

Deployment modes for Noetica's software in a Mitel context

	MiVB Telephony	Hybrid (nailed up extensions)	Noetica Telephony with MiCC Omnichannel	Noetica Telephony
Mitel Components	MiVB, MiCC, IP5020 Licences	MiVB**, Internal SIP trunks (free), MiCC (optional)	Phones [‡] , MiCC (non-voice only)	Phones [‡]
Noetica Components*	SCR, CRM, PV, PD	SCR, CRM, PV, PD, AD, NVP (NVP is free if Mitel call manager)	SCR, CRM, PV, PD, AD, NVP	SCR, CRM, PV, PD, AD, NVP
Features Included	Blending with MiCC	AMD, LPD, SNoDrop Blending with NVP Inbound	AMD, LPD, SNoDrop, Blend., Omnichannel (email, chat, SMS, etc.)	AMD, LPD, SNoDrop, Blend.
Features Excluded	AMD, LPD, SNoDrop	Blending with MiCC	Blending with MiCC	Omni-channel Blending with MiCC (no MiCC)
Agent UI	N-Ignite for MiVB (MiTAI)	N-Ignite for NVP	N-Ignite for NVP	N-Ignite for NVP
Requirements	MiVB in use, no Advanced Outbound [°] required	Mitel or non-Mitel PBX in use with Advanced O/B	Voice & Omnichannel with Advanced Outbound	Voice Only with Advanced Outbound
Inbound/Outbound/Omni-channel approximate balance[†]				

[†] ■ Inbound Voice ■ Inbound Omnichannel ■ Outbound Voice

^{**} Could also be any other call manager such as Mitel Connect (ShoreTel), Mitel Enterprise (MX-ONE), Cisco, Avaya, etc.

[‡] Could also be any generic SIP phones.

[°] Advanced Outbound is required for AMD (Answer Machine Detection) and other advanced dialler features.

*List of Abbreviations:

Module	Abbrev.
Process Scripting	SCR
Tactical CRM	CRM
Preview/Progressive Dialler	PV
Power/Predictive Dialler	PD
Advanced Dialler	AD
Noetica Call Manager	NVP