



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 Plus Apps	5 Plus Apps
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)			•	•

