Hello,

Welcome to the inaugural edition of Connections! I want to thank you for doing business with us and trusting us to help you with your technology needs. Today's tech landscape is dynamic and complex, so we created Connections to share news and industry trends on a regular basis—it's one more way we can help you navigate through it all. As always, if you ever have a need, a question or a problem we can help you solve, contact me or my support team.

Matt Pingatore
matt@packetfusion.com
925.701.2015

ShoreTel/Mitel End of Life: New Date

You've probably heard by now about the ShoreTel/Mitel upgrade paths and roadmaps, but we wanted to update you on the end of life support deadline.

Mitel has extended support of 14.2 until September 30, 2020. Please note that original date has changed from December, 2020.

End of Life for 14.2 means Mitel will provide Best Effort technical support for catastrophic failures/critical issues only. While we encourage you to upgrade, Mitel 14.2 will continue to function as it does now, and we will continue to support you.

For more details, give us a call or watch this webinar. We delve into all the details on the Mitel roadmap, Connect upgrade and options for contact center, and discuss how to plan for the future.

Is it Time to Take Your Call Center to the Next Level? Join us for a Virtual Lunch and Learn Webinar.

Join Mitel and Packet Fusion on Tuesday, October 8th for a Contact Center Lunch and Learn Webinar, and you don't even have to leave your office! We'll deliver an info-packed session and, when you attend, we will provide you with an Uber Eats e-card to enjoy lunch on us.

Experts from Mitel and Packet Fusion will discuss transforming call centers into omnichannel customer experience centers including:

- Mitel Contact Center Overview
- Google AI-powered Virtual Agent / Agent Assist
- Mitel Workforce Optimization
- And much more...

Register Now: https://register.gotowebinar.com/register/5021040096293207819

Five Reasons to Find a Trusted Cloud Advisor

Moving to the cloud will help you meet today's ever-changing demands, but where do you start? Watch our one-minute video and find out the top five reasons a cloud advisor can help.

Our Customers are Talking!

We want to make sure that we are meeting—and exceeding—your expectations, so we've added a survey to your support requests. Here are a few of the comments we've already received.

Wish You Had More Info About Products and How to Use Them? We've Got You Covered.

In October, we're introducing the PFI Info Gallery, a convenient online place where you can access technical training and resources for cloud, contact center and business telephony that we've curated over the years. Watch for it coming soon!