



A MITEL
PRODUCT
GUIDE

Mitel Workflow Studio

Release Notes

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What's New in Workflow Studio

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This chapter contains the following sections:

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

1.1 What's New

Version: 1.0.4

Release Date: 2026-02-10

The following features have been added/removed in this release.

- A new **Debug** column is added to the **Running** view to debug previously run flows to help troubleshoot issues and/or gain a better understanding of how these flows are executed.
- The **Search** bar is introduced in the **Running** view to find a specific instance of the workflow.
- The **Generic MCX Chat Integration** is introduced to allow routing of incoming chat messages to an MCX agent.
- The **MCX Data provider access** and **Route to MCX** action is newly introduced under the **MCX** category.
- The *Diversion* parameter has been added to the **Endpoint ringing** trigger.
- The **AI Chat Assistant** action is moved under the **Messaging** category.
- The *TimeoutInSec* parameter has been added to the **Make call** action.
- The *SilenceDetection* parameter has been added to the **Record audio message** action.
- The *AllowBargeIn* parameter has been added to the **Greeting** and **Dial menu** actions.
- The *Instruction* parameter now allows a maximum of 20K characters in both **AI Voice Assistant** and **AI Chat Assistant** actions.
- In the **MCX Callback** action, a new note is added to allow the variables to be passed from the MCX Callback activity to MCX.
- In **Dial by Name** action, a new note is added to explain the exit behavior of the action.

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

The following customer-facing issues are addressed in this release.

- In **Firefox** browser, **WFS Actions - Advanced** view was cut off on small screens.
- In the **Dial Menu** Branch, the Intelli-Sense does not work sometimes.
- Customer CL Number# 1011728441 - **Workflow Studio - Home** page isn't loading correctly.

1.4 Previous Releases

Release 1.0.3

The following features have been added/removed in this release.

- The **AI Voice Bot** action is renamed to **AI Voice Assistant** and introduced under the **Media** category.
- The **AI CloudLink Chat Bot** action is now renamed to **AI Chat Assistant**.
- The *ASRLanguage* and *TTSVoice* parameters have been updated with the supported ASR/TTS Languages list in the **Greeting**, **Dial menu** and **Dial by name** actions.
- The following actions have been updated to include new parameters:
 - *Dial by name*
 - *Transfer*
 - *Create chat transcript*
 - *Twilio send message*
 - *ChatGPT*
 - *OpenAI Assistants*
 - *AI Chat Assistant*
 - *AI Voice Assistant*
- The following triggers have been updated to include new parameters:
 - *CM.com incoming messages*
 - *SIP DECT notification*
 - *VCCS Trigger*

Release 1.0.2

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.

Release 1.0.1

The following features are added/removed in this release.

- The `ASRInitialSilenceDetection` parameter is updated to add the wait time for completing the greeting in the **Dial menu**, **Greeting**, and **Dial by Name** activity. The value can range from 0-59 seconds. The default value is 30 seconds.
- The `ASRSilenceDetection` parameter is updated with the new default value as 30 seconds in the **Dial menu**, **Greeting**, and **Dial by Name** activity.
- The *Voice call* is no longer supported in the **Route interaction** activity. This activity is now removed from the activity wheel.

Release 1.0

We're excited to announce the official launch of Mitel Workflow Studio. It is a modern, cloud-enabled platform built to streamline and automate business processes, improve customer experience, and empower your operations team.

This release delivers robust core functionality along with enterprise-grade reliability, seamless PBX integration, and extensive reporting features.

1.5 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

Product/Release	Compatibility	Backward Compatibility
CLGW	2.4.9	Not supported
MSL	12.1	Not supported
Chrome Browser	100+	
Edge Browser	100+	

1.6 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.

1.7 Quick Links

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

1.8 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.

