



Title: Introducing Mitel Teamwork for Desktop a New Messaging Experience for MiCloud Connect Customers

Summary: Mitel is pleased to announce an exciting new messaging experience for North American MiCloud Connect customers and users of its Connect Desktop client in the form of Mitel Teamwork for Desktop.

Posted Date: 1 October 2018

Effective Date: 1 October 2018

Bulletin Number: **PB2018Oct1G**

Bulletin Type: Product/Service Announcement

Product Family: MiCloud Connect

Audience: North American Mitel Sales, Channel Partners, and Master Agents

Revision Version 0

Revision Reason: N/A

Bulletin Details

Target Market / Opportunity / Positioning

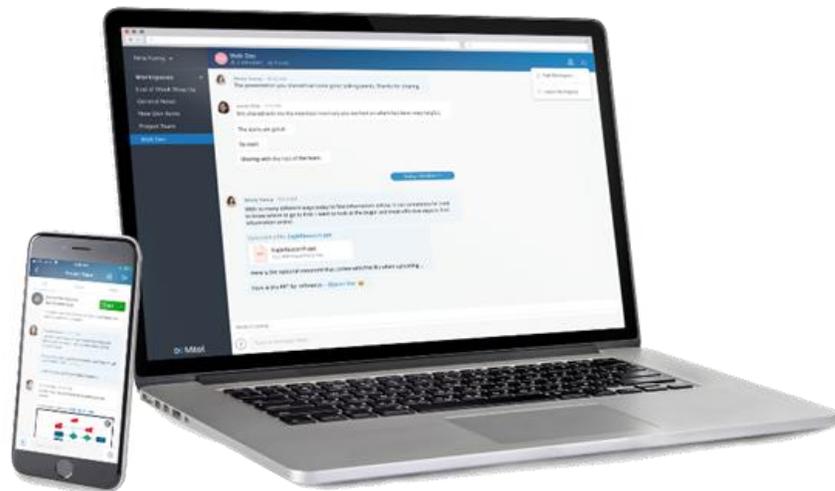
Mitel is excited to announce the introduction of a new messaging experience for all MiCloud Connect customers located in North America with the upcoming Mitel Connect 1810 Build planned for release in late October 2018 - **Mitel Teamwork for Desktop**.

The new **Mitel Teamwork for Desktop** client will be bundled along with the Connect desktop client, as part of the Mitel Connect desktop 1810 build, and will provide users of Connect

desktop with a **seamless cross-launching messaging experience** from Connect to Teamwork.

Mitel Teamwork is a collaborative application designed for the MiCloud Connect user that provides organizations with the ability to create virtual places where teams can post messages, assign tasks, share files, send and receive direct (1:1) instant messages, and more.

At the heart of **Mitel Teamwork** is a virtual gathering place known as a Workspace. With Teamwork, organizations can create workspaces for large teams, small teams, special projects, as a companywide bulletin board, or any other type of message or discussion place you can imagine. Within the virtual workspace every message, task, and file added appears for everyone associated with the workspace to see and access, so everyone can always stay current with the latest news or project details. So, instead of employees getting bogged down in email threads, project groups and/or departmental teams can be more nimble and productive all within a single application.



Product Overview / Features & Benefits / Description

As part of the **Mitel Connect 1810 Build** for desktop (and future Connect builds), Mitel has bundled the new **Mitel Teamwork for Desktop** along with the **Connect Desktop** into a single build ensuring ease of attainment and deployment of both applications by our MiCloud Connect customers.

What this means for all new and existing MiCloud Connect users (located within North America) is that they will now have access to the newly introduced Mitel Teamwork for Desktop client in

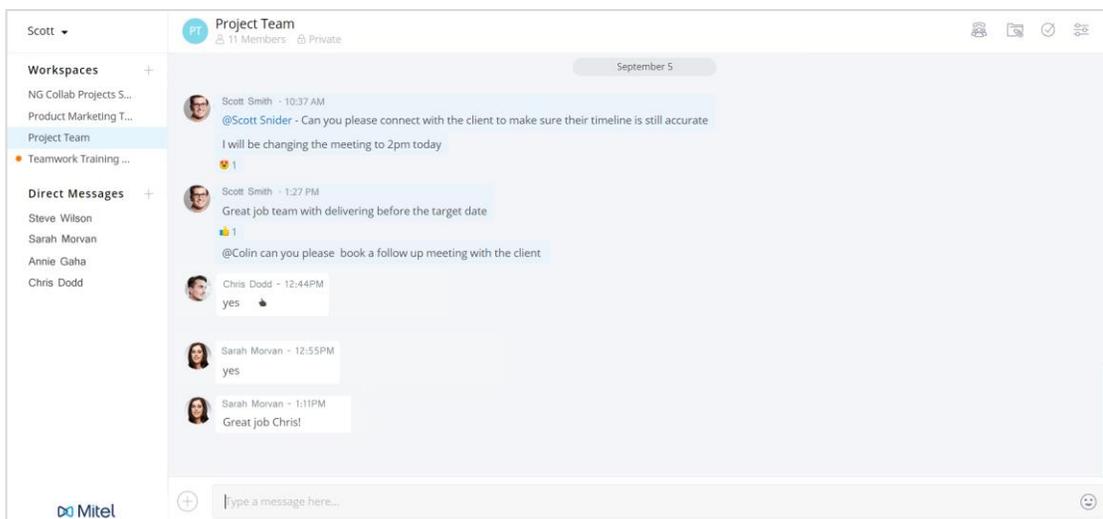
addition to the Connect Desktop client via the following MiCloud Connect service plans:

- MiCloud Connect Essentials
- MiCloud Connect Premier
- MiCloud Connect Elite

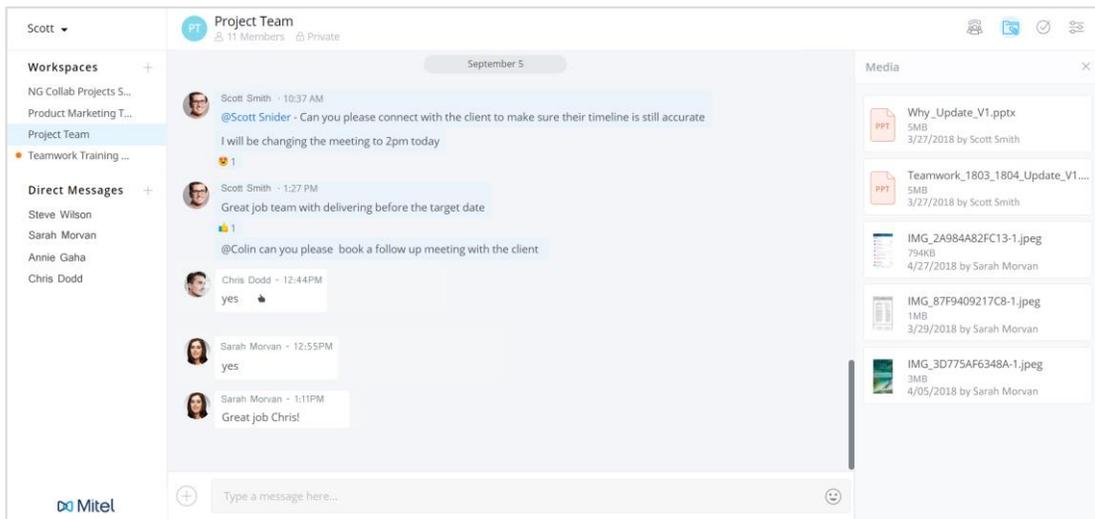
When the Mitel Connect desktop client is updated using the traditional over the air update process, the new Mitel Teamwork for Desktop client will also be automatically installed for the user. Both applications utilize the same user credentials and when a user opens and logs into one application they will automatically be logged into the other, providing them with a simple, unified user experience.

Customers can expect the following capabilities and experience from the Mitel Teamwork for Desktop client:

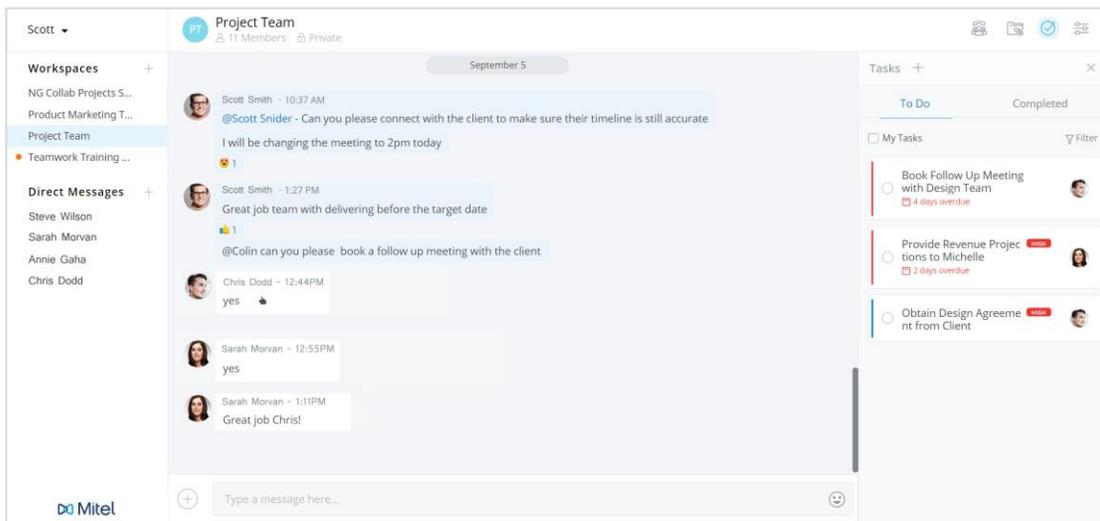
- A seamless cross-launching experience from Connect to Teamwork for Desktop when accessing messaging icons within Connect
- Access to Group messaging, Direct (1:1) messaging, and direct @mentions
- Notification of new messages within Teamwork and Connect clients
- Ability to create new or join Private or Public workspaces
- Sharing of content of almost any kind – including gifs and clickable URLs - making it easy to share important content with project/team members in different ways
- Ability to react to others posts and view other reactions to posts
- Viewing and creation of tasks associated with a workspace activity or project milestone
- Ability to launch impromptu conference calls for all members of the workspace, or join a conference call that is already in progress from within the workspace (or end it once it is done)



Mitel Teamwork Workspace



Mitel Teamwork Files Tab



Mitel Teamwork Tasks Tab

Furthermore, with **Mitel Teamwork** Public workspaces can be joined by any users in the organization making it an ideal solution for company-wide bulletin boards or as a place where employees can swap shifts with each other or even share tips and tricks for improving how they deal with customer facing situations. Private workspaces can be joined only by members who are added by another member or owner of the Private workspace, with any user who chooses to leave the private workspace not being to rejoin the workspace without a member once again

adding them to the workspace.

As previously mentioned, **Mitel Teamwork** is included with **MiCloud Connect Essentials, Premier, and Elite service plans** and is also available as Teamwork for Mobile (on Android and iOS-based devices) and Teamwork for Web.

*Please note that Mitel Teamwork is currently available to MiCloud Connect users located within **North America only**.*

Similar to Mitel Teamwork for Desktop and Connect Desktop, the Teamwork for Mobile client also offers deep link integration with the Connect Mobile client for the cross launching of the voice calls via the Connect Mobile client. Mitel Teamwork for Mobile can be downloaded directly through [Apple](#) and [Google](#) app stores.

Since collaboration touches upon all aspects of our workday and can occur at any time (not only during face-to-face moments) Mitel strongly recommends that you discuss **Mitel Teamwork with your MiCloud Connect customers focusing in on the benefits it can provide them** when it comes to the way they discuss and share information with others.

Furthermore, Mitel **recommends** the use of **both** **Mitel Teamwork for Desktop** and **Teamwork for Mobile** together (in conjunction with Connect desktop and Connect mobile) by MiCloud Connect customer in order for them to benefit from **a complete communications and collaboration experience from anyplace, at any time.**

Frequently Asked Questions

Q) When is this happening?

A) Build 1810 is set for release in October 2018.

Q) Do I need to change my deployment process?

A) No, you do not. Your users will continue installing MiCloud Connect Desktop as they did in the past.

Q) Do I need to install anything for my users?

A) No, you don't have to do anything different. The October Build 1810 over the air update of Connect will automatically install Teamwork for Desktop for your users. All future installers will always have Teamwork updates bundled in the install.

Q) Where else can my users use Teamwork?

A) Web: <https://teamwork.shoretel.com/>

Mobile for iOS: <https://itunes.apple.com/us/app/mitel-teamwork/id1142400170?mt=8>

Mobile for Android:

https://play.google.com/store/apps/details?id=com.shoretel.workspace&hl=en_US

Q) How can I provide training to my users?

A) Training for Mitel Teamwork can be accessed via:
<https://oneview.mitel.com/s/article/Mitel-Teamwork-Overview>

Q) Will I have to manage a new set of credentials for my users?

A) No, Mitel Teamwork and Connect desktop use the same credentials. Users will not have to log in twice or learn new credentials. Logging into Connect desktop will automatically log you into Mitel Teamwork Desktop.

Q) Why is this change being made?

A) Based on customer feedback, Mitel is adding requested features to our collaboration suite, to make our customers more productive in the office and on the go. We look forward to your feedback and are confident you will enjoy the new collaboration app.

Q) What features have been deprecated in the new Teamwork messaging experience?

A) The following features have been removed within the 1810 build:

- Ad-hoc sharing from IM
- Typing indicator in Meeting chat only

Q) What has been changed in Meeting chat?

A) Due to the transition, Meeting chat will not work with older clients. If a user is on an older client, they might miss messages on meeting chat only. All other aspects of [chat](#) will work fine.

Q) Will I lose any chat data as part of this transition?

A) No, your chat history will be seamlessly migrated onto the new system.

Q) Can I turn off file sharing?

A) No, not at this time.

Q) What features I can access as part of the Teamwork application?

A) Through Mitel Teamwork, users can create virtual workspaces where they can:

- Chat with other workspaces members via @mentions or the entire team
- Share content / files that are stored and accessible from online storage
- Create and manage tasks for milestones or activities associated with the purpose of the workspace
- Start an instant meeting for other workspace members
- Conduct private 1:1 discussions

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