



## 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
<b>Number of Concurrent Endpoints</b> This is the # of a user's physical phones, mobile devices, and/or softphones that can be actively connected to the UC system at the same time.	<b>5 Max</b> Only 1 can be a Physical Phone.	<b>5 Max</b> Only 1 can be a Physical Phone.	<b>5 Max</b> Up to 5 can be physical phones; however, it is recommended to reserve 1-2 endpoints for use of one or both with UC apps.	<b>5 Max</b> Up to 5 can be physical phones; however, it is recommended to reserve 1-2 endpoints for use of one or both with UC apps.
Desktop App	•	•	•	•
Mobile App	•	•	•	•
Auto Attendant	•	•	•	•
Caller ID, Call Forwarding, Call Transfer, Call Hold, 3-Way Calling, Music on Hold	•	•	•	•

	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)			•	•



letsrev.biz  
1.866.625.4100