

June 22, 2026

# MiVB - Configure MiVoice Business 10.5 SP1 with MCX for use with IDgo

**Description:** This document provides a reference for Mitel Authorized Solutions Providers for configuring MiVoice Business 10.5 SP1 (10.5.1.17) and MCX with IDgo

**Environment:** MiVoice Business 10.5 SP1 (10.5.1.17), MCX (2.1.0.0), IDgo Cloud Service (SaaS)

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Mitel Technical Configuration Notes – Configure MiVoice Business 10.5 SP1 (10.5.1.17)  
for use with IDgo

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## Table of Contents

Overview .....	1
Interop History .....	1
Interop Status .....	1
Software & Hardware Setup .....	1
Tested Features.....	2
Device Limitations .....	2
Network Topology .....	3
MiVoice Business - Configuration Notes.....	4
Network Requirements.....	4
Assumptions for the MiVoice Business Programming.....	4
Software License – Licensing .....	4
DID Mapping to Hunt Group.....	5
MCX Configuration Notes .....	6
Employee.....	7
Agent Group.....	7
Queues.....	8
Hunt Groups .....	8
IVR Routing – Workflows .....	8
Variables .....	10
IDgo Configuration Notes .....	18
Glossary.....	19

## Overview


This document provides a reference for Mitel Authorized Solutions Providers for configuring the MiVoice Business 10.5 SP1 (10.5.1.17) with MCX to Integrate the IDgo Cloud Service. This document covers a basic IDgo Integration.

## Interop History

Version	Date	Reason
1	June, 2026	Interop with MiVB 10.5 SP1 (10.5.1.17) with MCX for use with IDgo

## Interop Status

The Interop of IDgo has been given a Certification status. This device will be included in the SIP CoE Reference Guide. The status of IDgo achieved is:

	The most common certification which means the IDgo device has been tested and/or validated by the Mitel SIP CoE team. Product support will provide all necessary support related to the interop, but issues unique or specific to the 3rd party will be referred to as the 3rd party as appropriate.
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## Software & Hardware Setup

The test setup established basic integration between IDgo and MiVB with MCX.

The most common certification which means the IDgo device has been tested and/or validated by the Mitel SIP CoE team. Product support will provide all necessary support related to the interop, but issues unique or specific to the 3rd party will be referred to as the 3rd party as appropriate.
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Manufacturer	Tested Variant	Software Version	Additional Applicable Variants
<b>Mitel</b>	MiVoice Business	10.5 SP1 (10.5.1.17)	NA
<b>Mitel</b>	MCX	2.1.0.0	NA
<b>IDgo</b>	IDgo	IDgo Cloud Service (SaaS)	NA

## Tested Features

Listed below is an overview of the features tested during the Interop test cycle and not a detailed view of the test cases.

Feature	Feature Description	Issues
Successful IDgo Authentication	Verify end-to-end IDgo authentication and Ignite screen pop	✓
Caller Without IDgo Account	Verify graceful fallback for unregistered callers	✓
Customer Exists but Mobile Unregistered	Verify onboarding flow	✓
Authentication Timeout	Verify timeout handling	✓
Authentication Rejection	Verify user rejection handling	✓
IDgo Service Unavailable	Verify fallback to manual verification	✓

✓ - No issues found    ✗ - Issues found, cannot recommend to use    ⚠ - Issues found    NA - Feature Not Supported

## Device Limitations

This is a list of problems or not supported features when the IDgo is connected to MiVoice Business and MCX.

Feature	Problem Description
Authentication Timeout/Rejection	No Timeout/Rejected Message <b>Recommendation:</b> Please contact IDgo support for more details.

## Network Topology

This diagram shows how the testing network is configured for reference.

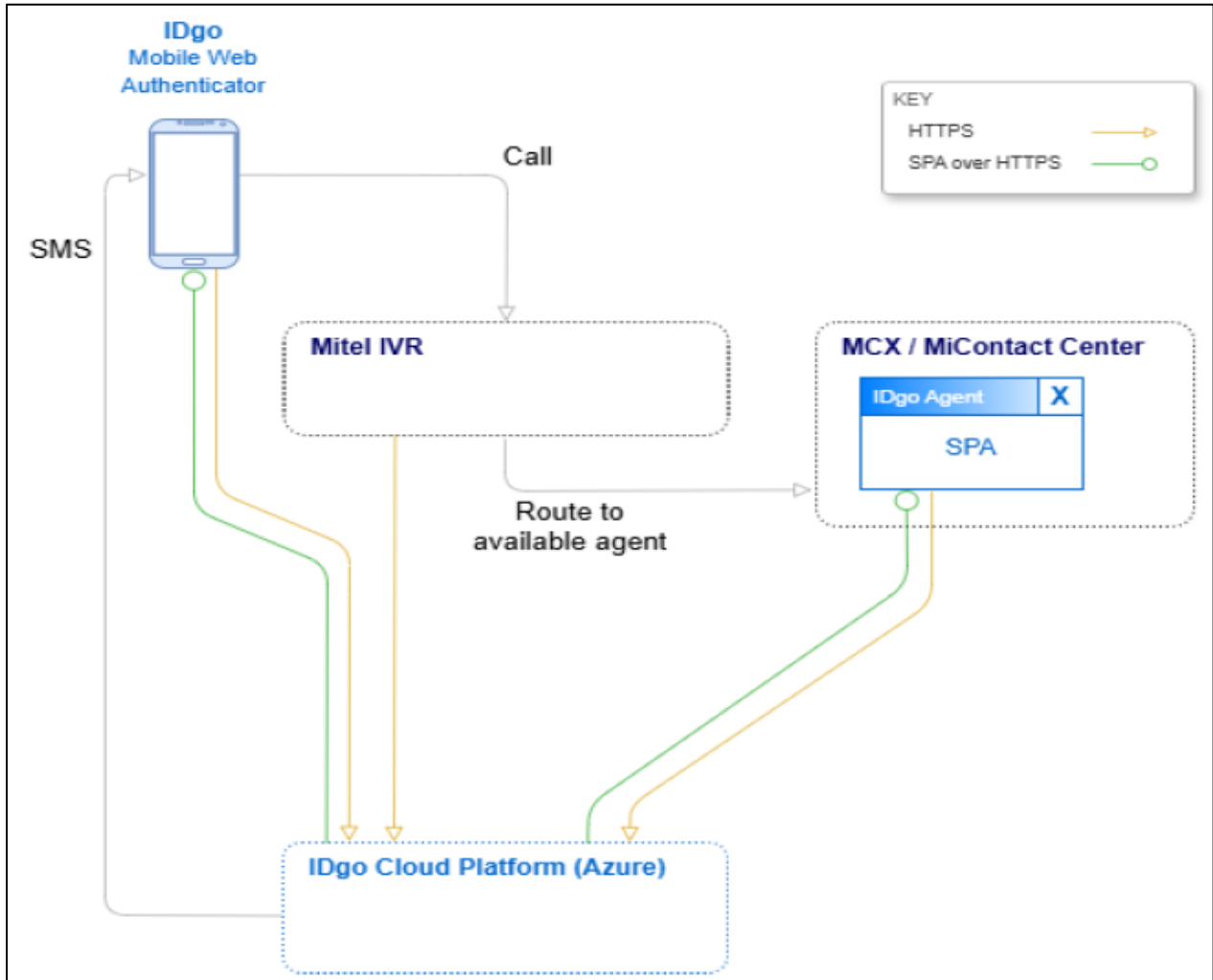


Figure 1 – Network Topology

## MiVoice Business - Configuration Notes

The following steps show how to program a MiVoice Business/MCX to connect with the IDgo

### Network Requirements

- There must be adequate bandwidth to support the voice over IP. As a guide, the Ethernet bandwidth is approx 85 Kb/s per G.711 voice session and 29 Kb/s per G.729 voice session (assumes 20ms packetization). As an example, for 20 simultaneous SIP sessions, the Ethernet bandwidth consumption will be approx 1.7 Mb/s for G.711 and 0.6Mb/s. Almost all Enterprise LAN networks can support this level of traffic without any special engineering. Please refer to the MiVoice Business Engineering guidelines for further information.
- For high quality voice, the network connectivity must support a voice-quality grade of service (packet loss <1%, jitter < 30ms, one-way delay < 80ms).

### Assumptions for the MiVoice Business Programming

- The SIP signalling connection uses UDP on Port 5060.

### Software License – Licensing

Ensure that the MiVoice Business is equipped with enough licenses for the connection.

The screenshot shows the 'License and Option Selection' page in the Mitel MiVoice Business configuration tool. The page title is 'License and Option Selection on Primary'. The application record ID is 7933020. The system type is Enterprise, and license sharing is set to No. The hardware identifier is 4c4422a4-344d-41e9-b82a-4b2d5be0889e.

Licensed Options	Locally Consumed	Locally Allocated	Available for Allocation	Purchased	Local Limits	
					Licenses Allowed	Can be Over Allocated
<b>Users</b>						
IP Users	47	510	0	510	Unrestricted	Yes
External Hot Desk Users	2	50	0	50	Unrestricted	Yes
ACD Active Agents	0	10	0	10	Unrestricted	No
HTML Applications	1	500	0	500	Unrestricted	Yes
Single Line Users	0	50	0	50	Unrestricted	Yes
MiVoice Business Console Active Operators	0	10	0	10	Unrestricted	No
Multi-device Users	1	200	0	200	Unrestricted	Yes
Multi-device Suites	0	0	0	0	0	No
<b>Messaging</b>						
Embedded Voice Mail	47	100	0	100	Unrestricted	Yes
Embedded Voice Mail PMS	0	No	1	0	Unrestricted	Yes
<b>Trunking / Networking</b>						
Digital Links	0	0	2	0	Unrestricted	Yes

Figure 2 – Software License

**Note:** Enable ACD and SMDR Options required for MCX integration

## DID Mapping to Hunt Group

Create a Hunt Group in either MIVB or MCX and assign a DID number to the Hunt Group. Configure the Hunt Group to route incoming calls to the IVR flow created in MCX.

DID Number	Primary Node Id (PNI)	Destination Number	DID Type
15037091111		5555	Standard DID
1523232323		5555	Standard DID
33181890437		5555	Standard DID
998232323		5555	Standard DID

Figure 3 – DID Mapping

## MCX Configuration Notes

This document doesn't intend to provide detailed instructions on installing, configuring, and Integrating MCX

All relevant Agent Queues are already configured properly in MCX to receive Voice Calls. Workflows are required to integrate IDgo with MCX. COS need to be properly configured.

In our lab environment, the following setup was used for validation and testing:

### Voice Media Server

- Media Server Name: MIVB95
- Type: ICP3300 with MiTAI
- Site: Default Site
- IP Address: 192.168.10.95
- Telephone System Version: 21.5.1.17

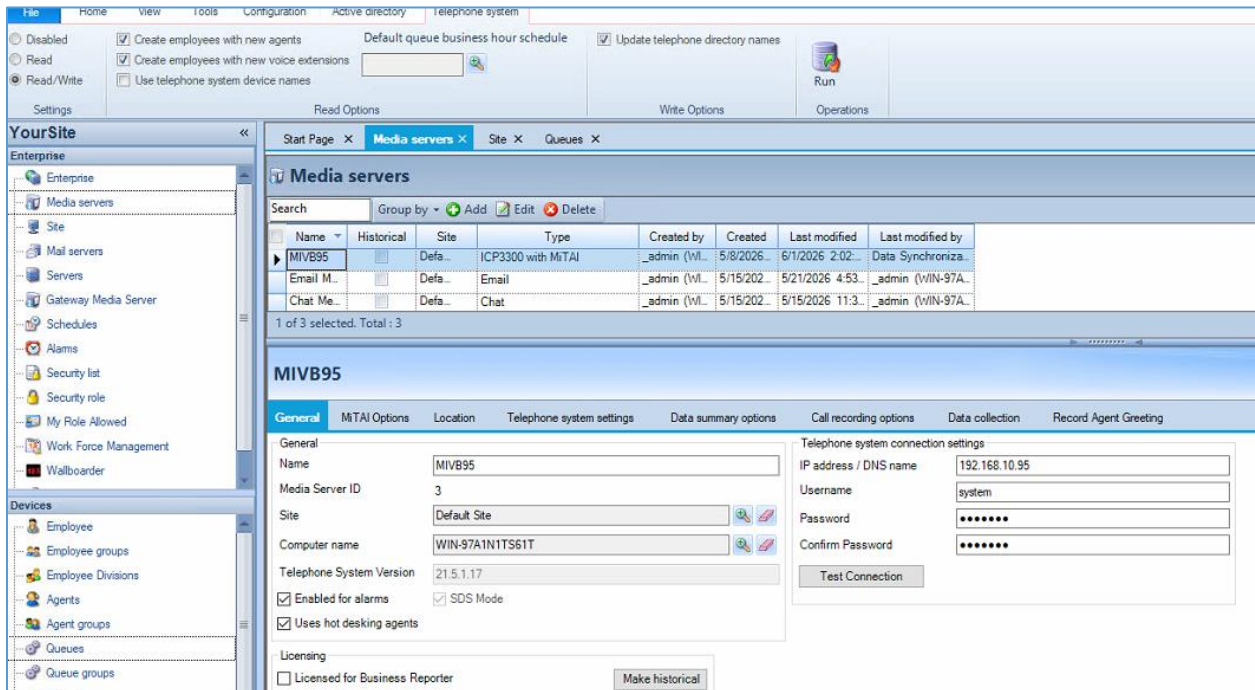


Figure 4 – Media Server

## Employee

Employees are assigned to the appropriate queues and media types

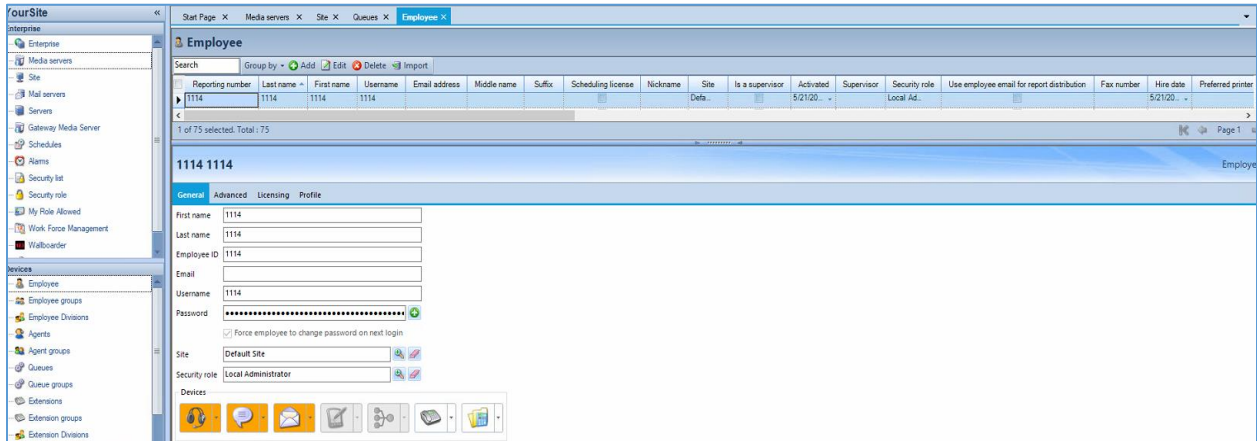


Figure 5 – Agent

## Agent Group

Employees are assigned to the required Agent Groups. Agent Groups are configured as members of the corresponding Voice, Email, and Chat queues.

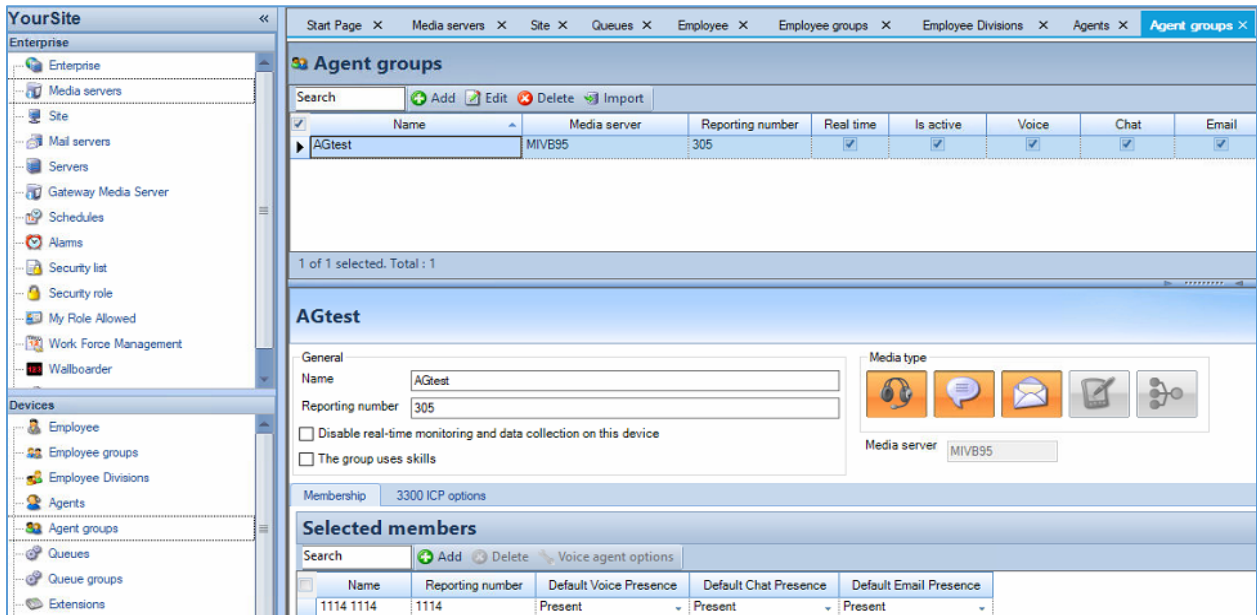


Figure 6 – Agent Group

## Queues

Queues are configured to handle

The screenshot shows a table of queues and a configuration form for 'VoiceQ1'.

Name	Reporting number	Media server	Queue Type	Service Level goal	Service Level	Real time	Is active	Enable Classification Codes	Wrap-up time enabled	Wrap-up time expiry
ChatQ	304	Chat Media Server	Chat	80%	00:02:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	00:05:00
EmailQ2	779	Email Media Server	Email	80%	00:02:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	00:05:00
VoiceQ1	P302	MIVB95	Path	80%	00:02:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	00:05:00

**VoiceQ1**

General | Membership | Inqueue Workflow | Agent workflow | Performance | Queue spectrum | Voice options | Recorded announcements | Interactive queue control | HPIQ Workflow

Name: VoiceQ1  
Reporting number: P302  
Dialable number: 3002  
Media server: MIVB95  
 Disable real-time monitoring and data collection on this device

Figure 7 – Voice Queues

## Hunt Groups

IVR Routing calls are answered by Voice Hunt group in the workflows

The screenshot shows the configuration for 'Hunt group - 5555' and a list of its members.

**Hunt group - 5555**

Name: Hunt group - 5555 | Hunt Group Type: Voice  
Dialable: 5555 | Hunt Group Mode: Circular  
Media Server: MIVB95 | Priority: 64  
Class of Service: [dropdown] | Fallback media server: [text]  
Phase timer ring: 00:00:00  
 Disable real-time monitoring, data collection and call handling on this device

Membership | Options

Name	Reporting number	Extension type	Real time	Media server
HG1	3000	Messaging port 5020 IP	True	MIVB95
H52	3010	Messaging port 5020 IP	True	MIVB95

Figure 8 – Voice Queues

## IVR Routing – Workflows

This section provides a detailed, step-by-step explanation of the validated IDgo\_IVR workflow, and the specific Mitel configuration screenshots from the lab environment.

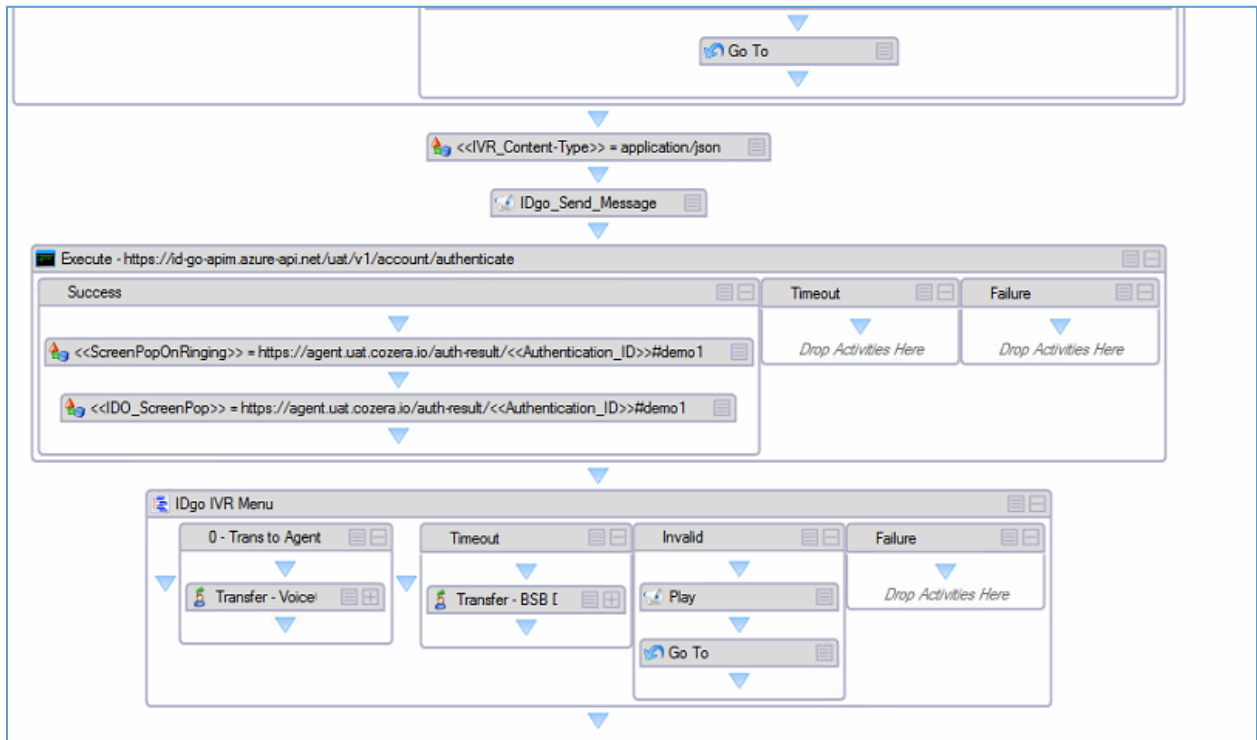
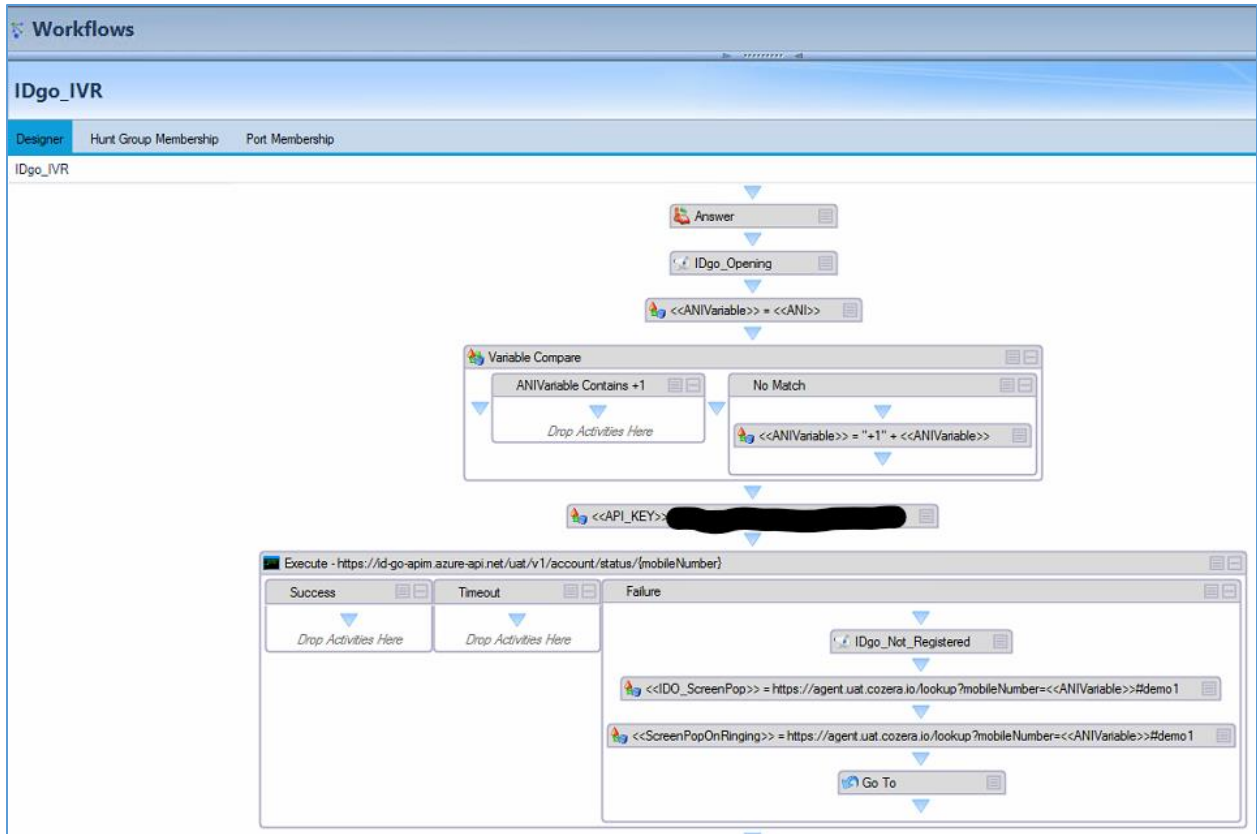


Figure 9 – Workflows

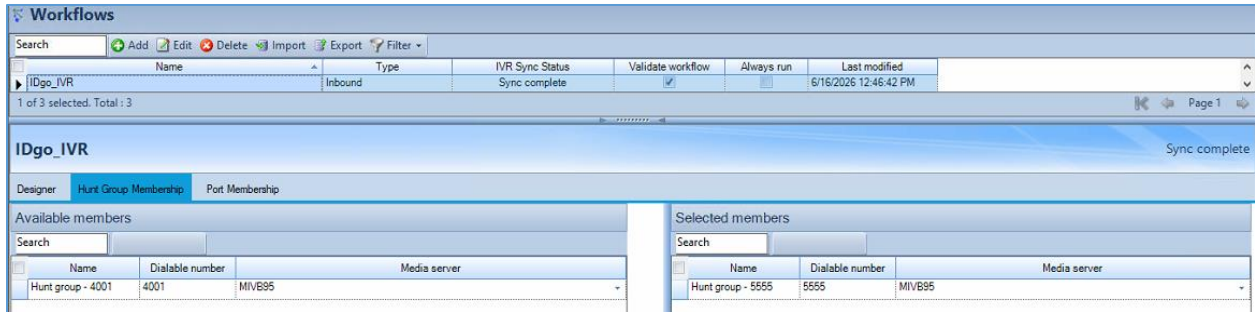


Figure 10 – Workflows Hunt Group Membership

## Variables

Create the following IVR variables (IVR Routing > Variables). Only the most critical ones (bold in lab) need 'Send to agent desktop' enabled for screen pop / toaster context:

Variable Name	Type	Purpose / Notes	Send to Desktop?
ANIVariable	Custom	Stores the caller phone number (ANI) throughout the flow	Yes
API_KEY	Custom	Stores the IDgo x-api-key for reuse in REST headers	
canAuthenticate	Custom	Output from enrollment status REST; indicates if caller can proceed with auth	
enrollmentComplete	Custom	Output from enrollment status REST; true if caller is already enrolled with IDgo	
Authentication_ID	Custom	Stores the 'id' returned from /authenticate POST; used in auth-result screen pop URL	
IDO_ScreenPop	Custom	Holds the full IDgo lookup or auth-result URL for non-enrolled / enrolled paths	Yes

Name	Description	Variable Type	Category	Send to agent desktop	Show on agent toaster	Last modified
Authentication_ID	Stores the ID returned from the authenticate request	Unspecified	Custom	<input type="checkbox"/>	<input type="checkbox"/>	6/8/2026 12:59:41 PM
IDO_ScreenPop	IDO_ScreenPop	Unspecified	Custom	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6/12/2026 9:00:06 PM
ANIVariable	Stores the caller phone number throughout the IVR flow	Unspecified	Custom	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6/15/2026 5:37:03 PM
API_KEY	Stores the IDgo API key	Unspecified	Custom	<input type="checkbox"/>	<input type="checkbox"/>	6/8/2026 12:57:43 PM
canAuthenticate	Stores whether the caller can authenticate	Unspecified	Custom	<input type="checkbox"/>	<input type="checkbox"/>	6/8/2026 12:58:25 PM
enrollmentComplete	Stores the caller enrollment status	Unspecified	Custom	<input type="checkbox"/>	<input type="checkbox"/>	6/8/2026 12:58:56 PM

Figure 11 – Variables

### Assumptions:

- MiVB IVR / Auto Attendant is operational and can invoke the IDgo\_IVR workflow on inbound calls.
- Active IDgo API key (x-api-key) obtained during client onboarding.
- IDgo agent portal subdomain configured for the tenant (used in #demo1).  
Note: demo1 should be update to your subdomain
- Variables named exactly as shown (or adjusted to your Mitel naming standards); bold/important ones are sent to agent desktop.

### 1. ANI Formatting (E.164 Compliance)

Many mobile APIs (including IDgo) expect numbers in strict international format, if not required this tab can be removed for E.164. The lab workflow includes a Variable Compare activity:

- Compare ANIVariable 'Contains' '+1' (adjust country code as needed, e.g. '+91' for India)
- If Match (already formatted): Drop / continue
- If No Match: Set ANIVariable = '+1' + <<ANIVariable>> (or your country code)

This ensures the mobileNumber parameter sent to IDgo is always correctly formatted.

### 2. Check Caller Enrollment Status (REST GET)

After ANI formatting and API\_KEY assignment, execute a REST webhook to determine enrollment:

Setting	Value
Method	GET
Type	REST
Endpoint(s)	<b>UAT:</b> https://id-go-apim.azure-api.net/uat/v1/account/status/{mobileNumber} <b>Production:</b> https://id-go-apim.azure-api.net/v1/account/status/{mobileNumber}
Header: x-api-key	<<API_KEY>>
Input Param: mobileNumber	<<ANIVariable>>

Output Mappings (from response JSON):

- canAuthenticate → canAuthenticate variable
- enrollmentComplete → enrollmentComplete variable

Documentation: <https://id-go-apim.developer.azure-api.net/api-details#api=id-go-api&operation=get-v1-account-status>

On Success: Proceed to branch logic (enrolled vs non-enrolled). On Timeout/Failure: Treat as non-enrolled path (play message + screen pop).

Web Service | https://id-go-apim.azure-api.net/uat/v1/account/status/{mobileNumber} | Rest

### Process Setup

URI: https://id-go-apim.azure-api.net/uat/v1/account/status/{mobileNumber}

Http Action: GET

Web Service Type: REST

Username:

Password:

### Headers

Add Remove

Parameter	Value	Test Value
x-api-key	API_KEY	[REDACTED]

### Input Parameters

Add Remove

Parameter	Value	Test Value
mobileNumber	ANIVariable	[REDACTED]

https://id-go-apim.azure-api.net/uat/v1/account/status/{mobileNumber}

### Output Mappings

Output	Mapping
root	
canAuthenticate	canAuthenticate
enrollmentClaimRevoked	
authenticationsEnabled	
enrollmentComplete	enrollmentComplete
ExitCode	

Figure 12 – Account Status Validate Process

### 3. Non-Enrolled / Failure Path Handling

If the caller is not enrolled (or the status call fails), the workflow:

1. Plays an announcement: e.g., 'You are not currently registered with our verification service.'
2. Sets the screen pop URL variable(s) to the lookup endpoint with the caller's mobile number: https://agent.uat.cozera.io/lookup?mobileNumber=<<ANIVariable>>#demo1 (replace demo1 with your tenant subdomain)
3. Triggers the agent desktop (Ignite) to open the lookup page or show a toaster, allowing the agent to assist with enrollment or handle the call manually.

- Continues to standard IVR routing, menu, or transfers back to queue (Transfer-Voice or Transfer-BSB).

Note: In the lab implementation, the 'Failure' output branch of the REST activity is reused for the non-enrolled scenario. For production clarity, consider adding an explicit decision step on enrollmentComplete == false.

#### 4. Enrolled Caller – Send Authentication Request (REST POST)

If enrollmentComplete is true (or canAuthenticate allows), the workflow proceeds to initiate

- Play prompt: 'Your number has been recognized. An SMS verification message is being sent to your mobile.'
- Execute REST POST to authentication endpoint

Setting	Value
Method	POST
Type	REST
Endpoint(s)	<b>UAT:</b> https://id-go-apim.azure-api.net/uat/v1/account/authenticate <b>Production:</b> https://id-go-apim.azure-api.net/v1/account/authenticate
Header: x-api-key	<<API_KEY>>
Header: Content-Type	application/json (or <<Content_Type>> variable)
Input Param: mobileNumber	<<ANIVariable>>
Input Param: channel	Ivr
Input Param: pollForResponse	True
Input Param: timeoutSec	55

Web Service | <https://id-go-apim.azure-api.net/uat/v1/account/authenticate> | Rest

### Process Setup

URI:

Http Action:

Web Service Type:

Username:

Password:

---

Add Remove

Parameter	Value	Test Value
x-api-key	API_KEY	[REDACTED]
Content_Type	application/json	application/json

---

Add Remove

Parameter	Value	Test Value
mobileNumber	ANIVariable	[REDACTED]
timeoutSec	55	55
channel	ivr	ivr
pollForResponse	True	True

<https://id-go-apim.azure-api.net/uat/v1/account/authenticate/15037092934/55/ivr/True>

---

Output	Mapping
message	
id	Authentication_ID
ExitCode	

Figure 13 – Account Authentication

Output Mapping: id → Authentication\_ID variable

The pollForResponse=true parameter makes the IVR wait (up to timeoutSec) for the authentication result / SMS interaction to complete before continuing.

Documentation: <https://id-go-apim.developer.azure-api.net/api-details#api=id-go-api&operation=post-v1-account-authenticate>

#### 5. Present Authentication Results to Agent (Screen Pop)

After successful authentication request:

- Set screen pop variable(s) to the auth-result URL including the returned ID:  
https://agent.uat.cozera.io/auth-result/⟨⟨Authentication\_ID⟩⟩#demo1  
Note: **demo1** should be update to your subdomain
- This opens the IDgo auth-result page (or Ignite URL tab) showing the caller’s verification status, allowing the agent to see whether authentication succeeded.

Two common options in Mitel environments:

- Screen Pop On Ringing – Opens browser tab/window on call presentation to agent
- URL Tab Assignment in Ignite – Displays inside the Mitel agent desktop tab

## 6. IDgo IVR Menu & Transfer Options (Post-Auth)

After the authentication flow (or in parallel for non-enrolled), present a menu to the caller:

Option / Branch	Action / Activity	Notes
0 - Trans to Agent	Transfer – Voice	Transfers to configured voice queue / agent group in MCX. Agent already has screen pop context.
Timeout	Transfer – BSB	Transfers to BSB destination (configure as needed; may be a specific hunt group or service).
Invalid	Play prompt + Go To menu	Error message, then return to menu for retry.
Failure	Drop / error handling	Log and end call or route to fallback queue.

This menu gives the caller control while the agent is already informed via screen pop.

### Workflow Summary Flow (End-to-End)

1. Caller dials → Answer + Play opening prompt
2. Capture & format ANI to +E.164
3. Set API\_KEY and Content-Type

4. REST GET enrollment status → map canAuthenticate / enrollmentComplete
5. If not enrolled / Failure branch: Play message → Set lookup screen pop URL → Transfer or continue routing
6. If enrolled: Play recognition + SMS announcement → REST POST authenticate (poll) → Map Authentication\_ID
7. Set auth-result screen pop URL with Authentication\_ID
8. Present IVR Menu → Caller chooses transfer (0) or other options; agent already has full context via screen pop

All key variables are passed to the agent desktop for a seamless agent experience.

## IDgo Configuration Notes

Contact IDgo Support for any guidance on Configuration of Accounts/Admin and Agent Portals

## Glossary

MiVoice Business	MiVB
Mitel Customer Experience	MCX
MiNET Interface	MiNET
Mitel Technology Network	MTN
Class of Service	COS