



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
Number of Concurrent Endpoints 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.	5 Max Only 1 can be a Physical Phone.	5 Max Only 1 can be a Physical Phone.	5 Max Up to 5 can be physical phones; however, it is recommended to reserve 1-2 endpoints for use of the UC app within Teams.	5 Max Up to 5 can be physical phones; however, it is recommended to reserve 1-2 endpoints for use of the UC app within Teams.
Desktop App	●	●	●	●
Mobile App	●	●	●	●
Auto Attendant	●	●	●	●
Caller ID, Call Forwarding, Call Transfer, Call Hold, 3-Way Calling, Music on Hold	●	●	●	●

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AI Call Recap		●	●	●
Basic Hunt Groups	●	●	●	●
Advanced Hunt Groups			●	●
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	●	●	●	●
User Texting (Overage rates apply)		25	500	1000
Company Messaging		Additional Charge	Additional Charge	Additional Charge

ANALYTICS

QoS Dashboard	●	●	●	●
Call History	●	●	●	●
Service Adoption Dashboard		●	●	●

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INTEGRATIONS

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

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)			●	●

