



Mitel OpenScape Business V3R4 **FR3**

What's new

November 2025

Mitel OpenScape Business – well established in the market

All-In-One Telephony and UC designed for SMB



235.000+
active systems worldwide

8.500.000+
User



1.100.000+
UC User / Contact Center

76%
Proportion of hybrid Communication*



50.000+
Hybrid UC: Unify Phone User

Flexible Deployments
Hybrid, TDM, IP, hosted, private
Cloud, Appliance or pure SW

Strong Roadmap
Future Proof – 2025/26+



ONE Mitel Portfolio for OpenScape Business



Mitel Portfolio Support on OpenScape Business

- Support Mitel 68xx and 69xx device family (SIP, incl. CTI Support out of the UC App)
- Support Mitel 6970 Conference Phone
- Support of Mitel Analog Devices
- Remote Access via CloudLink
- Data Migration from MiVoice Office 400 to OpenScape Business (via FLIP Tool)
- Support of the analog Gateways AG4124 and 4172



- Release of Mitel SIP-DECT incl. Event Manager & IoT supporting the Migration to OpenScape Business
- Interfaces such as ESPA, MODBUS & MQTT for 3rd party connectivity
- Simplified Provisioning for Mitel SIP-DECT
- Support of new Mitel SIP-DECT Versions (coming soon 10.1)
- Interwork with Mitel Workflow Studio
- Mitel Business CTI (OEM powered by ESTOS), „One Stop Shopping“

- **ONE Mitel Portfolio** - Opens up additional business opportunities
- **Simplifies the Move** to Mitel OpenScape Business

The new OpenScape Business V3R4 FR3

What's new with Mitel OpenScape Business V3R4 FR3

Security and new ITSP Profiles

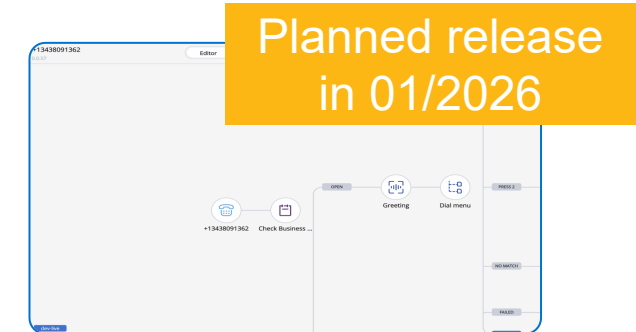
- **Security Hardenings** (see respective SW Release Note, incl. new OS versions)
- **New ITSP profiles*** Nfon Flexx, Cancom Austria, GVG Glasfaser, Telenor Norway
- **ITSP profile updates:** IP Austria, etc.

** profile support only with OSBiz V3 Controller / S*



Mitel Workflow Studio incl. AI*

- Intelligent Auto Attendant incl. AI Support
- Groundbreaking low-code/no-code toolchain
- Adapt solutions to customers' needs without extensive programming



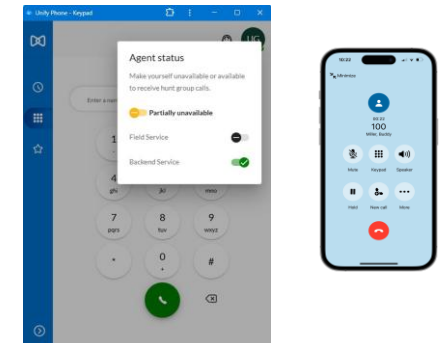
General Improvements & Updates

- **Technical Readiness for the OpenScape DECT Phone SL7**
- **SLES15 SP7 Support** for OpenScape Business S
- **Windows 2025 Terminal Server Support, Outlook 2024 (classic)**
- **Apple macOS 26**
- **Official Support of PROXMOX**



Unify Phone Enhancement

- Hunt Group Handling for Unify Phone*
- Logon / off if you are member of a hunt group or a regular group
- New User Setting available in Unify Phone

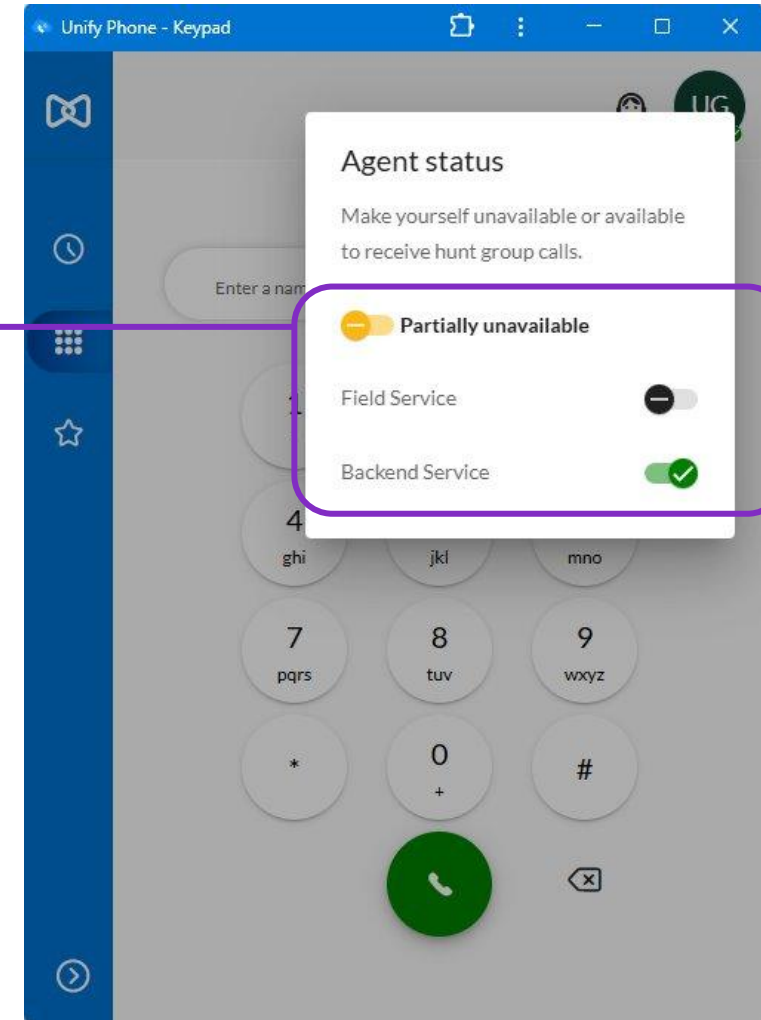


**Only supported with V3 Mainboard and OpenScape Business S*



Unify Phone Hunt Group Handling

- Unify Phone users can view all Hunt Groups they are assigned to.
- Toggle to join or leave any Hunt Group (selectable)
- Similar to service code #85/*85 on desk phones.
- Works with standalone and MULAP setups.
- No Unify Phone specific configuration required on OSBiz side.



Workflow Studio is a Generative AI powered, advanced integration platform designed to streamline the creation, customization and management of business communications processes.



Accelerate Innovation

- Visual Design Tools
- Pre-built Integrations



Simplify App Integration

- API Access
- Extensibility



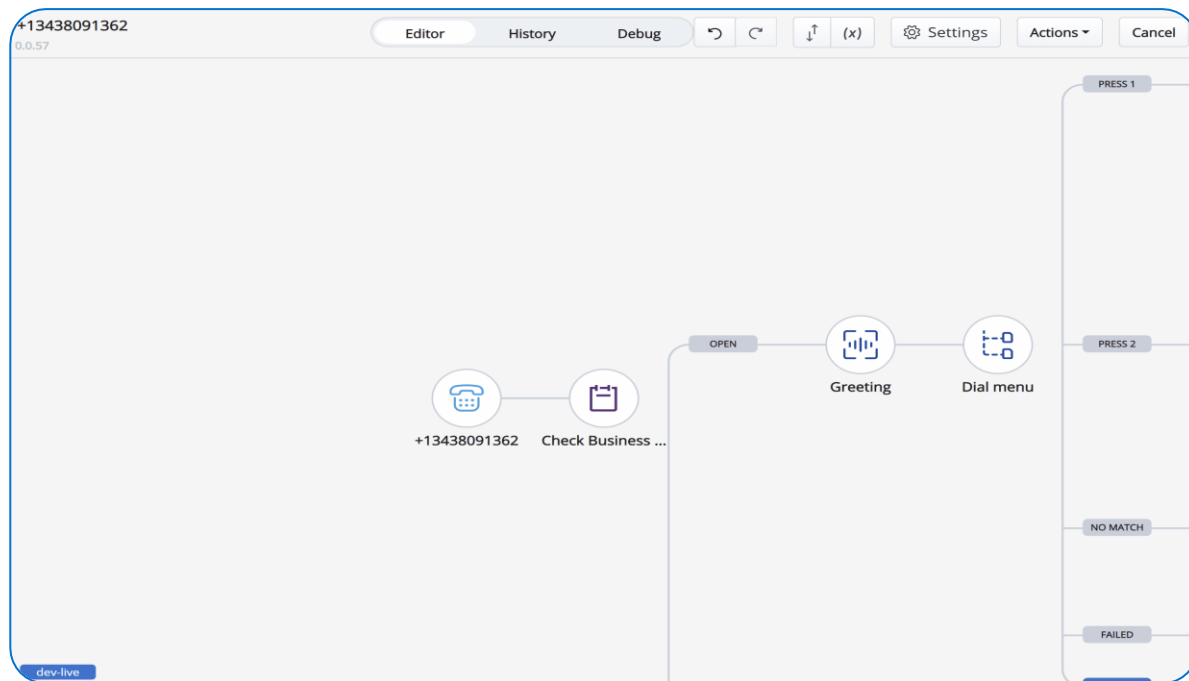
New business opportunity

- Streamlined Integration
- Faster Implementation

Available now for you!



Groundbreaking low-code/no-code toolchain for Mitel solutions

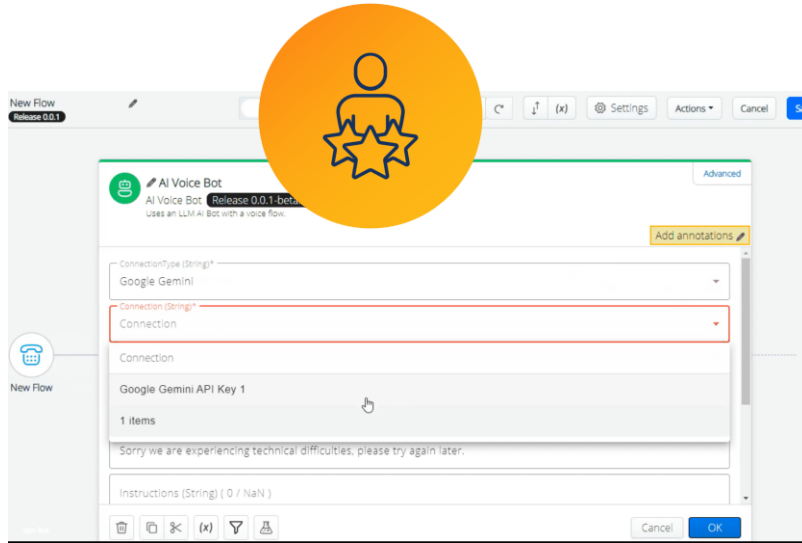


- ✓ Customize solutions to your needs without extensive coding expertise
- ✓ Intuitive drag-and-drop integration interface
- ✓ Visual Design Tools and Pre-built Integrations
- ✓ Supports extensive third-party integrations, including major platforms like Microsoft, Google, Salesforce, and others
- ✓ Versatile and scalable deployments
- ✓ Serves all industries: SMB, finance, retail, hospitality, healthcare, and others

Mitel Workflow Studio – Use case examples

AI
ready!

Quick and easy personalization of Mitel solutions to meet customers' needs



Hospitality Guest Information Line – with GenAI automated responses to common customer inquiries (e.g. check-in and check-out times, availability of amenities like restaurants and parking in hotels) relieving employees of frequently asked questions, consuming significant staff time

Government Help Desk – Understanding the citizens intent (transcribing and prioritizing information) via GenAI and efficiently routes them to the appropriate right professional contact

Enhanced Appointment Scheduling – Integrates with calendar systems and SMS, streamlining bookings and improving customer experience. Ideal for hospitals, clinics, dentists, restaurants, and wellness centers, ensuring timely updates and reducing no-shows

- ✓ GenAI Auto Attendant
- ✓ GenAI Call Routing
- ✓ Appointment Scheduling
- ✓ GenAI Knowledge Simplification
- ✓ MiYa AI
- ✓ Forward the call to the appropriate agent
- ✓ Create tickets on recorded messages
- ✓ Automated visitor registration
- ✓ Transcripts and translations
- ✓ Routing based on preferred agent
- ✓ Intelligent team voicemail
- ✓ Routing based on AI questions
- ✓ And many more... **Find it out!**



The growing list of integrations available!

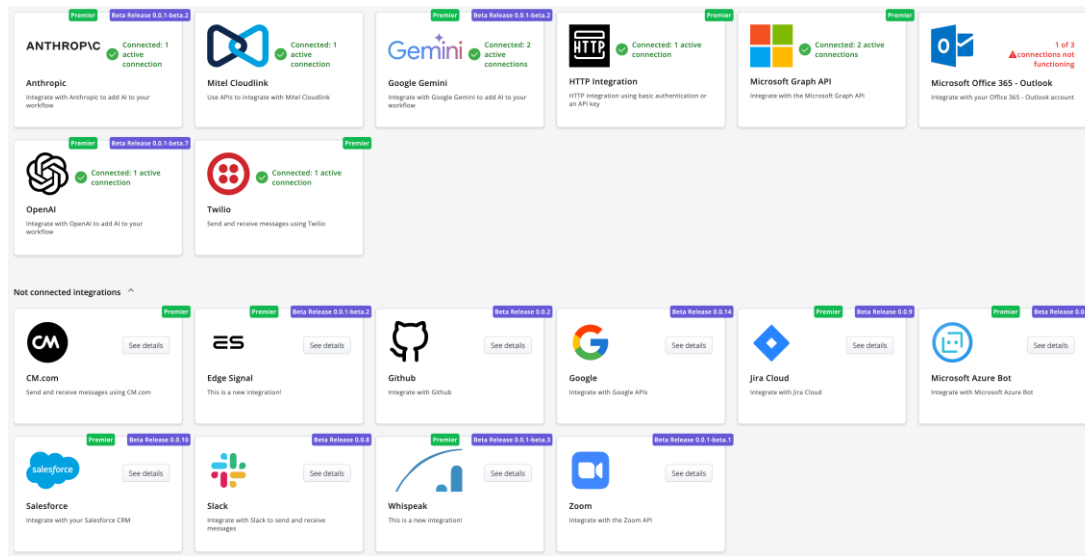


Image: Integrations Directory in [Mitel's Integrations Hub](#)

...and the versatility of Mitel APIs

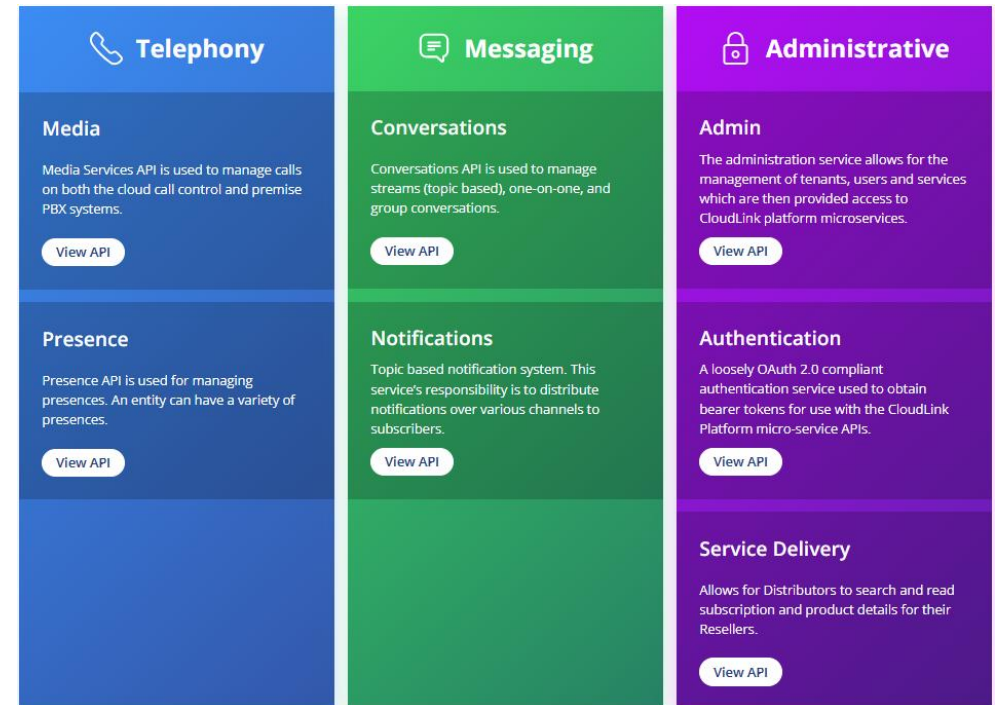


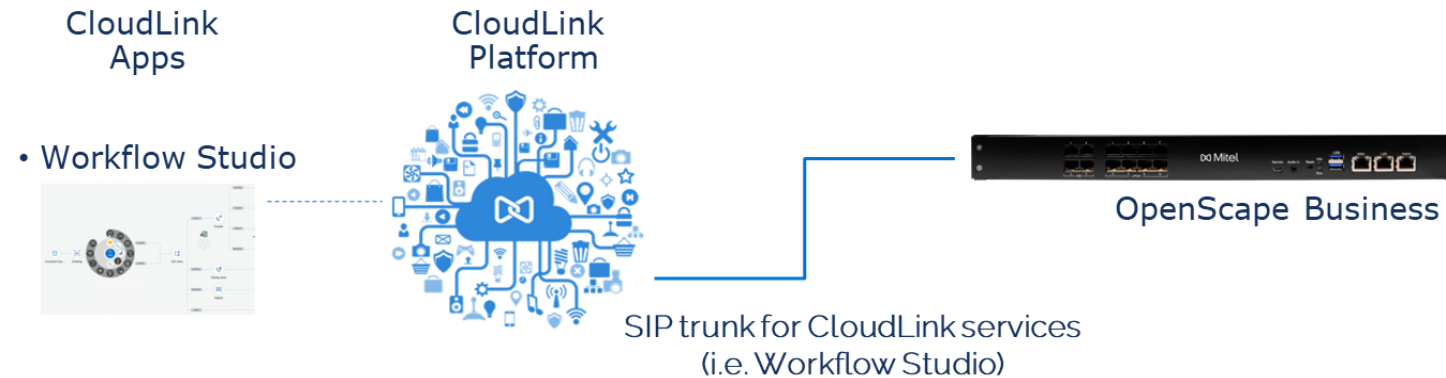
Image: [Mitel APIs](#) cover a wide variety of business needs.

Unlock the Power of Seamless Workflows



Mitel Workflow Studio – How we integrate with OpenScape Business

- A dedicated, license-free CloudLink SIP trunk will be set up.
- Call routing towards Workflow Studio is done **via pilot numbers**.
- Two **new wizards** will be offered in OpenScape Business Admin Portal (WBM) to set to the **trunk connectivity** and to configure the **pilot numbers**.
- Before setting up the trunk connectivity, the CloudLink Account within Mitel Administration needs to be created, first.



*Further technical information can be found in the [OpenScape Business Administrator Documentation](#)
[Mitel Documentation Center](#)*



Marketing and Sales Collaterals





Thank You!