

How Zoom and Mitel improve your workday



Business needs are changing rapidly – your teams might be growing, your customer base is expanding, and implementing or broadening the use of AI is imperative.

And yet, some priorities never change. You need to be able to future-proof your investments and show ROI on your IT spending.

A hybrid unified communications (UC) deployment with Zoom and Mitel can help you make the most of your on-premises investments and pave the way for future communications needs while providing employees with an AI-first collaboration experience. But what exactly does that mean? Here's a look at how this integrated approach improves your workday.

A seamless experience for end-users

Live in the Zoom Workplace app

Toggling between different communication channels can take time away from your workday and make collaboration difficult. Instead of having your phone communications live separately from your chat and meetings solutions, you can access them from the Zoom Workplace app and existing Mitel devices.

Get help from AI Companion throughout your workday

Zoom AI Companion is there to help you get things done and focus on what matters. Unlike third-party tools, it's woven into Zoom Workplace, helping you summarize a meeting, share that summary in a chat message, create a project brief based on your team stand-ups, and more.

A look at your day with Mitel and Zoom Workplace:

- When you sign on in the morning, you check your emails, view your appointments, and listen to your voicemails in the Zoom Workplace app. AI Companion can help you focus by summarizing chat threads and email messages, and identifying tasks from them.
- You check your colleague's availability and see they're currently in a Zoom meeting. Once their presence status is updated to "Available," you can call them using your Mitel desk phone or the softphone on your desktop or mobile device.
- You get an urgent message from your manager on Zoom Team Chat and need to hop on a quick call to discuss something important. You can start a call directly from your chat window.



Streamlined administration for IT teams

Save time on user management and billing

Fragmented communications isn't just a pain for end-users, it weighs down IT teams with multiple vendor portals and contracts. Consolidate to reduce vendor complexity, and you'll be able to provision and manage users from a single pane of glass* – not to mention your billing process will be streamlined, too.

Reduce your workload

Cloud updates are managed centrally and automatically, so you don't have to worry about staying on top of them. And with Zoom Workplace's intuitive interface, you won't need to provide extensive training and tech support to employees.

A look at your day with Mitel and Zoom Workplace:

- A new batch of employees is starting, so you quickly provision new accounts on Zoom Workplace. They can log into their accounts through Zoom and access their UC tools plus Mitel calling capabilities, all through the Zoom Workplace app.
- You get a notification that your Zoom Workplace account has been updated with security and feature enhancements. These updates can be configured to happen automatically, so you don't have to do a thing.
- You get tied up on a support call and miss your team stand-up. Zoom AI Companion captures the details and generates a meeting summary to get you caught up, and you follow up on outstanding items in your group channel in Team Chat.



A better communications experience with Mitel and Zoom Workplace

Explore how the Mitel and Zoom Workplace integration enhances productivity and collaboration for your team. Discover AI-first features that unify communication and streamline workflows – all while simplifying administration for IT. Take the next step toward transforming how you and your teams work together.

[Download solutions brief](#)

**Streamlined admin portal capabilities expected to be available in late 2025.*