

Migration Program

MiVCR to MIR Migration Program provides \$0 like-for-like MIR licensing for Core items:

- Core licenses provide coverage for **call recording**, **screen recording**, and **quality management**

The following licenses are included with the MIR Bundles or part of the migration at no charge:

- WebCommand system License (similar to MiVCR Desktop Client)
- G.729 compression license (51305835)
- GDPR
- Archive Manager which is replaced with Storage Expansion (MIR license)
- MiCC Business or MiCC Enterprise CTI (might require SPA)



Feature	ESSENTIALS	PREMIER	ELITE
Call Recording Base	✓	✓	✓
Call recording channel license	✓	✓	✓
G729 Data Compression	✓	✓	✓
Web Command (start/stop via browser)	✓	✓	✓
PowerPlay Web (search and Replay via browser)	✓	✓	✓
Trusted Virtualization	✓	✓	✓
GDPR	✓	✓	✓
Insight Neo Reporting	✓	✓	✓
Screen Recording		✓	✓
Screen Mute (PCI-DSS)		✓	✓
Quality Management Basic		✓	✓
Encrypt with Key Management			✓
Quality Management Advanced			✓
Emotion Detection			✓
Optional Add-Ons			
PC Toolbox (PC-based recording control, search and replay)	\$	\$	\$
Downloading (Bulk + Data Import/Export + Storage)	\$	\$	\$
Microsoft Cognitive Services Connector for Transcription	n/a	\$	\$
Phone App Universal for Call Recording	\$	\$	\$
Salesforce Connector	\$	\$	\$
MiContact Center Outbound (Noetica) Connector	\$	\$	\$
Active / Passive SIP	\$	\$	\$
APIs for Recording, Search and Replay Controls	\$	\$	\$

MIR Bundles and Add-ons

MIR Bundles

- 3 Core Bundles + Optional Add-ons
- Per concurrent port/user inclusive of features:
 - Call Recording
 - Screen Recording
 - Exception: Quality Management = Named
- Bundles can be mixed

CapEx and OpEx Options:

- CapEx for MiVoice Business, MiVoice 5000, and MiVoice MX-ONE
- Subscription for MiVoice Business Subscription, MiCloud Flex, MiVoice 5000, and MiVoice MX-ONE



Functional Comparison of MiVCR to MIR

Functionality	MiVCR	MIR	Differentiators
Call Recording	✓	✓	Can record external interfaces -passive, Noetica Rule based multi-media recording Feature Rich - content validation, replay via phone
Screen Recording	✓	✓	Privacy filter function
Quality Management (Base)	✓	✓	Analytics, Evaluations
		✓	Calibrations, Notes/Comments to Eval, Quality Alarms
QM Advanced		✓	Quiz, Training , E-learning, Auto scoring
Emotion Detection		✓	Detect and alarm on voice inflections
Keyword Spotting		✓	Word search, campaign search, tag search
Transcription		✓	Full text search
Redundancy		✓	Parallel Recording
High Availability		✓	Fail Over Recording