



A MITEL  
PRODUCT  
GUIDE

# Mitel Workflow Studio

## Release Notes

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# What's New in Workflow Studio

# 1

This chapter contains the following sections:

- [What's New](#)
- [About the Product](#)
- [Current Release](#)
- [System Requirements / Compatibility Matrix](#)
- [Known Limitations](#)
- [Quick Links](#)
- [Feedback & Support](#)

## 1.1 What's New

**Version:** 1.0.2

**Release Date:** 2025-09-16

The following features are added/removed in this release.

- The **MiVoice Business Entity Change** trigger is newly introduced under the **Developer** category.
- The *ShouldTranscribe (Boolean)* parameter has been added to the **Record audio message** action's input to enable transcription.
- The *Transcription* parameter has been added to the **Record audio message** action's output to view the transcribed text.

## 1.2 About the Product

### Configuration

- Create and manage all modalities (voice/chat/SMS) in a simple and ready-to-use interface.
- Triggers - initiate a workflow based on an event, including:
  - An external app sending a POST Request
  - Phone number (internal or external) ringing
  - Incoming Chat message through CloudLink or 3rd party applications, such as [CM.com](#) and Twilio.

### Dashboard

- Flow Execution Consumption
- Training Videos
- What's New

## Third-party Integrations

- Third-party integrations including OpenAI, Salesforce, Gemini, Azure, and so on.
- The following workflow examples can be achieved with 3rd party integrations:
  - Getting and Setting Calendar events for a mailbox
  - Sending messages to an MS Teams Channel
  - Setting / Getting MS Teams Presence
  - Sending Emails using O365 Integration
  - Voice / Chat AI bots
  - Handling of incoming messages through [CM.com](#) / Twilio
  - and more

## Mitel Integrations

- Supports Voice calls on MiVoice Business / MX- ONE / MiVoice 5000 / MiVoice 400
- Supports Read and Write to a number of different MiVoice Business Forms.
- Allows you to query and set PBX presence.
- Allows you to send and trigger on MiCollab chats and streams.

## MCX Integration

- Query Employee MCX Realtime stats to make better decisions for routing.
- Provision Callbacks to allow MCX Agent to call back the customer.
- and more

## Security & Access

- Enforced API authentication via OAuth 2.0
- Admin-only access (role-based access control coming soon)

## Licensing

- 2-tier licensing packages - Essential and Premier
- Activities / Actions / Triggers are pre-defined as Essential or Premier
- Flows will be marked as Premier or Essential depending on the activities used with a flow; if at least one Premier activity is used, the flow will be marked as Premier

## 1.3 Current Release

### 1.3.1 Resolved Issues

There were no customer-facing issues addressed in this release.

## 1.4 System Requirements / Compatibility Matrix

Product/Release	Compatibility	Backward Compatibility
MiVB	10.4	10.3, 10.2
MiV5000	8.2 SP3	8.1
MX-ONE	7.8 (SP1)	7.7
MiVO400	7.1 and above	N/A
MBG	12.2	12.1, 12.0
CLGW	2.4.9	Not supported
MSL	12.1	Not supported
Chrome Browser	100+	
Edge Browser	100+	

## 1.5 Known Limitations

Along with the product enhancements, the current known limitations include:

### ASR

- Mixing alphanumeric is not supported; for example: postal code (N2R1E4)
- Short words in the German language may not be recognized. It is recommended to add multiple words to the selection; for example, Support > Department of Support.

### Reporting

Currently there are no historical reports. This will be coming in a future release.

### Role Based

- Only CloudLink Admin users can access Workflow Studio

- All users will have the same permission/ ability

## Designer

- Invoking a Webhook with shared secret enabled only works through a third-party application. Invoking the Webhook using Debug will result in an error.
- Schedule Trigger does not support the Output value
- Terminate activity will only terminate the current flow that is executing and will not terminate the parent flow

## Activities

- O365 Email Activity – In the **Recipient** field, press **Enter** after typing the email address
- O365 Email Activity only supports attachments of up to 4 MB; if you send a larger attachment, the activity will not complete.

## Language Support

**Mitel Workflow Studio Administrator Guide** will be translated into French and German, and will be available in Mitel Document Center within the next three weeks from the GA date.

## 1.6 Quick Links

- [Full API Reference](#)
- [Admin Configuration Guide](#)
- [Training Videos](#)
- [Best Practices](#)
- [Migrating Voice Assist to Workflow Studio](#)

## 1.7 Feedback & Support

Have questions or feedback? We'd love to hear from you:

- Features - User Voice
- Report a problem within the application and raise a ticket through the normal support process.
  - The problem report automatically includes:  
Console logs (.har file), which are the browser logs on the page from which the problem report was submitted; this can be done through the main page or from the flow designer.
- Logs can be collected from Mitel Administration under the **Support** section.

