



Mitel Performance Analytics (MPA)

Better network performance
for business success.

February 2020

© 2020 Mitel. Proprietary and Confidential.



How To Use This Presentation

This is a complete slide deck for Mitel Performance Analytics.

This slide deck includes:

- [Introduction to Mitel Performance Analytics](#)
- [New Features: Mitel Performance Analytics R3.1](#)
- [Features: Mitel Performance Analytics](#)
- [Partners: Key Benefits](#)
- [Enterprises: Key Benefits](#)
- [Software Assurance & Supported Devices and Applications](#)
- [Customer Success Stories](#)
- [MPA Resources](#)



INTRODUCTION TO MPA



?

You've Got QUESTIONS

Do I have a voice quality problem?

What's the cause of the problem?

How can I troubleshoot and resolve problems more efficiently?

How can I get more visibility into my network?

Mitel Performance Analytics



Mitel Performance Analytics Overview



Prevent & Detect Problems

24/7 Performance Monitoring
(UC, VQ, Network, System)

Alarms & Alerting
Email, SMS, SNMP

Thresholding

Audit Logs



Troubleshoot Problems

Secure Remote Access

Testing Tools
(Ping, Traceroute, MTR)

IPT User Dashboard

UC Network Testing



Manage For Insight

Scheduled Backups & Maintenance Mode

Reports
(Performance, Inventory and Queries)

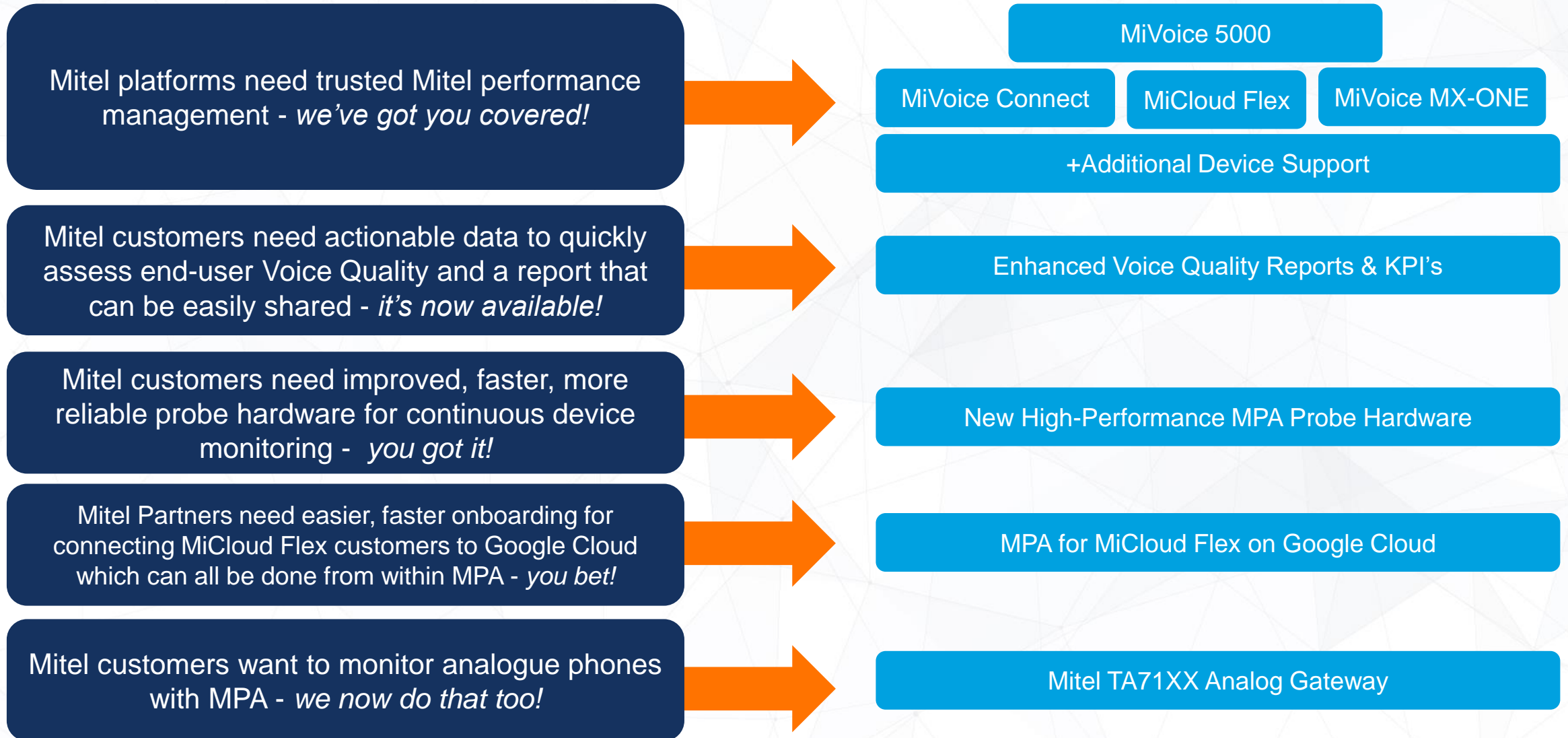
Analytics

NOC Views



WHAT'S NEW IN MPA 3.1

How MPA Enhances the Story



What's New in MPA 3.1?

FOR MORE DETAIL

Consult the 'What's New in MPA 3.1' Presentation



MiVoice 5000 Support

This release includes support for MiVoice 5000 that includes secure remote access, telephony services monitoring, voice quality, CPU, memory, disk, network monitoring & alarm management.

KPI Based Voice Quality Reports

Highly detailed reporting tool that quickly assess Voice Quality. This actionable report can be shared with IT Directors and CIO's or end customers.

MPA for MiCloud Flex on Google Cloud

Single pane of glass for provisioning, upgrades and performance monitoring.

SIP-DECT Device Monitoring

Now supported in MPA. Partners can monitor the performance and availability of the SIP DECT devices.



What's New in MPA 3.1?



Mitel TA71XX Analog Gateway

Device Monitoring and Voice Quality reporting.



Emergency 911 Alerting

Available in Mitel Performance Analytics Plus for MX-ONE.

Ingate SBC Support

Added Ingate session border controller (SBC) support for basic SNMP monitoring.

New Probe Hardware

The powerful ESPRESSOBin Board is a high-performance ARM based 64bit single board computer. It utilizes Marvell's newest Armada 3700 chipset which is a dual core SOC running up to 1.2Ghz.

Upgraded Operating System

Upgraded MPA Operating System for improved performance and a continuously supported platform.

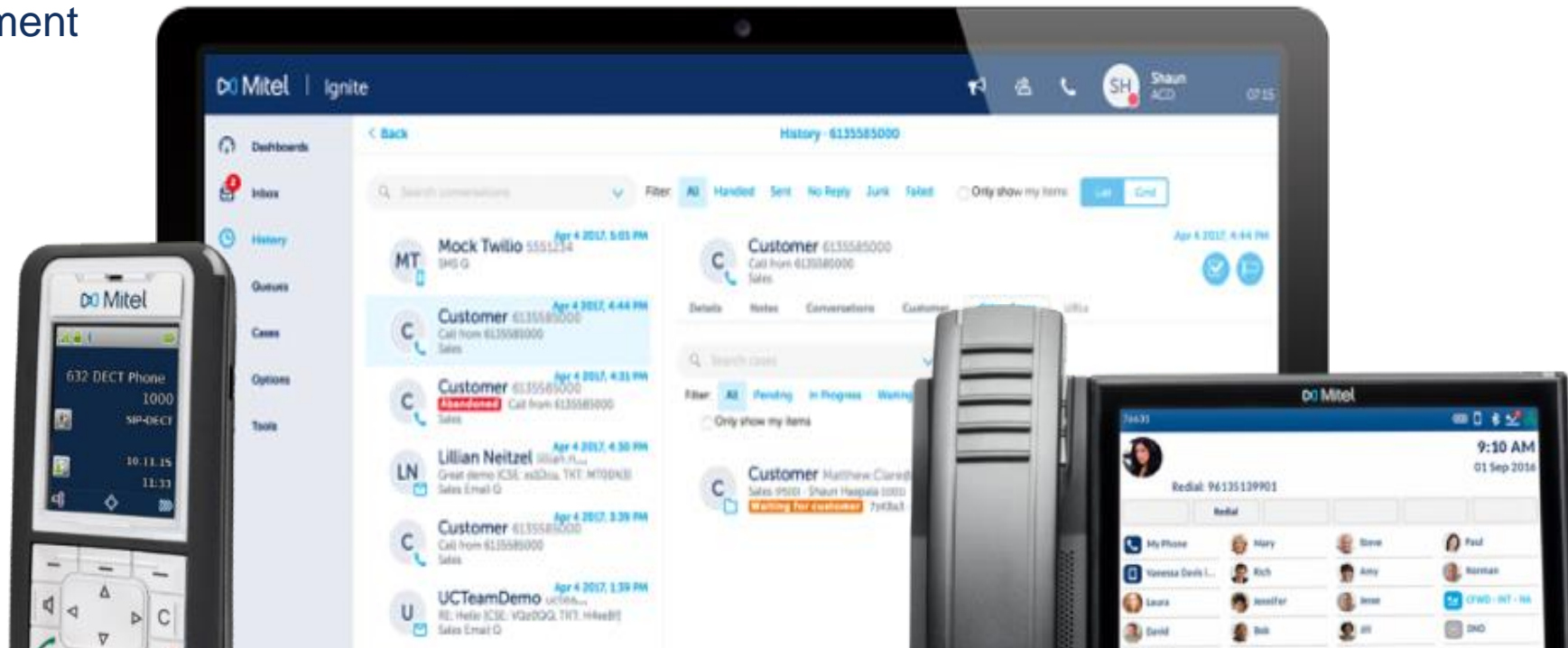


MPA for MiVoice 5000

This release includes support for MiVoice 5000.

Support includes:

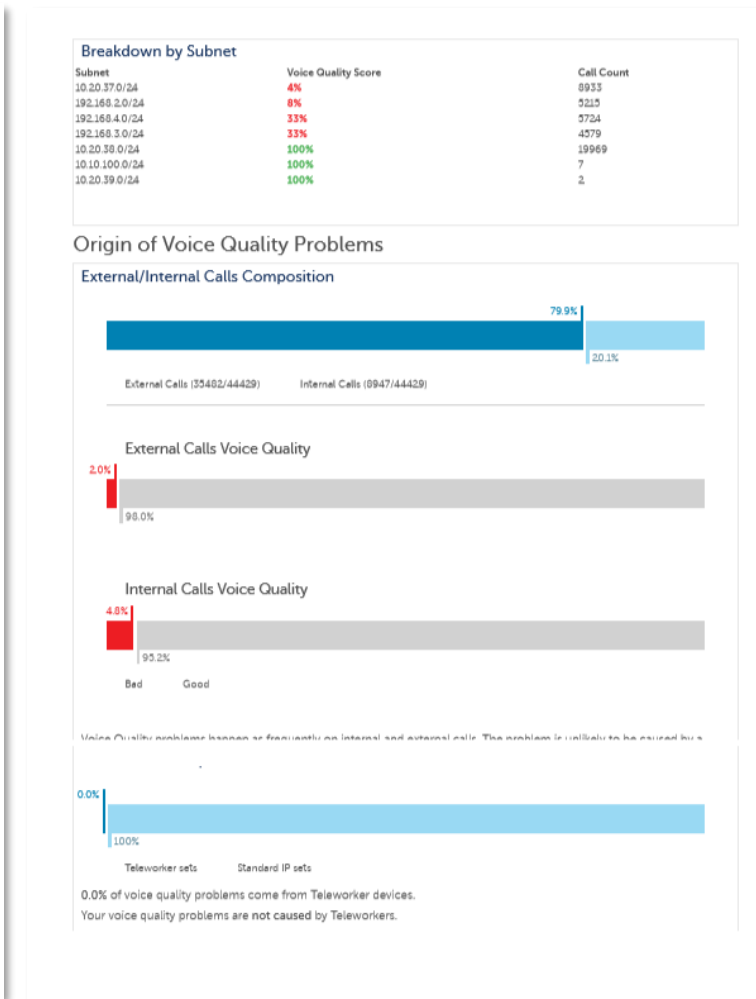
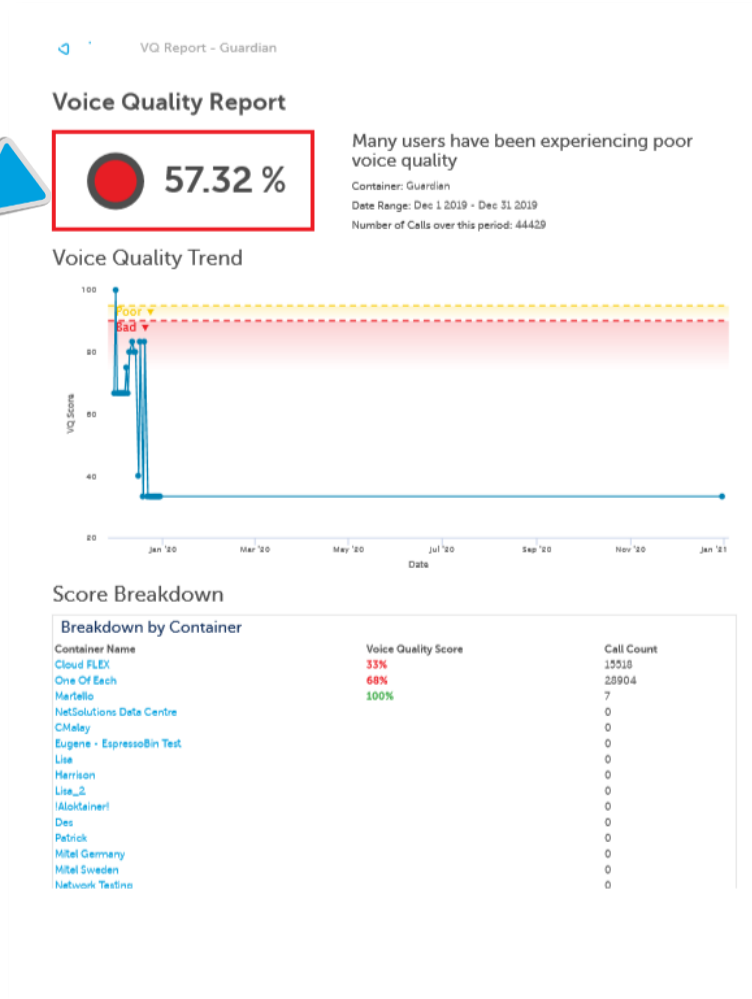
- ✓ Secure remote access
- ✓ Telephony services monitoring
- ✓ CPU memory monitoring
- ✓ Disk monitoring
- ✓ Network monitoring
- ✓ Alarm management



Improved VQ Reports – KPI Based

Mitel Performance Analytics R3.1 adds more VQ specific reports.

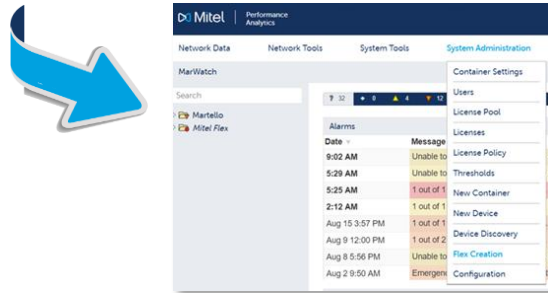
- ✓ Quickly assess customer's VQ status
- ✓ VQ trended over time
- ✓ Origin of VQ problems
- ✓ Internal & external call quality
- ✓ Quickly view general VQ Score
- ✓ Subnet VQ
- ✓ Teleworker vs On-premise handset



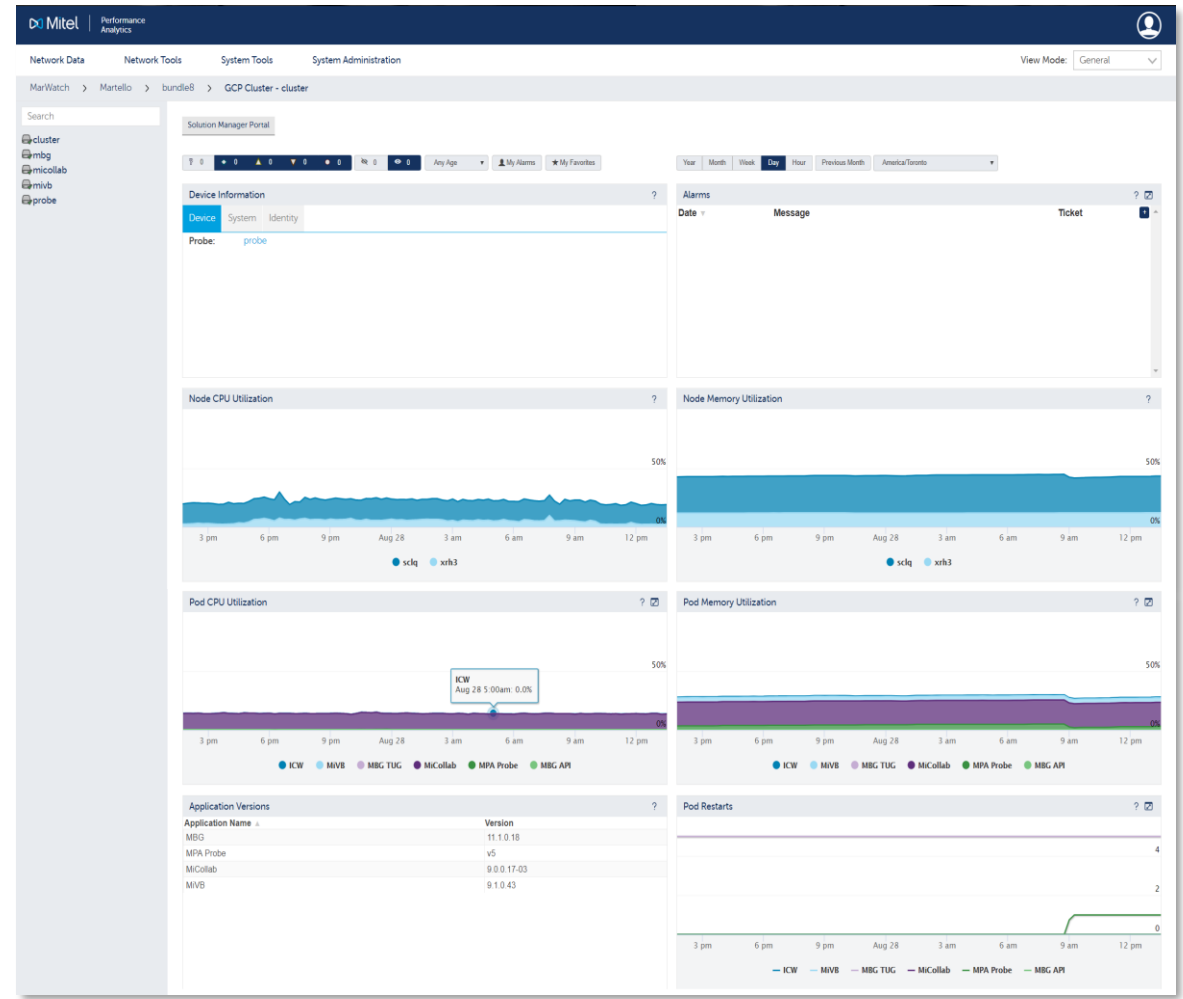
The Google Cloud Connection

Reduce deployment costs for MiCloud Flex

- Administrators can now select “Flex Creation” when they want to add a new customer in Google Cloud



- A new wizard makes the process quick & easy
- Status is shown for:
 - Node CPU Util
 - Node Memory Util
 - Pod CPU Util
 - Pod Memory Util
- MPA will create alarms and notify technicians when CPU or Memory thresholds are reached



MPA FEATURES

PERFORMANCE MONITORING

Performance Monitoring

End-to-end network performance management of Mitel and the surrounding network.

Performance

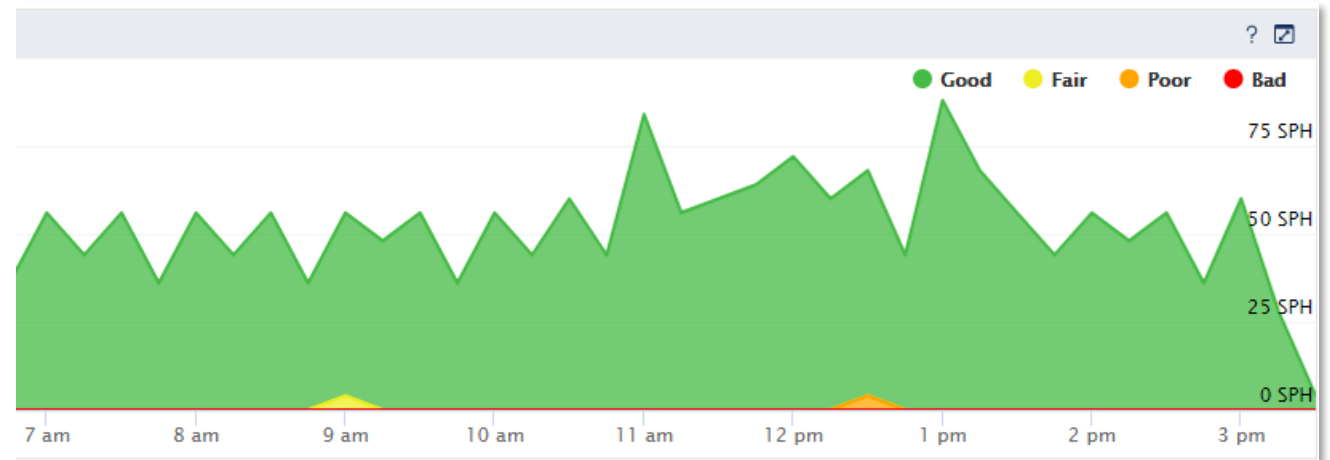
- Voice Quality
- System Performance
- Application Performance
- Network Performance

Voice Quality

- Mitel Minet IP phones (MiVoice Business)
- Mitel SIP devices (MiVoice MX-ONE)
- MBG – Teleworker and SIP trunking

UC Performance

- Digital / SIP Trunks (MiVoice Business/MBG)
- SIP Trunks (MiVoice Business/MBG)
- SIP and Legacy gateway utilization (MiVoice MX-ONE)
- Digital and SIP Routes (MiVoice MX-ONE)
- Extensions / IP Sets (MiVoice Business/MX-ONE)



Comprehensive Dashboards

STANDARD WEB BROWSERS
Internet Explorer, Chrome and Firefox.

SECURE
HTTPS/SSL

MOBILE
OPTIMIZED
iOS, Android, Tablets,
Smartphones

BRANDABLE
Logos, URL's, colours,
fonts etc...

READ ONLY
WIDESCREEN
OPTION

SEE CRITICAL DATA
Alarms filtered & matched
with a map view

DASHBOARD VIEWS
For the Reseller or End User

Mitel | Performance Analytics

Network Data | Network Tools | System Tools | System Administration

Mitel Performance Analytics Release 3.1 > USA > Demo > Martello Network

View Mode: ---

Elfiq Remote Site Probe

HQ / Data Center

HQ MiVB

HQ SD_WAN Appliance

Martello HQ Probe

MiVoice Border Gateway

VoIP

MiVB - No Elfiq

Probe - No Elfiq

Mitel Demo Probe

100

0

5

3

3

0

21

Any Age

Year

Month

Week

Day

Hour

Previous Month

America/Toronto

Date	Message	Device	Child	Grandchild	Status	Owner	Ticket
Dec 23 20...	Probe has not checked in.	Martello HQ Pr...	HQ / Data Ce...		Cleared		
Dec 23 20...	Probe has not checked in.	Martello HQ Pr...	HQ / Data Ce...				
Dec 18 20...	Probe has not checked in.	Martello HQ Pr...	HQ / Data Ce...				
Dec 18 20...	Probe has not checked in.	Martello HQ Pr...	HQ / Data Ce...				
Dec 13 20...	[MTR Test] result has at least one failure	Elfiq Remote S...	Client site 1				
Dec 2 201...	Probe has not checked in.	Martello HQ Pr...	HQ / Data Ce...		Cleared		
Dec 2 201...	Probe has not checked in.	Martello HQ Pr...	HQ / Data Ce...		Cleared		
Nov 12 20...	Probe not reporting	HQ SD_WAN	HQ / Data Ce...		Cleared		

Network Diagram

VLAN 1013

Remote Site

Test Agent

Elfiq 700

VLAN 1012

Datacenter (Martello Labs)

HQ / Data Center 10.20.30.0/24

16

Container and Device Dashboards

Container & device dashboards including:

- Alarms
- Voice Quality
- UC Performance Metrics
- Geographic map

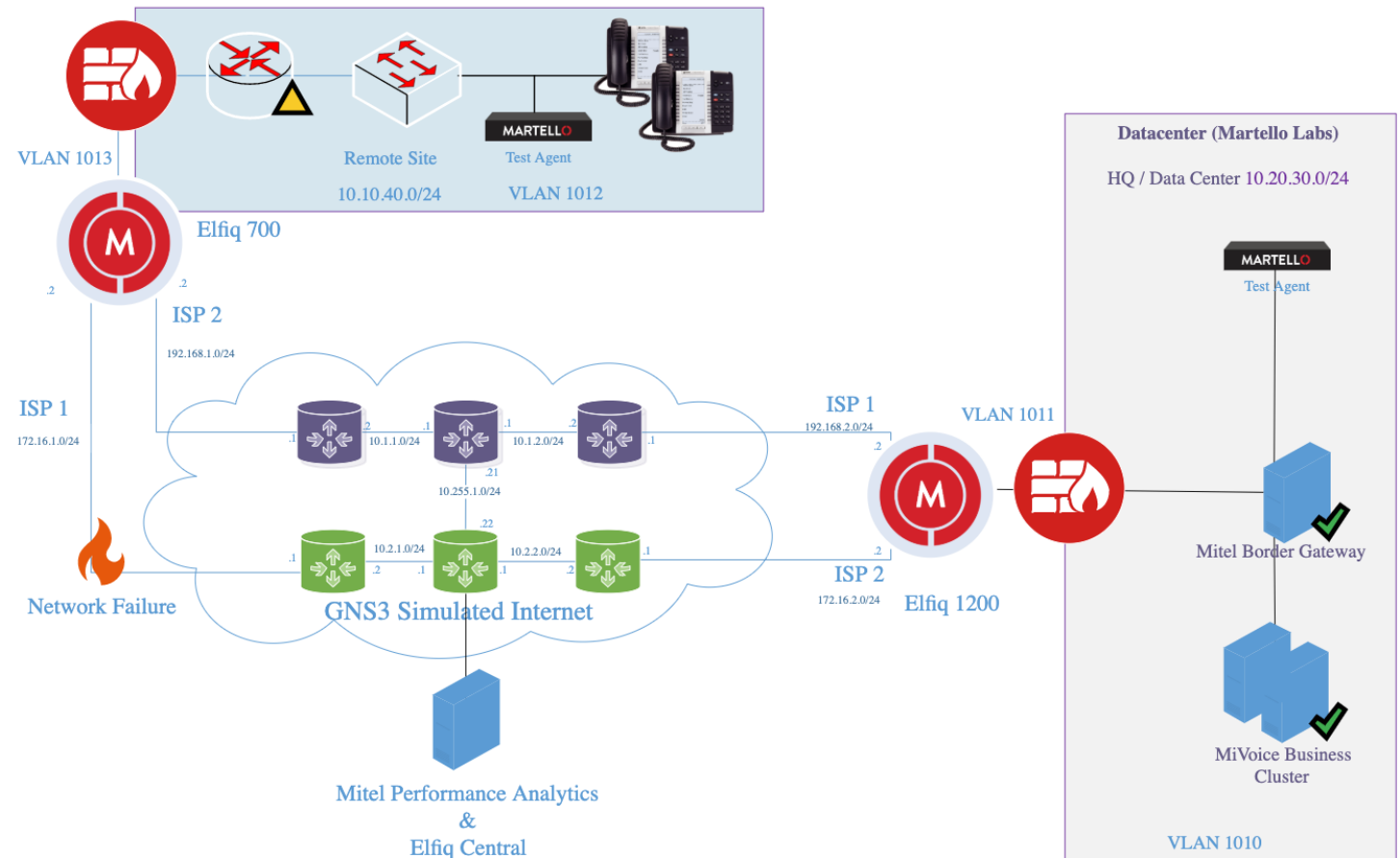


Network Diagrams

Visualize the source of a voice quality problem on a Visio network diagram uploaded by the MPA user.

Insight into:

- ✓ **Which device** is experiencing a problem.
- ✓ **What's causing** the problem:
 - Capacity
 - Misconfiguration
 - Network faults



IPT User Dashboard – MiVoice Business, MX-ONE & MiVoice Connect and MiVoice 500

Advanced
Management
Feature

View data for each user, including voice quality for each call.

User Information						
Services		Groups		Refresh		
First Name: John		Department: Sales		Email: JSmith@Cyberdyne.com		
Last Name: Smith		Location: Palo Alto		User Comment: VIP		
Extension ▲	Device Type	Service Type	Home Element	Secondary Element		
1*262	Hot Desk	Multi-device	MIVB1	MIVB2		
12*62	UC Endpoint	Multi-device	MIVB1	MIVB2		
1262	Hot Desk	Multi-device	MIVB1	MIVB2		

Voice Quality						
Directory	Start Time	Call Length	Source IP	Destination IP	Codec	Average R
1262	Mon 3:16 PM	2m 18s	10.10.100.114	10.10.100.136	G.711 (mu-Law)	92
1262	Mon 8:38 AM	43s	10.10.100.114	10.10.100.130	G.711 (mu-Law)	92
1262	Wed 12:28 PM	1s	10.10.100.114	10.10.100.124	G.711 (mu-Law)	92
1262	Jan 9 8:45 AM	19s	10.10.100.114	10.10.100.131	G.711 (mu-Law)	92
1262	Jan 6 11:30 AM	53s	10.10.100.114	204.153.97.179	G.711 (mu-Law)	92
1262	Dec 19 2019 1:06 PM	25s	10.10.100.114	204.153.97.179	G.711 (mu-Law)	92
1262	Dec 17 2019 4:30 PM	30s	10.10.100.114	10.10.100.111	G.711 (mu-Law)	92



SIP-DECT (OMM & RFP) Support

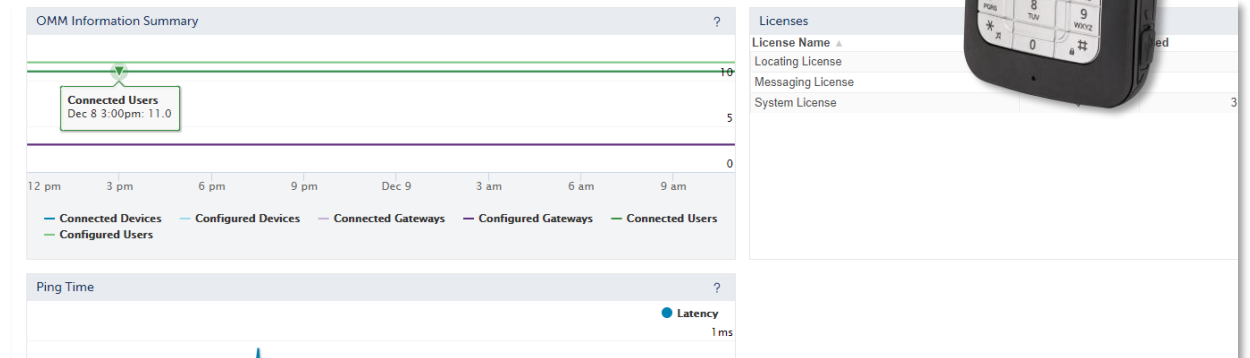
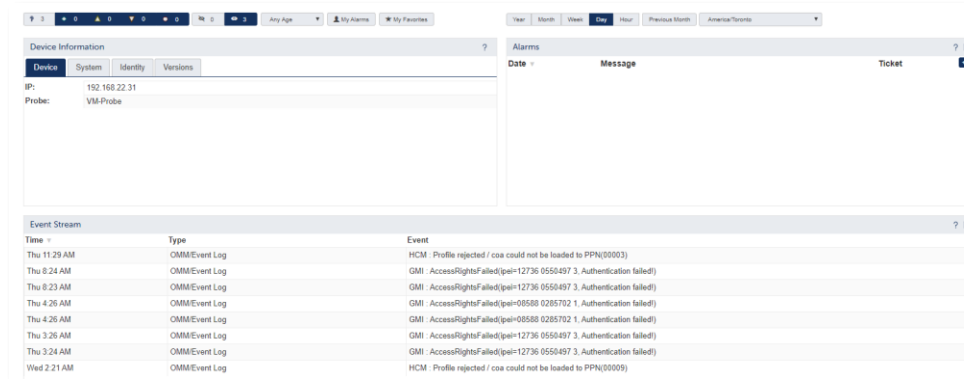
Supported in MPA. Partners can monitor the performance and availability of the SIP DECT devices

SIP-DECT OMM:

- Base monitoring (CPU, ping, memory)
- Event stream (SNMP traps)
- Licenses usage report
- Alarms
- Device information: SW version, device ID, ...
- SIP-DECT multi-OMM (interconnection of several DECT networks) is supported like any OMM, but without any specific information about OMM networks.
- Hardware, software and virtualized OMM's are supported

SIP-DECT RFP base stations:

- Base monitoring (CPU, ping, memory)
- Event stream (SNMP traps)
- Only basic device information



*The minimum supported SIP-DECT version is 7.1 SP1.

*Does not include Voice Quality

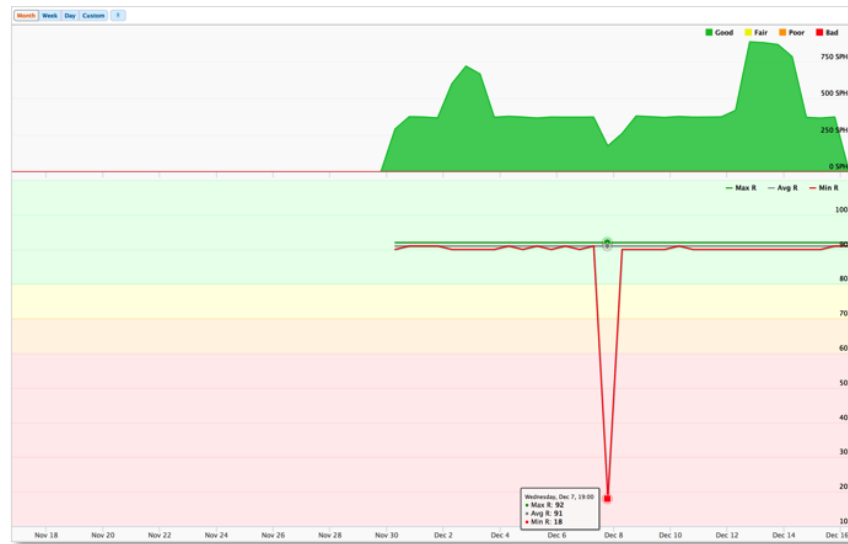
MPA FEATURES

VOICE QUALITY

Voice Quality Monitoring & Troubleshooting

Know immediately when a voice quality problem is occurring, resolve problems quickly before they affect end user

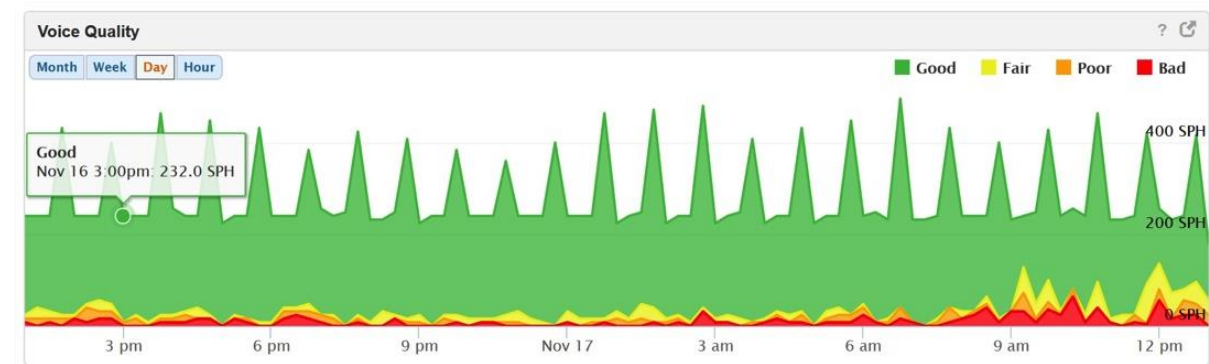
Detailed Voice Quality



Call Records

Directory #	Start Time	Call Length	Min R	Avg R	Max R	IP Source	IP Dest	Codec	Delay (ms)	Avg Jitter (ms)	Max Jitter (ms)	Packets/sec	Test
31096	Jan 10 1:01:34 AM	5s	96	96	96	10.6.1.113	10.6.1.113	G.722.1	<1ms	<1ms	<1ms	0.0%	✓
3307	Jan 10 1:04:14 AM	33s	92	92	92	10.11.20.64	10.11.20.51	G.711 (mu-Law)	2ms	<1ms	8ms	0.0%	✓
3310	Jan 10 1:04:14 AM	33s	92	92	92	10.11.20.64	10.11.20.51	G.711 (mu-Law)	<1ms	<1ms	5ms	0.0%	✓
1742	Jan 10 1:01:41 AM	40s	92	92	92	73.130.41.100	66.165.162.166	G.711 (mu-Law)	<1ms	<1ms	5ms	0.0%	✓
1742	Jan 10 1:03:36 AM	10s	92	92	92	73.130.41.100	66.165.162.166	G.711 (mu-Law)	<1ms	<1ms	<1ms	0.0%	✓
3907	Jan 10 1:03:22 AM	14s	92	92	92	172.16.1.103	172.16.1.58	G.711 (mu-Law)	<1ms	<1ms	10ms	0.0%	✓
279223	Jan 10 1:13:09 AM	10s	92	92	92	10.22.100.214	10.22.100.10	G.711 (mu-Law)	<1ms	<1ms	5ms	0.0%	✓
4021	Jan 10 1:06:27 AM	13s	92	92	92	172.16.100.35	172.16.100.4	G.711 (mu-Law)	<1ms	<1ms	<1ms	0.0%	✓
40117	Jan 10 1:07:25 AM	20s	92	92	92	10.4.2.93	10.4.0.0	G.711 (mu-Law)	<1ms	<1ms	5ms	0.0%	✓
35500	Jan 10 1:05:17 AM	22s	92	92	92	172.0.0.0	10.100.42.6	G.711 (mu-Law)	<1ms	1ms	10ms	0.0%	✓
4021	Jan 10 1:05:48 AM	31s	92	92	92	10.10.234.62	10.10.234.50	G.711 (mu-Law)	<1ms	<1ms	<1ms	0.0%	✓
4021	Jan 10 1:07:16 AM	23s	92	92	92	10.10.234.62	10.10.234.50	G.711 (mu-Law)	<1ms	<1ms	<1ms	0.0%	✓
7744	Jan 10 1:07:12 AM	4s	92	92	92	10.84.16.1	10.200.0.6	G.711 (mu-Law)	10ms	<1ms	10ms	0.0%	✓
8953	Jan 10 1:07:25 AM	1m 5s	48	48	48	10.84.16.118	10.84.16.1	G.711 (mu-Law)	10ms	5ms	71ms	3.0%	✗
7744	Jan 10 1:07:25 AM	1m 5s	92	92	92	10.84.16.1	10.4.16.118	G.711 (mu-Law)	7ms	<1ms	19ms	0.0%	✓
32901	Jan 10 1:05:03 AM	5s	96	96	96	10.6.0.54	10.6.1.105	G.722.1	<1ms	<1ms	5ms	0.0%	✓
38116	Jan 10 1:01:20 AM	6s	92	92	92	172.26.16.124	172.26.16.121	G.711 (mu-Law)	<1ms	<1ms	<1ms	0.0%	✓
38190	Jan 10 1:01:20 AM	6s	92	92	92	172.26.16.121	172.26.16.124	G.711 (mu-Law)	<1ms	<1ms	<1ms	0.0%	✓
3053	Jan 10 1:02:34 AM	10s	92	92	92	172.16.100.107	172.16.100.4	G.711 (mu-Law)	<1ms	<1ms	5ms	0.0%	✓
47913	Jan 10 1:01:29 AM	30s	96	96	96	10.4.0.145	10.4.3.31	G.722.1	<1ms	<1ms	<1ms	0.0%	✓
44208	Jan 10 1:01:29 AM	30s	96	96	96	10.4.0.145	10.4.3.31	G.722.1	<1ms	<1ms	5ms	0.0%	✓
44017	Jan 10 1:02:23 AM	10s	96	96	96	10.4.2.93	10.4.3.09	G.722.1	<1ms	<1ms	<1ms	0.0%	✓
40521	Jan 10 1:02:24 AM	10s	96	96	96	10.4.2.93	10.4.3.09	G.722.1	<1ms	<1ms	<1ms	0.0%	✓
40526	Jan 10 1:03:54 AM	7s	96	96	96	10.4.2.171	10.4.3.09	G.722.1	<1ms	<1ms	40ms	0.0%	✓
40521	Jan 10 1:03:54 AM	7s	96	96	96	10.4.2.171	10.4.3.09	G.722.1	<1ms	<1ms	<1ms	0.0%	✓
47913	Jan 10 1:01:29 AM	30s	96	96	96	10.4.2.93	10.4.3.108	G.711 (mu-Law)	10ms	<1ms	5ms	0.0%	✓

Voice Quality Panel



MPA FEATURES ANALYTICS

Alarms and Notifications

Alarm Management

- Alarms colour coded by location and severity
- Displayed on geographic map
- Reduce alarm clutter: hide, silence same type or filter alarms by severity
- Assign alarms and create/edit tickets

Alerts by email, SMS

- Alert profiles for different users, days/times of the week
- Alarms can be sent as digest, for reduced alert fatigue
- In-browser alarm notification

Alarm Types

Device Alarms – generated by monitored devices

Threshold Alarms – generated by MPA when configured threshold are exceeded (ie: voice quality)

System Alarms – generated by MPA to indicate service problem for a monitored device (ie: “iSNMP unreachable”)



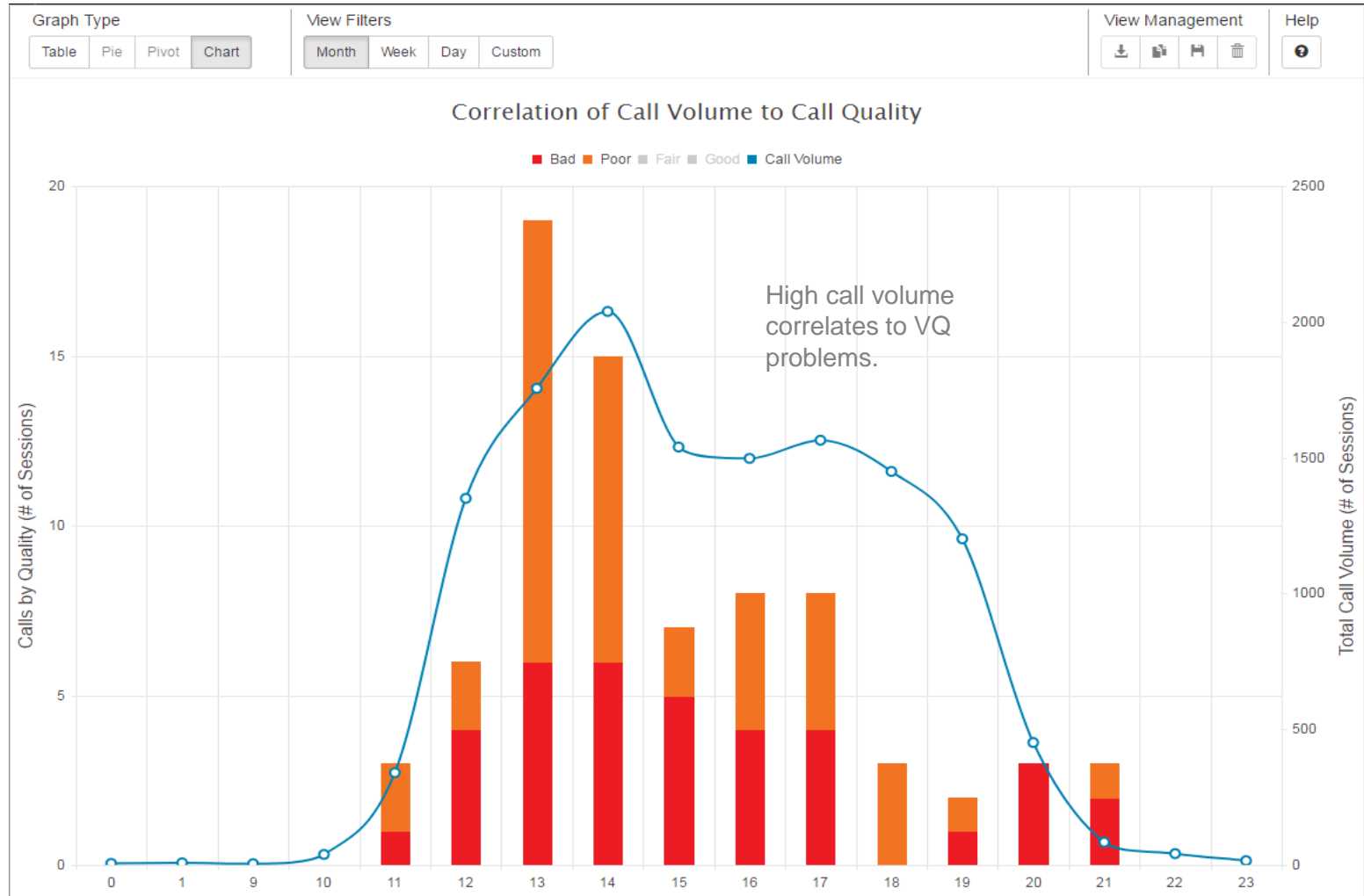
Alarms								UNIVERSAL TIME SCALE	
Date	Message	Device	Child	Grandchild	Status	Owner	Ticket		
11:24:13	'vApp license' event(s) detected	vMBG-9-14-0	VoIP Service Prov...	Adbaston	New			★	🔍 ⚙️ 🗑️
11:23:54	SNMP unreachable	MCD Dot	One Of Each		New			★	🔍 ⚙️ 🗑️
11:23:44	'vApp license' event(s) detected	vMBG-9.1.1.41	Emmanuelle Tests		Assigned	Emmanuelle ...	102	★	🔍 ⚙️ 🗑️
11:23:30	'vApp license' event(s) detected	MAS_10.0.7.72	Agatha		New			★	🔍 ⚙️ 🗑️
11:23:14	Memory Usage threshold exceeded.	MCD - Dot	Cowan	Reports	New			★	🔍 ⚙️ 🗑️
11:23:06	'vApp license' event(s) detected	MiCollab 7.2	One Of Each		New			★	🔍 ⚙️ 🗑️
11:23:02	'vApp license' event(s) detected	MASv7	Cowan	Testrail	New			★	🔍 ⚙️ 🗑️
11:22:39	Memory Usage threshold exceeded.	MCD Dot	Policy Testing	MPA-Full	New			★	🔍 ⚙️ 🗑️

Voice Quality Cause Visualization

Spot trends and identify root cause.

Detailed graphs demonstrate

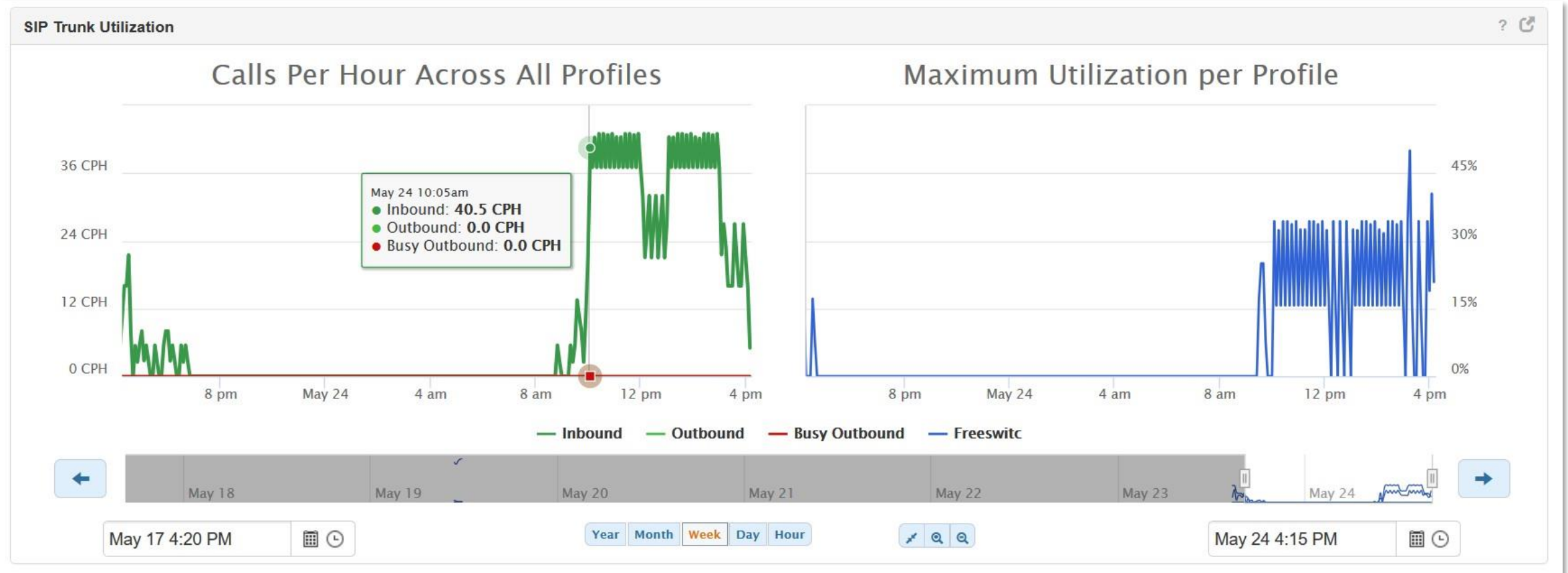
- ✓ Call Volume correlation to Call Quality
- ✓ Worst Performing Directory Numbers
- ✓ Worst Voice Quality by Device/Directory Number



SIP Trunk Utilization

Monitor traffic on SIP trunks

Know when it's time to scale or add licenses



Know when more capacity is needed for better performance and identify cost saving opportunities.

- PDF reports can be downloaded, emailed, printed or the HTML links shared.
- See underutilized and overutilized trunks on MiVoice Business
- Shows key metrics including Grade of Service (GoS)
- Offers recommendations to meet GoS targets.

Mitel | MiVoice Business - vMCD

Trunk Capacity Report

Device Name: vMCD

Date Range: Mar 2 2019 - Mar 9 2019 America/New_York

Terminology

Busy Hour

The 60 minute window when the highest call rate occurred.

The busiest hour is when the trunk groups have the most activity, and thus the highest volume of calls is likely to be dropped. Being equipped to handle the busy hour means that the rate of dropped calls can be lowered to an acceptable level at any time. This also applies in the reverse to inform you if you are overcapacity.

Grade of Service (GoS)

The percentage of outbound dropped calls over outbound attempted calls.

Knowing your present GoS is a good way to show how effective your trunk groups are configured for the load on your system. Also, given the traffic metrics reported by your device, a recommended amount of capacity can be recommended for a desired GoS. The industry standard for acceptable call loss is 1-2%.

Recommended Actions

SIP Trunks

Trunk Name	2% GoS	1% GoS
Voice4Net	Remove 18 channels	Remove 17 channels
WindOB	Remove 81 channels	Remove 80 channels
Windstrea	Remove 69 channels	Remove 68 channels
Total	Remove 90 channels	Remove 88 channels

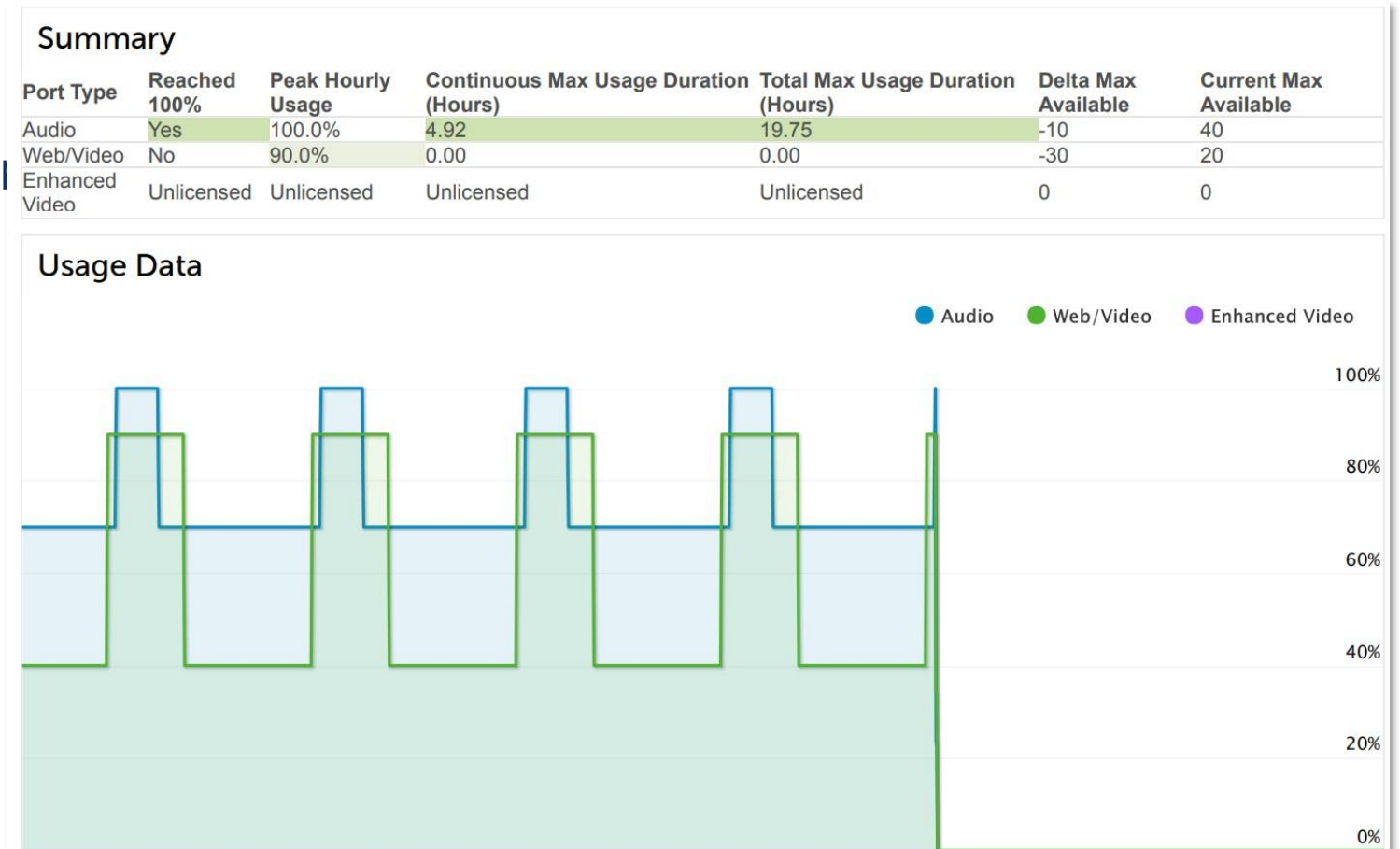


Prevent capacity problems and know when upgrades are required for audio, web and video performance.

- PDF reports can be downloaded, emailed, or

Metrics Can Include:

- Peak hourly usage
- Continuous maximum usage duration



MPA FEATURES

USABILITY

Custom Alarm Filters

Manage the alerts you receive more effectively with custom filters for severity, content or device type.

Alarm Filter Criteria

- Alarm text contains/doesn't contain specified keyword.
- Alarm has specified severity
- Alarm has specified label
- Alarm was raised about one or more selected device types.

Filter Profiles



Content Filter

☒ Text contains ☐ Text does not contain +

Filter

Emergency Filter ▼ Edit/Create Filters

Default Filters

Info or Higher

Warning or Higher

Minor or Higher ▼ & 24:00 ▼

Major or Higher

Critical or Higher ▼

Emergency Filter

User Filters

NO SMDR Download Alarms ▼ Preview and Manage Templates



Schedulable Maintenance Mode

Greater flexibility in scheduling maintenance mode eliminates headaches associated with starting and stopping maintenance mode for devices in service.

- Put groups of devices in maintenance mode when they are taken out of service for a period.
- Schedule maintenance mode period start and end.
- Flexibility to end maintenance mode before its configured or scheduled end time.
- Availability reports show maintenance windows during the period.

🕒 Device Maintenance Schedules

Maintenance Schedules	
Test Maintenance	
Schedule details - Test Maintenance	
Activation date	15-February-2018
Expiry date	15-February-2028
Frequency	Weekly on Sunday
Time zone	America/Toronto
Execution starts at	14:35
Duration	1 Hours 0 Minutes
Execution retry attempts	0
Attached devices	0

🕒 Edit Operation Schedule

Name	<input type="text" value="Test Maintenance"/>
Frequency	<input type="text" value="Weekly on Sunday"/>
Schedule time zone	<input type="text" value="America/Toronto"/>
Execution starts at	<div><div>↑</div><div>14</div><div>:</div><div>35</div><div>↓</div></div>
Schedule activation date	<input type="text" value="15-February-2018"/> 📅
Schedule expiry date	<input type="text" value="15-February-2028"/> 📅



2 Factor Authentication

Add an extra level of security to your MPA system.

- A **user** can choose to use and can set up 2FA on his/her account
- An **admin** can enforce 2FA on all users in a container

System Users

Show me users who have access to:

Found 208 out of 208 users.

Create New User

Email	First Name	Last Name	2FA	Actions
Guardian			<input type="checkbox"/> NOT ENFORCED	
a.roux@martellotech.com	Antoine	Roux		Edit Delete
ar.oux@martellotech.com	Antoine	Roux		Edit Delete
aroux@martellotech.com	Antoine	Roux		Edit Delete
asaini@martellotech.com	Ankita	Saini		Edit Delete
aswamy@martellotech.com	Alok	Swamy		Edit Delete

Flexible Alerting

Customize the content in your alert emails using templates.

Customize email alerts:

- Remove unneeded content from an alert
- Choose text or HTML format
- Create customized HTML templates and apply variables Subject and Body

Template


☐ System Default


☒ Custom Template


HPE Service Center


Preview and Manage Templates


Manage Email Templates


ADD NEW



Alok Testing
XSS
Vulnerabiliti


Emmanuel
e's new
template


Eugene's
4.14.1.9
TestCase


HPE Service Center


Preview

Major Alarm  

Mitel Performance Analytics Alert

SC_type: MPA_notification
SC_title: This is an Info level alert.
SC_assignment: AMS ServiceCenter Advanced Support Volkswagen Group
SC_category: Service Request
SC_subcategory:
SC_producttype:
SC_module:
SC_system_impact: 4
SC_affected_user: VWMPA1
SC_operator: VWMPA1



Emergency Response - MiVoice Business & MX-ONE

MPA listens for incoming Emergency Response SNMP traps from MiVoice Business and MX-ONE devices.

When a trap is received, MPA **acknowledges** the trap with the source MiVoice Business and MX-ONE **generates** a Major Emergency alarm.

The Emergency alarm includes:

- ✓ Details about the emergency call
- ✓ Extension that made the call
- ✓ Time of the call

Emergency call from 4110 to 5551213 with CESID 654321 on Thu May 04 09:36:06 EDT 2017 (A Major Alarm) on MiVoice Business GW-001

Thu, 4 May 2017 9:36:06 EDT

[MarWatch](#) > [MiVoice Business GW-001](#)

Alarm:

Time	Alarm
9:36:06 AM	Major Alarm: Emergency call from 4110 to 5551213 with CESID 654321 on Thu May 04 09:36:06 EDT 2017

Device Details:

Type: MiVoice Business
Name: GW-001
Description:

Email ER Alarm
Notification

The ER Alarm ***never expires*** and must be ***acknowledged*** by a MPA user.



Device Discovery

MPA *scans* the network and *discovers devices* speeding up the set-up process.

Ideal for large,
multi-node Mitel
networks.

Discover Devices

[Discovery Results](#)[New Discovery](#)

Discovery completed on "ovh_probe" for the network 192.168.16.0/255.255.255.0.

Scan Results

Add multiple devices ▾

Name	IP Address	Type Discovered	Probe	
mcd209	192.168.16.209	Mitel MCD ▾ ⓘ	ovh_probe	Configure and Add
mcd213	192.168.16.213	Mitel MCD ▾ ⓘ	ovh_probe	Configure and Add

Devices already in the database

Name	IP Address	Type Saved	Probe	
mcd1	ⓘ 192.168.16.139	Mitel MAS ▾ ⓘ	ovh_probe	Configure and Add again
mcd173	ⓘ 192.168.16.173	Mitel MCD ▾ ⓘ	ovh_probe	Configure and Add again
mcd177	ⓘ 192.168.16.177	Mitel MCD ▾ ⓘ	ovh_probe	Configure and Add again
mcd181	ⓘ 192.168.16.181	Mitel MCD ▾ ⓘ	ovh_probe	Configure and Add again

Create custom inventory reporting template for:

- ✓ Users
- ✓ Services
- ✓ IP Sets
- ✓ Licenses
- ✓ Active Probes
- ✓ Device Inventory
- ✓ MiVoice Licenses
- ✓ MiVoice Versions
- ✓ MiVoice & Ext. Probe Details

Device Count	Data Type Users	Graph Type Table Pie Pivot Chart	View Filters Columns	View Management Download Save Delete Help
Device Inventory			<input checked="" type="checkbox"/> Cluster	
IPT Users Inventory			<input checked="" type="checkbox"/> Department	
Inventory of Customer Devices	IPBX	Cluster	<input checked="" type="checkbox"/> First Name	Name Login Department Location
MarWatch Device Report		Default Cluster	<input checked="" type="checkbox"/> IPBX	
MiVoice Business Licenses		Default Cluster	<input checked="" type="checkbox"/> Last Name	anteEIP /root/site1
MiVoice Business Users, Services & Sets		Default Cluster	<input checked="" type="checkbox"/> Location	
Provide details for every user, service, or IP set hosted on MiVoice Business.	Mitel MCD	Martello	<input checked="" type="checkbox"/> Login	
	Mitel MCD	Martello	<input checked="" type="checkbox"/> User Comment	
MiVoice Business Versions	Courage	Triforce		
MiVoice MX-ONE Extensions	Courage	Triforce		
Probe Details		Default Cluster		leavet leavet

✓ All views can be **saved & reports downloaded** as a .csv

MPA FEATURES **TROUBLESHOOTING** **& TESTING TOOLS**



Troubleshooting Tools

Test from IP Set Inventory Monitoring – find source of issue to speed resolution.

Context-aware network tools available from device dashboard:

- Ping / Traceroute / MTR / Iftop
- DNS / Reverse DNS
- SNMP MIB browser

Remote IP set network test tools

- Media path from set

MPA Connectivity Test provides quick confirmation of device from MPA system

IP SLA – allows you to test against your trunk provider

The screenshot displays a network troubleshooting interface. At the top, there are tabs for 'Ping', 'ToS', 'Trace Route', 'MTR', 'Iftop', 'DNS Lookup', 'Stop', and 'Clear'. Below these, a terminal window shows the output of a ping command to 10.20.30.20, displaying 10 successful pings with varying times. Below the terminal, there are two log tables. The first table, titled 'Maintenance Logs', shows a list of events with columns for Date, Time, Module, Source, and Description. The second table, titled 'Software Logs', shows a list of events with columns for Date, Time, Module, Source, File Name and Line Number, and Description.

Date	Time	Module	Source	Description
2020/Jan/21	14:41:19	Main	EntryBlock	EntryBlock - Disable Block State Backup in progress with Mask 0x8
2020/Jan/21	14:41:19	Main	BRManager	createBackupTask - Clearing backup alarms.
2020/Jan/21	14:41:19	Main	BRManager	BR_Manager - DB Backup - completed successfully. Client will initiate HTTP transfer by saving file on Local Machine.
2020/Jan/21	14:40:01	Main	MLDatabase	checkIntegrity() - Database integrity check passed with success
2020/Jan/21	14:40:01	Main	MLDatabase	checkIntegrity() - Performing database integrity check
2020/Jan/21	14:40:01	Main	EntryBlock	EntryBlock - Enable Block State Backup in progress with Mask 0x8
2020/Jan/20	14:53:21	Main	EntryBlock	EntryBlock - Disable Block State Backup in progress with Mask 0x8
2020/Jan/20	14:53:21	Main	BRManager	createBackupTask - Clearing backup alarms.
2020/Jan/20	14:53:21	Main	BRManager	BR_Manager - DB Backup - completed successfully. Client will initiate HTTP transfer by saving file on Local Machine.
2020/Jan/20	14:52:03	Main	MLDatabase	checkIntegrity() - Database integrity check passed with success

Date	Time	Module	Source	File Name and Line Number	Description
2019/Dec/24	15:42:01	Main	MIMC_ICP	MIMC_ICP.cpp:1239	FetchResults->Invalid commandExecutionId 0 , aborting. It's probably from a previous ManagementLayer task.
2019/Dec/24	15:42:01	Main	MIXML MC	MIMCSOAP.cpp:622	ValidateMIMCPermissions()->Permission denied for operation <MC_> by session <1383293>
2019/Dec/24	15:30:01	CC	CC-Soft	traform.cc:82	TRAFORM: Traffic report for period 62 of session 6 completed.
2020/Jan/21	15:30:01	CC	CC-Soft	traform.cc:79	TRAFORM: Traffic report for period 62 of session 6 begins.
2020/Jan/21	15:15:00	CC	CC-Soft	traform.cc:82	TRAFORM: Traffic report for period 61 of session 6 completed.
2020/Jan/21	15:15:00	CC	CC-Soft	traform.cc:79	TRAFORM: Traffic report for period 61 of session 6 begins.
2020/Jan/21	15:00:01	CC	CC-Soft	traform.cc:82	TRAFORM: Traffic report for period 60 of session 6 completed.
2020/Jan/21	15:00:01	CC	CC-Soft	traform.cc:79	TRAFORM: Traffic report for period 60 of session 6 begins.
2020/Jan/21	14:45:00	CC	CC-Soft	traform.cc:82	TRAFORM: Traffic report for period 59 of session 6 completed.
2020/Jan/21	14:45:00	CC	CC-Soft	traform.cc:79	TRAFORM: Traffic report for period 59 of session 6 begins.
2020/Jan/21	14:30:01	CC	CC-Soft	traform.cc:82	TRAFORM: Traffic report for period 58 of session 6 completed.
2020/Jan/21	14:30:01	CC	CC-Soft	traform.cc:79	TRAFORM: Traffic report for period 58 of session 6 begins.
2020/Jan/21	14:15:00	CC	CC-Soft	traform.cc:82	TRAFORM: Traffic report for period 57 of session 6 completed.
2020/Jan/21	14:15:00	CC	CC-Soft	traform.cc:79	TRAFORM: Traffic report for period 57 of session 6 begins.
2020/Jan/21	14:00:01	CC	CC-Soft	traform.cc:82	TRAFORM: Traffic report for period 56 of session 6 completed.
2020/Jan/21	14:00:01	CC	CC-Soft	traform.cc:79	TRAFORM: Traffic report for period 56 of session 6 begins.
2020/Jan/21	13:45:00	CC	CC-Soft	traform.cc:82	TRAFORM: Traffic report for period 55 of session 6 completed.
2020/Jan/21	13:45:00	CC	CC-Soft	traform.cc:79	TRAFORM: Traffic report for period 55 of session 6 begins.

Advanced UC Network Testing

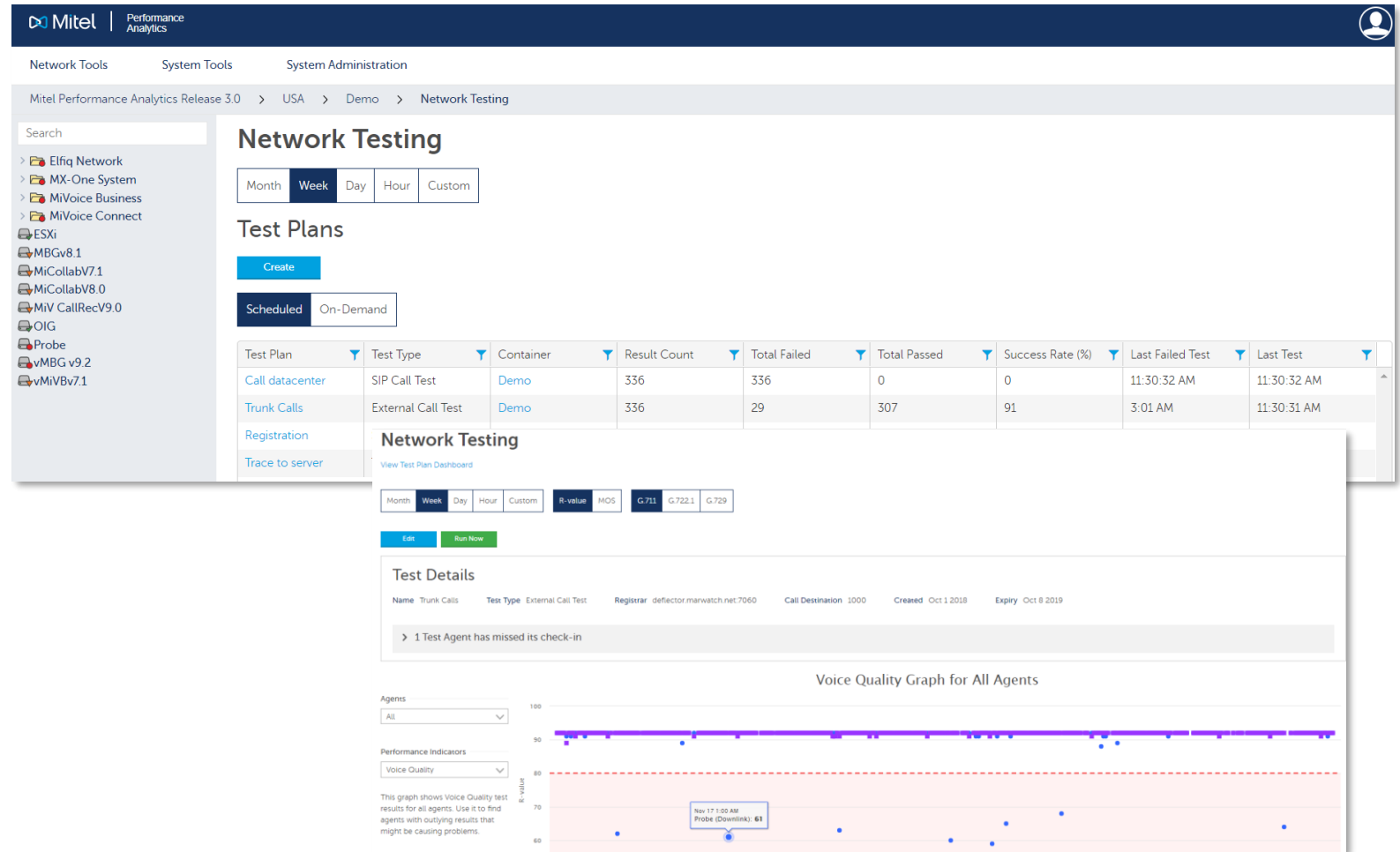
Run scheduled and on-demand synthetic call tests to quickly pinpoint performance problems with diagnostic tools customized to voice and video.

Supported Tests:

- **SIP call** test between 2 agents.
- **SIP registration** test from an agent to a SIP Registrar.
- **MTR** test from an agent to a host
- **External Call Test** from an agent to an outside source

Supported agents:

- ✓Vmware probe
- ✓SheevaPlug
- ✓ESPRESSObin



Remote Access

Access remote devices from anywhere for more efficient troubleshooting.

- No VPN required
- Connect to multiple customer network devices at once
- Single click access to monitored devices
- Integrated web-proxy server for efficient remote access to MiVoice Business ESM interface

Secure

- Authenticated & encrypted with SSL, SSH & HTTPS
- Remote access sessions are tracked in the Audit Logs
- Single sign-on (SSO) to MiVoice Business via ESM and shared SSO without credentials.



Port Forwards						
Local_81_VQ		HTTPS		Create		
Created	Application	Server Port	Remote Host	Remote Port	Link	Close
3:39:36 PM	SSH Secure Shell	50034	OIG	22		Close
3:39:43 PM	HTTPS	50035	MiCollabV7.1	443	Open	Close
3:39:52 PM	RDP	50036	ESXi	3389		Close
3:40:02 PM	HTTPS	50037	MIVC HQ	443	Open	Close
3:40:12 PM	HTTPS	50038	Lim 1 (Master)	443	Open	Close
3:40:27 PM	HTTPS	50039	Local_81_VQ	443	Open	Close

Reports and Quick Queries

Reports demonstrate network performance & improve planning.

Reports

- Performance & availability of devices over reporting period
- Customizable message and logo space

Reports by container or by device

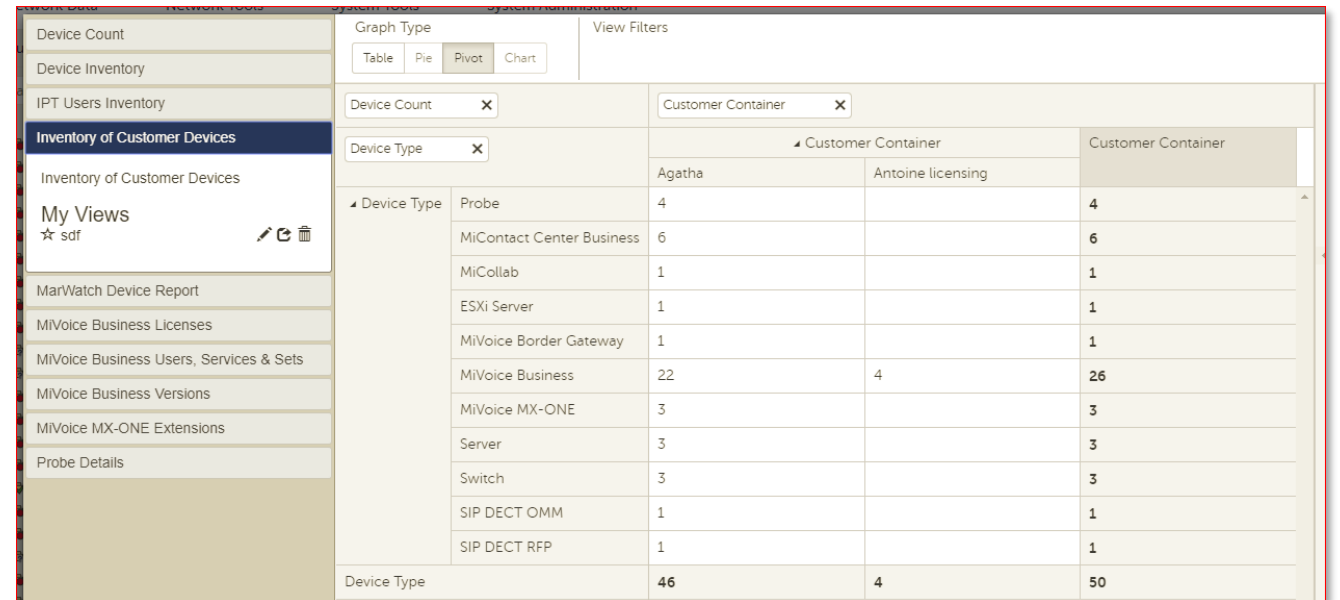
- PDF format, via email
- Monthly, weekly or on-demand

Quick Queries

- Retrieve key data, delivered in .csv format
- Optional pie chart and pivot table display

Reports & Quick Queries can be:

- ✓ Scheduled
- ✓ Previewed
- ✓ Retained
- ✓ Sent via email



The screenshot displays a web-based interface for network management. On the left is a sidebar menu with options like 'Device Count', 'Device Inventory', 'IPT Users Inventory', and 'Inventory of Customer Devices' (which is selected). The main area shows a pivot table titled 'Inventory of Customer Devices'. At the top, there are filters for 'Device Count' and 'Device Type' (set to 'Probe'). The table has columns for 'Customer Container' (Agatha, Antoine licensing) and a final column for totals. The data rows list various device types and their counts across the containers.

		Customer Container		
		Agatha	Antoine licensing	
Device Type	Probe	4		4
	MiContact Center Business	6		6
	MiCollab	1		1
	ESXi Server	1		1
	MiVoice Border Gateway	1		1
	MiVoice Business	22	4	26
	MiVoice MX-ONE	3		3
	Server	3		3
	Switch	3		3
	SIP DECT OMM	1		1
	SIP DECT RFP	1		1
Device Type		46	4	50

Quick Queries

Inventory

Container Device Inventory

Summary of all devices and licenses in a container.

Device Count

Device Inventory

IPT Users Inventory

Inventory of Customer Devices

MiContact Center Licenses

MiVoice 5000 Extensions

MiVoice 5000 Licenses

MiVoice Business Licenses

MiVoice Business Users, Services & Sets

MiVoice Business Versions

MiVoice Connect HQ Server Extensions

MiVoice MX-ONE Extensions

Probe Details

Alarm

Alarm Export

Returns all alarms inside this container for the selected time period.

My Views

☆ AS view

☆ Creating a View/ Trai...

All Device Availability

Child Device Availability

Container Alert Profiles

Critical Alarms by Day

Critical Alarms by Device Type

Top 10 Critical Customers

Top 10 Critical Devices

License

Device & Container License Expiry

List of devices and containers whose licenses have expired or will expire within 90 days.

Device & Container License Status

Device & Container License Violations

Device & Container License Violations By Customer

Installed Licenses

License Expiry

Audit Log

Active and Inactive Users

Active users have logged in within 30 days.

Audit Log

Threshold

Container Thresholds

Thresholds applied to devices in this container

Voice Quality

Voice Quality by Hour of Day

Voice Quality metrics for hours of the day

Shared Views

☆ Call Chart

Worst Performing DN's (#)

Worst Performing DN's (%)

Worst Performing Devices (%)



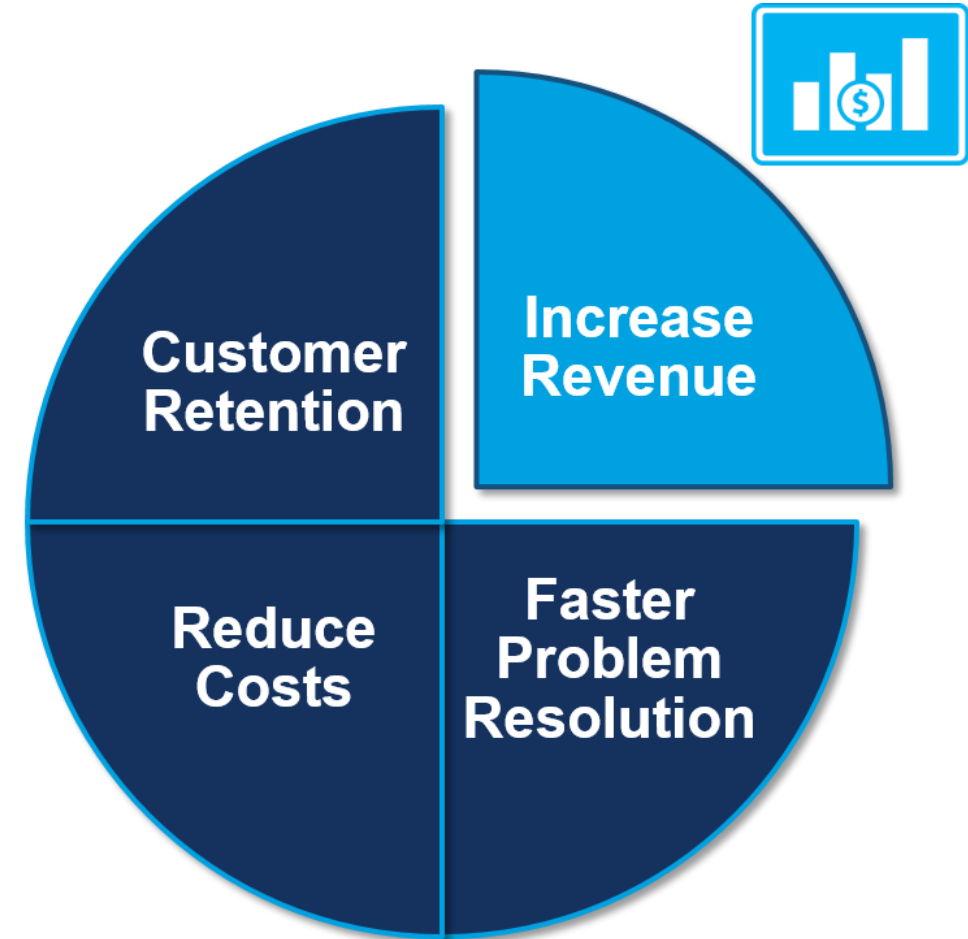
Mitel Performance Analytics



**KEY BENEFITS
FOR PARTNERS**

Increase Revenue

- ✓ Establish recurring revenue stream for proactive site qualification, synthetic call testing, monitoring & support – value added subscription service with each sale.
- ✓ Upsell Enhanced Service Level Agreements (SLA) to customers, or value added service components such as SLA Reports.
- ✓ Increase contract renewal rates.



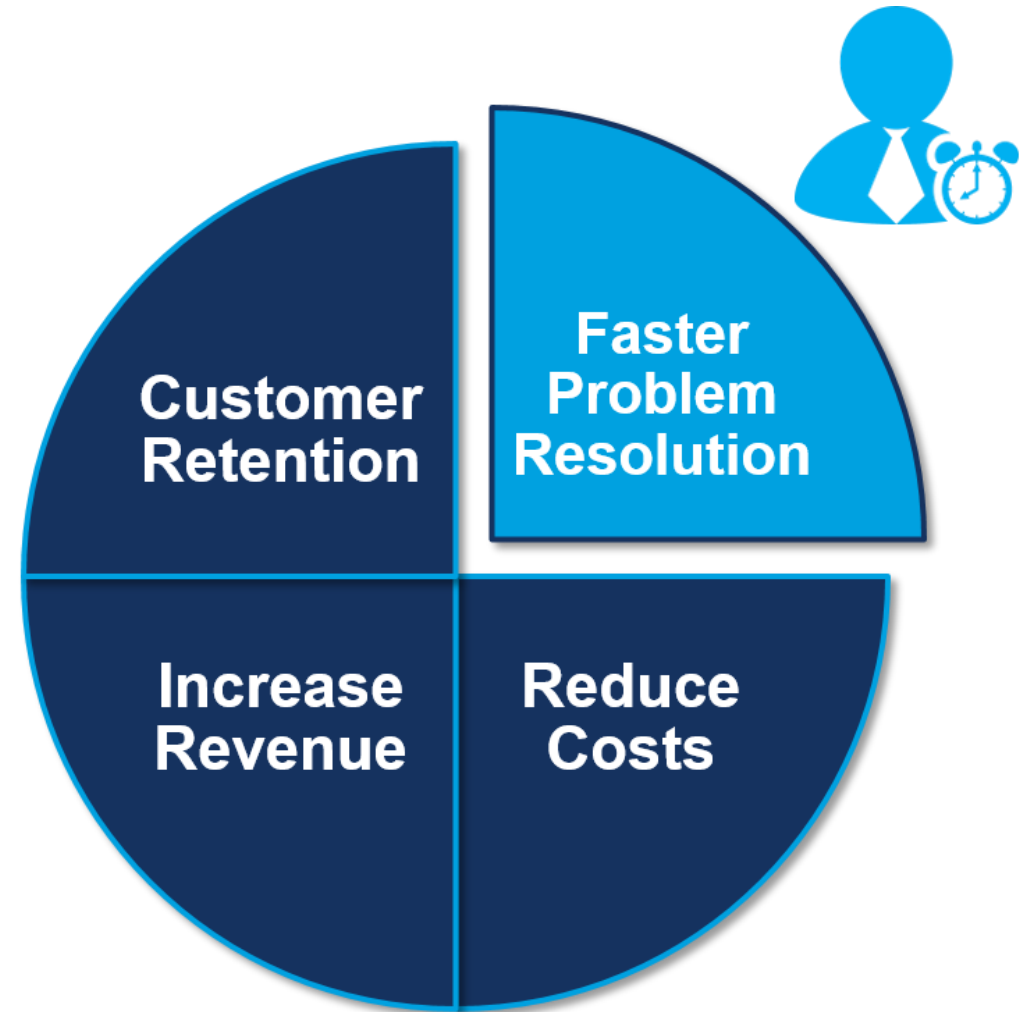
Reduce Costs

- ✓ Access devices in customer networks from any location for troubleshooting or maintenance – avoiding the cost of onsite support visits.
- ✓ Consolidate management tools in one comprehensive offering.
- ✓ Avoid losses associated with downtime.
- ✓ Easy to deploy and manage in the cloud.
- ✓ Avoid costs of unnecessary capacity expansion with trunk utilization data.



Faster Problem Resolution

- ✓ Consistently high service quality and less downtime results in satisfied users and higher adoption rates.
- ✓ Resolution of problem by 1st level support increases user satisfaction.
- ✓ Early detection means problems can be resolved before the user is impacted.
- ✓ Reports demonstrate network performance and help with forecasting, planning & load balancing.



Customer Retention

- ✓ Consistently high service quality and less downtime results in satisfied users and higher adoption rates.
- ✓ Resolution of problem by 1st level support increases user satisfaction.
- ✓ Early detection means problems can be resolved before the user is impacted.
- ✓ Reports demonstrate network performance and help with forecasting, planning & load balancing.



Mitel Performance Analytics Partner Enablement Kit



The image shows a woman in a light blue shirt pointing at a computer monitor. The monitor displays the Mitel Performance Analytics Partner Enablement Kit interface. The interface has a sidebar with 'Network Testing' and 'Test Agents' sections. The 'Network Testing' section shows a table of test plans, and the 'Test Agents' section shows a table of test agents. The background shows a bright office with large windows and other people.

Test Plan	Test Plan ID	Test Plan Name	Test Plan Description	Test Plan Status	Test Plan Created	Test Plan Last Modified	Test Plan Owner	Test Plan Category	Test Plan Sub-category
Test Plan 1	TP001	Test Plan 1	Test Plan 1 Description	Active	2023-01-01	2023-01-01	John Doe	Network	Test Plan 1
Test Plan 2	TP002	Test Plan 2	Test Plan 2 Description	Active	2023-01-01	2023-01-01	John Doe	Network	Test Plan 2
Test Plan 3	TP003	Test Plan 3	Test Plan 3 Description	Active	2023-01-01	2023-01-01	John Doe	Network	Test Plan 3
Test Plan 4	TP004	Test Plan 4	Test Plan 4 Description	Active	2023-01-01	2023-01-01	John Doe	Network	Test Plan 4
Test Plan 5	TP005	Test Plan 5	Test Plan 5 Description	Active	2023-01-01	2023-01-01	John Doe	Network	Test Plan 5

Test Agent	Test Agent ID	Test Agent Name	Test Agent Description	Test Agent Status	Test Agent Created	Test Agent Last Modified	Test Agent Owner	Test Agent Category	Test Agent Sub-category
Test Agent 1	TA001	Test Agent 1	Test Agent 1 Description	Active	2023-01-01	2023-01-01	John Doe	Network	Test Agent 1
Test Agent 2	TA002	Test Agent 2	Test Agent 2 Description	Active	2023-01-01	2023-01-01	John Doe	Network	Test Agent 2
Test Agent 3	TA003	Test Agent 3	Test Agent 3 Description	Active	2023-01-01	2023-01-01	John Doe	Network	Test Agent 3
Test Agent 4	TA004	Test Agent 4	Test Agent 4 Description	Active	2023-01-01	2023-01-01	John Doe	Network	Test Agent 4
Test Agent 5	TA005	Test Agent 5	Test Agent 5 Description	Active	2023-01-01	2023-01-01	John Doe	Network	Test Agent 5

SIGN UP TODAY

<https://martellotech.com/mpa-partner-enablement-kit/>



Mitel Performance Analytics



KEY BENEFITS FOR ENTERPRISE

Faster Problem Detection & Resolution

- ✓ Around the clock monitoring of voice quality and other performance metrics
- ✓ Monitoring of both Mitel and multi-vendor systems gives full visibility
- ✓ Alerts ensure the right person receives actionable data at the right time
- ✓ Prevent problems with insight from agent-based synthetic call testing and site qualification
- ✓ Secure remote access to devices and active testing tools simplify troubleshooting



User Satisfaction

- ✓ Consistently high service quality and less downtime results in satisfied users and higher adoption rates
- ✓ Resolution of problem by 1st level support increases user satisfaction
- ✓ Early detection means problems can be resolved before the user is impacted
- ✓ Reports demonstrate network performance and help with forecasting, planning & load balancing



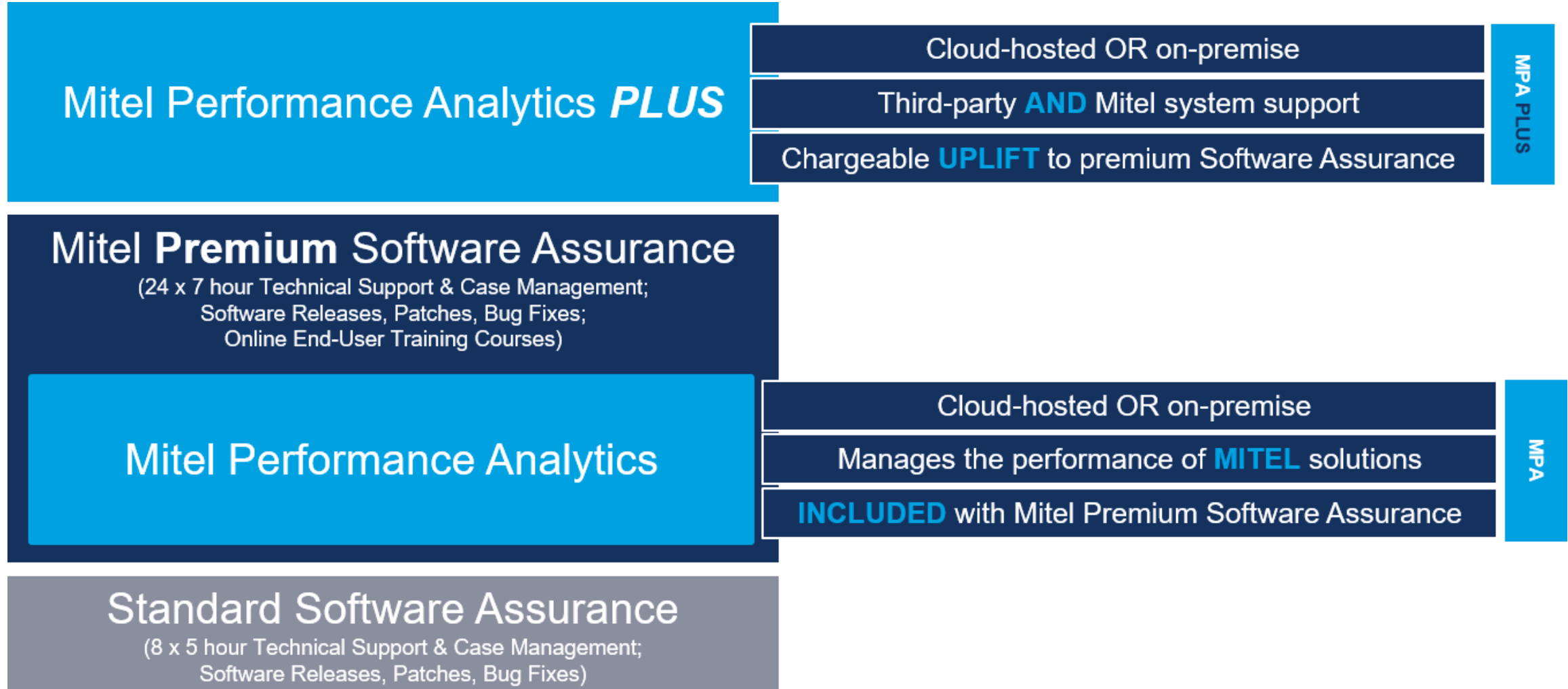
Reduce Costs

- ✓ Access devices in any location for troubleshooting or maintenance – avoiding the cost of onsite support visits
- ✓ Avoid losses associated with downtime
- ✓ Consolidate UC and network performance management tools in one comprehensive offering
- ✓ Improve capacity planning with trunk and MiCollab AWW port utilization data
- ✓ Easy to deploy, cloud or on-premise options



SOFTWARE ASSURANCE & SUPPORTED DEVICES AND APPLICATION

Mitel Premium Software Assurance and MPA Service Tiers



Features by MPA Tier

Capability	MPA	MPA Plus
Deployment Options	Cloud or Premise	Cloud or Premise
Device Support	Mitel	Mitel + Third-Party
Trunk/Route/Gateway Utilization	✓	✓
Remote Access/Single Sign-On	✓	✓
Basic Test Tools	✓	✓
Advanced UC Network Testing	✗	✓
Alarms & Alerts	✓	✓
Reporting & Analytics	✓	✓
Backups	✗	✓
Group Operations Scheduler	✗	✓
IPT User Dashboard	✗	✓
Inventory Reports (users, sets, services)	✗	✓
Analytics - Capacity and Utilization Reports	✗	✓
Advanced User Operations (moves, deletes)	✗	✓
Set Inventory and Extension/Terminal Registration	✗	✓



Supported Mitel Devices & Applications

	Supported	How to Buy
MiVoice Business (+ MiVoice Business Multi Instance)	✓ Add 5000	Premium Software Assurance & MPA PLUS
MiVoice MX-ONE	✓	Premium Software Assurance
MiCollab	✓	Premium Software Assurance
MiVoice Border Gateway	✓	Premium Software Assurance & MPA PLUS
MX-ONE Application Servers (MiCollab Advanced Messaging, CMG, InAttend, ACS Media Server)	✓	Premium Software Assurance & MPA PLUS
MiVoice Office 250	✓	Premium Software Assurance
MiContact Center (Business & Enterprise)	✓	Premium Software Assurance
MiContact Center (Office)	✓	Premium Software Assurance
MiVoice Call Recording	✓	Premium Software Assurance
SIP DECT (OMM and RFP)	✓	Premium Software Assurance
MiVoice Connect	✓	Premium Software Assurance & MPA PLUS

MPA Plus is available on MX-ONE too.

Neither Premium SWA nor MPA Plus are offered for these apps

How to Buy – Part number

MiVoice Connect: no Premium SWA; Partner Support or Enterprise Support



Supported Mitel Devices & Applications

	Supported	How to Buy
MiVoice Business (+ MiVoice Business Multi Instance)	✓	Premium Software Assurance & MPA PLUS
MiVoice 5000		Premium Software Assurance & MPA PLUS
MiVoice MX-ONE	✓	Premium Software Assurance & MPA PLUS
MiCollab	✓	Premium Software Assurance
MiVoice Border Gateway	✓	Premium Software Assurance & MPA PLUS
MX-ONE Application Servers (MiCollab Advanced Messaging)	✓	Premium Software Assurance & MPA PLUS
MiVoice Office 250	✓	Premium Software Assurance
MiContact Center (Business & Enterprise)	✓	Premium Software Assurance
MiContact Center (Office)	✓	Premium Software Assurance
MiVoice Call Recording	✓	Premium Software Assurance
SIP DECT (OMM and RFP)	✓	Premium Software Assurance
MiVoice Connect	✓	MPA PLUS



Third-Party Device Support

Third-party device support is **ONLY** available with the MPA Plus Service Tier.



SERVERS

Windows, Linux



ROUTERS

Cisco, Adtran, InGate
SBC



SWITCHES

Managed ethernet
switches

Configurable support
for ANY SNMP
device.



- Uninterruptible Power Supplies (UPS)
- Red Box Call Recorder
- Innovation InnLine
- PathSolutions



MPA Features by Platform 2020

Feature	SWAS Tier	Channel/VAR On-Premise/Coud					Service Provider - Cloud	
		Mitel Platform					MiCloud Flex	MiCloud Connect
8x5 Technical Support	Standard	Y	Y	Y	Y	Y	Y	N
24/7 Technical Support	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
MiVoice Business and MX-ONE - On Line Training	Premium	Y	Y	N	N	N	Y	N
Device Information	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Server Performance Metrics	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Reachability	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Device Alarms	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Performance Threshold Alarms	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
MPA System Licensing IDs	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Licences Used/Available - Mitel Systems	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Voice Quality Monitoring - Basic Troubleshooting	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Digital and SIP Trunk Utilisation	Premium	Y	Y	Y	Y	N	Y	N
Single-click Remote Access	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
On-premises or Cloud deployment option	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Inventory Reporting	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Emergency Response Alarms	Plus	Y	N	N	N	N	N	N
SD-WAN Link Monitoring	Plus	Y	Y	Y	Y	Y	Y	N
Advanced VQ Reports	Plus	Y	Y	Y	Y	N	Y	N
User /Set / Service Inventory	Plus	Y	Y	Y	Y	MPA 3.1	Y	N
IPT User Dashboard	Plus	Y	Y	Y	Y	MPA 3.1	Y	N
Trunk Traffic Analytics - Recomendations	Plus	Y	Y	Y	Y	N	Y	N
MBG VQ Reports/ SIP Trunk VQ Reports	Plus	Y	N	N	N	MPA 3.1	N	N
Scheduled Device Group Operations	Plus	Y	Y	Y	Y	N/A	Y	N
SMDR record collection	Plus	Y	N	N	N	N	N	N
System backup, local or cloud storage	Plus	Y	Y	Y	Y	MPA 3.1	Y	N
Advanced Users Operations (MIVB cluster user management)	Plus	Y	N/A	N/A	N/A	N/A	N/A	N/A
Advanced UC Network Testing	Plus	Y	Y	Y	Y	MPA 3.1	Y	N



MPA Features by Platform 2020

Feature	SWAS Tier	Channel/VAR On-Premise/Cloud					Service Provider - Cloud	
		Mitel Platform					MiCloud Flex	MiCloud Connect
		MiVoice Business	MiVoice MX-ONE	MiVoice Connect	Mitel 250	Mitel 5000		
Platform -NON Dependant Device Support	Plus	Y	Y	Y	Y	Y	Y	Y
Third Party Device Support - SNMP Devices	Plus	Y	Y	Y	Y	Y	Y	Y
UPS	Plus	Y	Y	Y	Y	Y	Y	Y
Red Box Call Recording	Plus	Y	Y	Y	Y	Y	Y	Y
Innovation InnLine - Hospitality VM	Plus	Y	Y	Y	Y	Y	Y	Y
PathSolutions	Plus	Y	Y	Y	Y	Y	Y	Y
Windows Servers	Plus	Y	Y	Y	Y	Y	Y	Y
IP Switches-Routers	Plus	Y	Y	Y	Y	Y	Y	Y
ASC Call Recording	Plus	Y	Y	Y	Y	Y	Y	Y



CASE STUDY

Carleton University

“A failure of the MiContact Center server, particularly during the critical registration period, can mean losses for the university – so the Mitel Performance Analytics monitoring gives us confidence that we can avoid downtime.”

Problem

Needed a solution to manage and monitor communication systems during busy times.

Solution

MPA delivers 24/7 performance and availability monitoring, real-time alerts via email or SMS and secure remote access to a host of devices.



CASE STUDY

Firmdale Hotels

“Hospitality is a 24/7 business, and Martello’s software-as-a-service has been keeping Firmdale ahead of UC network performance problems for more than four years, improving our guest experience. Mitel is always improving and augmenting its offering, solving more of our network performance challenges from a single pane of glass.”

Problem

With a complex network of devices & applications, Firmdale wanted greater control over their network.

Solution

With Mitel Performance Analytics Firmdale can manage devices in all of its locations from a single pane of glass.



CASE STUDY

Pomperaug District School Board

“Within a week of deployment, Mitel Performance Analytics solved a voice quality problem we had struggled with for 6 months. The detailed voice quality data in Mitel’s solution differentiates it from other management systems and ensures voice quality problems don’t persist.”

Problem

Persistent voice quality problem (echo, choppy audio) impacting calls at Pomperaug High School. Test calls to emulate the problem failed to find its cause over a 6 month period.

Solution

With Mitel Performance Analytic, voice quality problems are detected quickly and can be resolved before the user experience is impacted. • Troubleshooting is simplified with detailed voice quality data and secure remote access by Total Communications.



ADDITIONAL RESOURCES



InfoChannel

- Decks
- Brochures
- Demo videos
- Customer Success Stories

InfoChannel Worldwide >
Services & Support > Support
Services > Mitel Performance
Analytics (MPA)

Mitel.com

- Brochures
- Demo videos
- Customer Success Stories
- Blogs

<http://www.mitel.com/service-and-support/support-services/software-assurance>

Training & Documentation

edocs.mitel.com

- Engineering Guidelines
- System Guide
- Quick Start Guide
- Install/Upgrade Guides

mitel.absorbtraining.com

Mitel University

- Installation & Maintenance (self study)
- Sys Admin (self study)
- Sales Training

MPA Sales and Technical Training

Mitel University

Sales Training (Self Study)

Course # 222905

Technical Training (Self Study)

Installation & Maintenance (Course # T-MPA 2.0-
IM-SS)

System Administrator

Leader-Led Training

Contact sales@martellotech.com

Onsite or web-based

<http://mitel.absorbtraining.com>

Getting Started: Ordering

Order Standard Software Assurance

Order Premium Software Assurance

- Mitel Performance Analytics included

Order Performance Analytics Plus

- Premium SWA is a pre-requisite
- Subscription fee is based on an uplift per IP user on MiVoice Business

To Order:

- a) **NEW** product configuration:
Purchase Premium SWA or MPA Plus in **CPQ**
- b) Uplift an **EXISTING** customer to Premium SWA or MPA Plus in **AMC**

Onboarding

fulfillment@martellotech.com





Powering connections