

## MSA Third-Party Partner (3PP) Integrations-Connectors-Plugins

3PP Product/Interface	MSA Member Solution												
	Xarios Phone Manager (3)	Xarios CRM Communicator	Tenfold	InGenius CRM	ESTOS ECSTA for Mitel	ilink iCommunicator	Mondago Go Connect	Shadow CRM Integrator	Enghouse CT Connect	Voice4net SPPS/Proserv	CDC Software	Watson Communications	MiCC OTS or Proserv (1)
Website	<a href="#">Xarios</a>	<a href="#">Xarios</a>	<a href="#">Tenfold</a>	<a href="#">InGenius</a>	<a href="#">Estos</a>	<a href="#">ilink</a>	<a href="#">Mondago</a>	<a href="#">RSI</a>	<a href="#">Enghouse CTI</a>	<a href="#">Voice4net</a>	<a href="#">CDC Software</a>	<a href="#">Watson</a>	<a href="#">MiCC Proserv</a>
MSA Membership	MPP	MPP	MSP	MDP	MPP	MSP	MDP	MDP	MDP	MDP		MDP	Mitel
<b>Note: Some of the middleware solutions highlighted in this table are NOT Mitel-certified, and any such uncertified solutions are supported exclusively by the vendor and are not eligible for integration support from Mitel Product Support.</b>													
Mitel Certification	MAT				MCT	MCT							N/A
Custom app development & CRM integration										MiVO-250/MiVB		MiVB	Yes
.NET Interface (generic)	MiVB				MiVB					MiVO-250/MiVB			
Accuterm								MiVO-250					
Acquaint (Bright Logic)		MiVB											
ADP-CDK								MiVO-250					
AdvoLogix			Yes										
AgentPro		MiVB											
Apple OS X Contacts (Apple Address Book)		MiVB					MiVO-250/MiVB						
Apple Safari							MiVO-250/MiVB						
Apto			Yes										
Arcus (Mobile Knowledge)		MiVB											
Athena CRM													
Autocab		MiVB											
Autotask (www.autotask.com)		MiVB											
BigBillr								MiVO-250					
Bullhorn-MaxHire			Yes				MiVO-250(2)/MiVB(2)			MiVO-250/MiVB			
Cabmate													Yes
Cash for Windows (Mentor Business Systems)		MiVB											
Citrix XenApp/XenDesktop													
Close.io			Yes										
Commence								MiVO-250					
ConnectWise		MiVB	Yes				MiVO-250/MiVB						
CustomerTRAX Handle								MiVO-250					
Darwin CRM													
DATEV		MiVB			MiVB								
Dealer Team			Yes										
DealerTrack ( <a href="https://us.dealertrack.com/">https://us.dealertrack.com/</a> )			Yes										
Desk.com			Yes										
Dezrez		MiVB											
eCRM								MiVO-250					
Emergitech								MiVO-250		MiVO-250/MiVB			
Encore Live (GMG Property Services)		MiVB											
Eniro		MiVB											
FinPlan (Blue Coat Software)		MiVB											
Freshdesk										MiVB			
Front Range - Goldmine	MiVO-250						MiVO-250/MiVB	MiVO-250		MiVO-250/MiVB			Yes
Goldvision	MiVO-250						MiVO-250(2)/MiVB(2)						
Google Apps		MiVB	Yes				MiVO-250/MiVB						
Heat							MiVO-250(2)/MiVB(2)						Yes
Hotel Concepts													
IBS CRM													
iCall/ivalue													
iCarol										MiVO-250/MiVB			Yes
IEX TotalView (Nice)													Yes
Improveit360 ( <a href="http://www.improveit360.com/">http://www.improveit360.com/</a> )			Yes										
Infobel		MiVB											
InfoCabs		MiVB											
Infor			Yes										
Infor Styline ERP								MiVO-250					

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Infusionsoft			Yes										
Insightly			Yes										
LeGrand CRM		MiVB					MiVO-250(2)/MiVB(2)						
Lotus Notes - Sametime		MiVB			MiVB	MiVB	MiVO-250/MiVB			MiVO-250/MiVB			
JD Edwards										MiVO-250/MiVB			
JobDiva	MiVO-250												
JobScience			Yes										
LDAP (generic)							MiVO-250(2)/MiVB(2)						
Logical Office	MiVO-250						MiVO-250(2)/MiVB(2)						
Maximizer	MiVO-250	MiVB					MiVO-250/MiVB	MiVO-250					Yes
Microsoft Access	MiVO-250	MiVB					MiVO-250/MiVB	MiVO-250		MiVO-250/MiVB			
Microsoft Dynamics CRM	MiVO-250	MiVB	Yes	MiVB	MiVB (2)		MiVO-250/MiVB	MiVO-250		MiVO-250/MiVB			Yes
Microsoft Dynamics NAV (Navision)	MiVO-250	MiVB			MiVB (2)		MiVO-250/MiVB						Yes
Microsoft IE	MiVO-250							MiVO-250		MiVO-250/MiVB			
Microsoft OCS	MiVO-250				MiVB		MiVO-250/MiVB			MiVO-250/MiVB			
Microsoft Lync/Skype for Business					MiVB		MiVO-250/MiVB			MiVO-250/MiVB			
Microsoft Outlook/Exchange/Office 365	MiVO-250	MiVB	Yes		MiVB		MiVO-250/MiVB	MiVO-250		MiVO-250/MiVB			
Mirage Computer Systems		MiVB											
Mozilla Firefox							MiVO-250/MiVB	MiVO-250					
Navatar Deal Connect			Yes										
Navigator (Diplomat)		MiVB											
nCall (nSolve)		MiVB											
Noetica													
OAISYS Tracer/Talkument										MiVO-250/MiVB			Yes
ODBC (generic)							MiVO-250(2)/MiVB(2)	MiVO-250					
Oracle E-Business									MiVB	MiVO-250/MiVB			
Oracle NetSuite	MiVO-250	MiVB	Yes				MiVO-250/MiVB	MiVO-250		MiVO-250/MiVB			Yes
Oracle Sales Cloud			Yes										
Orderwise (Wise Software)		MiVB											
orgAnice		MiVB											
PCHomes (Estates IT)		MiVB											
PendaForm								MiVO-250					
PFW								MiVO-250					
Pivotal										MiVO-250/MiVB			Yes
Prof.Itplus (OGL Computer)		MiVB											
PropertyBase			Yes										
ProspectSoft		MiVB											
QMAX													Yes
Reapit ( <a href="http://www.reapit.com/">http://www.reapit.com/</a> )		MiVB											
Remedy	MiVO-250									MiVO-250/MiVB			Yes
REthink			Yes										
RPM (CPL Software)		MiVB											
RSA eBusiness								MiVO-250					
Sage 50 Accounts		MiVB					MiVO-250/MiVB						
Sage-Swiftpage ACT!	MiVO-250	MiVB			MiVB (2)		MiVO-250/MiVB	MiVO-250					Yes
Sage CRM	MiVO-250	MiVB			MiVB (2)		MiVO-250/MiVB	MiVO-250		MiVO-250/MiVB			Yes
Sage MME	MiVO-250						MiVO-250/MiVB						
Sage Peachtree							MiVO-250/MiVB						
Sage Saleslogix	MiVO-250	MiVB					MiVO-250/MiVB	MiVO-250		MiVO-250/MiVB			Yes

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Salesforce	MiVO-250	MiVB	Yes	MiVB	MiVB		MiVO-250/MiVB	MiVO-250	MiVB	MiVO-250/MiVB			Yes
Salesforce Lightning			Yes	MiVB									
SAP			Yes		MiVB					MiVO-250/MiVB			
SAP Business 1							MiVO-250(2)/MiVB(2)						
SAPphone													
Serengeti Systems	MiVO-250												Yes
ServiceNow ( <a href="http://www.servicenow.com/">http://www.servicenow.com/</a> )								MiVO-250					
Siebel CRM									MiVB	MiVO-250/MiVB			Yes
SmartMove Taxi					MiVB								
SmartOffice			Yes										
Soft Talk - Office Talk	MiVO-250												
Stylite eGroupware		MiVB					MiVO-250/MiVB						
Sugar CRM	MiVO-250	MiVB	Yes		MiVB (2)		MiVO-250/MiVB	MiVO-250		MiVO-250/MiVB			Yes
SuperOffice CRM		MiVB					MiVO-250/MiVB						
System for Dentists		MiVB											
TAPI 1PCC (generic)	MiVO-250				MiVB		MiVO-250(2)/MiVB(2)			MiVO-250/MiVB			
TAPI 3PCC (generic)					MiVB		MiVO-250(2)/MiVB(2)			MiVO-250/MiVB			
TargetRecruit			Yes										
Tigerpaw CRM+	MiVO-250							MiVO-250					
Tikit TFB	MiVO-250												
TallEmu/Total Enterprise CRM							MiVO-250(2)/MiVB(2)						
Tel.Search		MiVB											
Traverse CRM								MiVO-250					
Vebra		MiVB											
Verint/Witness/Blue Pumpkin/Impact 360 WFM													Yes
VINSolutions ( <a href="http://www.vinsolutions.com/">http://www.vinsolutions.com/</a> )								MiVO-250					
VMWare View													
vtiger CRM	MiVO-250	MiVB					MiVO-250/MiVB						
Web Services (generic)	MiVO-250									MiVO-250/MiVB			
WinSIMS (ACA Systems)		MiVB											
Workbooks		MiVB											
XDS (Mobile Knowledge)		MiVB											
XING		MiVB											
Xtime								MiVO-250					
Zendesk			Yes								MiVB		
Zoho CRM	MiVO-250	MiVB	Yes				MiVO-250/MiVB	MiVO-250					

- Notes: 1 Requires MiCC products and/or professional services.  
 2 May require limited vendor implementation services/configuration assistance.  
 3 Also integrates with MiCC Office (formerly Mitel CSM); and Xarios Call Recorder & Campaign Manager

MSA Membership: [See link.](#)  
 Mitel Certification: [See link.](#)