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Unified Communications (UC)
for Teams Mix & Match Plans

IT'S NOT A ONE-SIZE-FITS-ALL WORLD

UC For Teams Mix & Match plans offer businesses using Microsoft Teams more value than ever before, with the ability to tailor communication plans according to the individual needs of your business.

FIND THE RIGHT PLAN FOR THE RIGHT USER

	FOR TEAMS EXPRESS	FOR TEAMS ESSENTIALS	FOR TEAMS PRO	FOR TEAMS ENTERPRISE
Mix & Match	●	●	●	●
Number of Concurrent Endpoints	1 Phone Plus Apps	1 Phone Plus Apps	5	5
Desktop App	●	●	●	●
Mobile App	●	●	●	●
Auto Attendant	●	●	●	●
Caller ID	●	●	●	●

	FOR TEAMS EXPRESS	FOR TEAMS ESSENTIALS	FOR TEAMS PRO	FOR TEAMS ENTERPRISE
User Call Forwarding		●	●	●
AI Call Recap		●	●	●
Basic Hunt Groups	●	●	●	●
Advanced Hunt Groups			●	●
Call Transfer, Call Hold, 3-Way Calling, Music on Hold	●	●	●	●
Hot Desking	●	●	●	●
Paging	●	●	●	●
Call Park/Pickup	●	●	●	●
Intercom	●	●	●	●
SPAM Call Blocking/Tagging	●	●	●	●
Emergency Services Notification	●	●	●	●
Voicemail	●	●	●	●
Voicemail Transcription		●	●	●
Call Recording	●	●	●	●
WebFax			●	●

ARCHIVING

	FOR TEAMS EXPRESS	FOR TEAMS ESSENTIALS	FOR TEAMS PRO	FOR TEAMS ENTERPRISE
30-Days Retention	●	●	●	●
1-Yr, 3-Yr, 7-Yr, 10-Yr Retention Plans	Additional Charge	Additional Charge	Additional Charge	Additional Charge

COLLABORATION AND PRODUCTIVITY

	FOR TEAMS EXPRESS	FOR TEAMS ESSENTIALS	FOR TEAMS PRO	FOR TEAMS ENTERPRISE
Presence Detection/2-Way Sync	●	●	●	●
User Texting (Overage rates apply)		25	500	1000
Company Messaging		Additional Charge	Additional Charge	Additional Charge

ANALYTICS

	FOR TEAMS EXPRESS	FOR TEAMS ESSENTIALS	FOR TEAMS PRO	FOR TEAMS ENTERPRISE
QoS Dashboard	●	●	●	●
Call History	●	●	●	●

	FOR TEAMS EXPRESS	FOR TEAMS ESSENTIALS	FOR TEAMS PRO	FOR TEAMS ENTERPRISE
Service Adoption Dashboard		●	●	●

INTEGRATIONS

	FOR TEAMS EXPRESS	FOR TEAMS ESSENTIALS	FOR TEAMS PRO	FOR TEAMS ENTERPRISE
Active Directory	●	●	●	●
Embedded MS Teams Calling	●	●	●	●
Chrome (Click to Call)	●	●	●	●
G Suite, Outlook, Slack (Meeting Integration) Outlook/Office 365 (Meetings Integration) Generic CRM Screen Pop		●	●	●
Sugar CRM, Zoho CRM, Zendesk			●	●
Salesforce, ServiceNow, NetSuite, MS Dynamics			●	●

ADVANCED HUNT GROUP FEATURES

	FOR TEAMS EXPRESS	FOR TEAMS ESSENTIALS	FOR TEAMS PRO	FOR TEAMS ENTERPRISE
Agent Log in and Log out			●	●
Call Queuing, Configuration Wrap-Up Time, Configurable Agent Removal from the Queue, Greetings Management			●	●
Smart Greetings and Additional Call Recording Storage			●	●
Wallboards and Scheduled/ Graphical Reports			●	●
Supervisor Functions (Monitor, Whisper, Barge)			●	●

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