.com</a>
Canada	<a href="mailto:ordermgmt_ca@Mitel.com">ordermgmt_ca@Mitel.com</a>
UK	<a href="mailto:ordermgmt_uk@Mitel.com">ordermgmt_uk@Mitel.com</a>
Latin America, Central America, Mexico	<a href="mailto:ordermgmt_cala@Mitel.com">ordermgmt_cala@Mitel.com</a>
Europe	<a href="mailto:ordermgmt_emea@Mitel.com">ordermgmt_emea@Mitel.com</a>
Nordics - includes Denmark and Norway	<a href="mailto:OrderMgmt_DK_NO@mitel.com">OrderMgmt_DK_NO@mitel.com</a>
Spain	<a href="mailto:OrderMgmt_ES@mitel.com">OrderMgmt_ES@mitel.com</a>
Benelux Orders, includes Belgium & Netherlands	<a href="mailto:OrderMgmt_BENELUX@mitel.com">OrderMgmt_BENELUX@mitel.com</a>

Sweden Finland & Baltics orders	<a href="mailto:OrderMgmt_SE_Baltics@mitel.com">OrderMgmt_SE_Baltics@mitel.com</a>
Italy	<a href="mailto:OrderMgmt_IT@mitel.com">OrderMgmt_IT@mitel.com</a>
Germany	<a href="mailto:OrderMgmt_DE@mitel.com">OrderMgmt_DE@mitel.com</a>
Austria	<a href="mailto:OrderMgmt_AT@mitel.com">OrderMgmt_AT@mitel.com</a>
Switzerland	<a href="mailto:OrderMgmt_CH@mitel.com">OrderMgmt_CH@mitel.com</a>
South or Asia Pacific	<a href="mailto:ordermgmt_ap@Mitel.Com">ordermgmt_ap@Mitel.Com</a>
France	Orrdermgmt_fr@mitel.com

8. Mitel order acknowledgements will be sent for successful orders.