



Unified Communications (UC) Mix & Match Plans

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

Our Mix & Match plans offer businesses 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

| | UC EXPRESS | UC ESSENTIALS | UC PRO | UC 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 | • | • | • | • |
| User Call Forwarding | • | • | • | • |

| | UC EXPRESS | UC ESSENTIALS | UC PRO | UC ENTERPRISE |
|--|------------|---------------|--------|---------------|
| AI Call Recap | • | • | • | • |
| Basic Hunt Groups | • | • | • | • |
| Advanced Hunt Groups <small>(see pg 3 for features)</small> | | | • | • |
| 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

| | | | | |
|---|-------------------|-------------------|-------------------|-------------------|
| 30-Days Retention | • | • | • | • |
| 1-Yr, 3-Yr, 7-Yr, 10-Yr Retention Plans | Additional Charge | Additional Charge | Additional Charge | Additional Charge |

COLLABORATION AND PRODUCTIVITY

| | | | | |
|---|---|-----------|------------|-------------|
| Presence Detection/2-Way Sync | • | • | • | • |
| 1 on 1 and Group Chat | | • | • | • |
| User Texting <small>(Overage rates apply)</small> | | 25 | 500 | 1000 |
| AI Assistant | | • | • | • |
| File Backup, Sync and Share <small>*Amounts may vary based on when and how the seat was purchased.</small> | | 5 GB/User | 50 GB/User | 200 GB/User |

VIDEO MEETINGS | CONFERENCING

| | | | | |
|-----------------------|--|------------------|------------------|------------------|
| HD Video Conferencing | | 25 Participants | 100 Participants | 200 Participants |
| HD Audio Conferencing | | 200 Participants | 200 Participants | 200 Participants |
| Screen Sharing | | • | • | • |
| Compact Mode | | • | • | • |

| | UC EXPRESS | UC ESSENTIALS | UC PRO | UC ENTERPRISE |
|---|------------|---------------|--------|---------------|
| Unlimited Recordings | | • | • | • |
| Screen Annotation | | • | • | • |
| AI-Powered Meeting Recap | | • | • | • |
| Calendar Sync | | • | • | • |
| In Meeting Chat | | • | • | • |
| In Meeting Notes | | • | • | • |
| End to End Encryption | | | • | • |
| Meeting Security (Passwords, Lock, Attendees' Permission Controls) | | • | • | • |

ANALYTICS

| | | | | |
|----------------------------|---|---|---|---|
| QoS Dashboard | • | • | • | • |
| Call History | • | • | • | • |
| Service Adoption Dashboard | | | • | • |

API INTEGRATIONS

| | | | | |
|--|---|---|---|---|
| Active Directory | • | • | • | • |
| 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 GROUPS (CALL CENTER FEATURES)

| | | | | |
|---|--|--|---|---|
| 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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