



ProfileBasic phone sorvice integrated with Microsoft Teams ao near, including CONNECT Call22Cours to to used and including teams nearlyAdvanced Teams and Microsoft Teams ao nearly CONNECT Call22Cours to to used and including modelAdvanced Teams and Advanced Teams appsAdvanced Teams and Advanced Teams appsMix and match </th <th>PACKAGES</th> <th>CONNECT FOR TEAMS</th> <th>CONNECT WITH TEAMS</th>	PACKAGES	CONNECT FOR TEAMS	CONNECT WITH TEAMS
Printing model         Per user         Per user           Contact Canter add on         •         ✓           CALLING FEATURES         •         ✓           Desktop and mobile apps         •         ✓           in country calls to lardlines and mobiles?         •         ✓           in country calls to lardlines and mobiles?         •         ✓           International calling1         16 countries         31 countries           Monthy outbourd minutes per user?         3000 min (pooled?)         Contact Person number (DDI) and extension           Programmable line keys         •         •         •           Programmable line keys         •         •         •           Ploquality voice         •         •         •           Call prot.         •         •         •           Call prot.         •         •         •           Call pack / Park pick up         •         •         •           Call pack / Park pick up         •         •         •           Call pack / Park pick up         •         •         •           Call pack / Park pick up         •         •         •           Call pack / Park pick up         •         •         • <td>Profile</td> <td>Microsoft Teams as one app, including CONNECT Call2Teams to be used as</td> <td>Microsoft Teams app for collaboration</td>	Profile	Microsoft Teams as one app, including CONNECT Call2Teams to be used as	Microsoft Teams app for collaboration
Contact Center add on       -       ✓         CALLING FEATURES       ·       ·         Number of concurrent end points       Uses MS Teams apps       3 (Desktop, Mabile, Phone)         Desktop and mobile apps       -       ✓         In-country calls to landlines and mobiles <sup>1</sup> ✓       ✓         International calling <sup>2</sup> 16 countries       31 countries         Monthly outbound minutes per user <sup>1</sup> 3000 min (pooled)       5000 min (pooled)         Local phone number (DDI) and extension       ✓       ✓         Programmable line keys       -       ✓       ✓         Callary topic idle screen display       -       ✓       ✓         HD quality voice       ✓       ✓       ✓         Call park pickup       -       ✓       ✓	Mix and match	✓	<ul> <li>✓</li> </ul>
CALLING FEATURES       Uses MS Teams apps       3 (Desktop, Mobile, Phone)         Desktop and mobile apps       -       -         Incounty calls chandlines and mobiles <sup>11</sup> -       -         Incounty calls chandlines and mobiles <sup>12</sup> -       -         Incounty calls chandlines and mobiles <sup>13</sup> -       -         Incounty calls chandlines and mobiles <sup>14</sup> -       -         Incounty calls chandlines and mobiles <sup>15</sup> 31 countries       31 countries         Monthy outbound minutes per user <sup>1</sup> 3000 min (pooled)       5000 min (pooled)         Call point muber (DD) and stoension       -       -       -         Programmable line keys       -       -       -       -         Call point worker hold       -       -       -       -       -       -         Call rol       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -       -	Pricing model	Per user	Per user
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Monthly outbound minutes per user!3000 min (pooled)5000 min (pooled)Local phone number (DDI) and extensionProgrammable line keys-Change phone lide screen display-HD quality voiceCaller IDExtension to extension callingCall watting, transfer, holdCall pickup-Call pickup-Call pickup-Call pickup-Call pickup-Mays callingMusic on holdPaging-IntercomBusy Lamp Field-Do not disturbVoicemail10 Hrs/userVoicemail-Voicemail storage10 Hrs/userCall recording (automatic)24 Hrs/userVoice channel (inbound)-PresenceTeamsCONNECTConst patform team messaging with unlimited files support-Voice channel (inbound)-Super keys Range-Voice channel (inbound)-Real-tim agent status-Super keys Range-Keys Range-Keys Range-Keys Range-Keys Range-	In-country calls to landlines and mobiles <sup>1</sup>	✓	✓
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Programmable line keys       -       ✓         Change phone idle screen display       -       ✓         HD quality voice       ✓       ✓         Caller ID       ✓       ✓         Extension to extension calling       ✓       ✓         Call waiting, transfer, hold       ✓       ✓         Call park Park pick-up       -       ✓         3Way calling       ✓       ✓         Music on hold       ✓       ✓         Paging       -       ✓         Intercorn       ✓       ✓         Busy Lamp Field       -       ✓         Do not disturb       ✓       ✓         Voicemail       ✓       ✓         Voicemail       ✓       ✓         Voicemail storage       10 Hrs/user       10 Hrs/user         Call recording (automatic)       24 Hrs/user       ✓         WebFax       -       ✓         Presence       Teams       CONNECT         Cross platform team messaging with unlimited files support       -       ✓         Voice channel (inbound)       -       ✓       ✓         Start greetings (queue depth & ETA)       -       ✓       ✓         Supe	Monthly outbound minutes per user <sup>1</sup>	3000 min (pooled)	5000 min (pooled)
Change phone idle screen display       -       ✓         HD quality voice       ✓       ✓         Caller ID       ✓       ✓         Caller ID       ✓       ✓         Strension to extension calling       ✓       ✓         Call waiting, transfer, hold       ✓       ✓         Call pickup       -       ✓       ✓         Call pickup       -       ✓       ✓         Call pickup       -       ✓       ✓         Call park / Park pickup       -       ✓       ✓         3Way calling       ✓       ✓       ✓         Music on hold       ✓       ✓       ✓         Paging       -       ✓       ✓         Intercom       -       ✓       ✓         Busy Lamp Field       -       ✓       ✓         Do not disturb       ✓       ✓       ✓         Voicemail transcription       ✓       ✓       ✓         Voicemail storage       10 Hrs/user       10 Hrs/user       ✓         Call recording (automatic)       24 Hrs/user       ✓       ✓         Voicemail storage       Teams       CONNECT       ✓         Cross platform team messag	Local phone number (DDI) and extension	✓	✓
HD quality voice       ✓         Caller ID       ✓         Extension to extension calling       ✓         Call waiting, transfer, hold       ✓         Call pickup       –         Call park / Park pick-up       –         3/Way calling       ✓         Music on hold       ✓         Paging       –         Intercom       ✓         Busy Lamp Field       –         Do not disturb       ✓         Voicemail       ✓         Voicemail storage       10 Hrs/user         Voicemail storage       10 Hrs/user         Call park (linbund)       –         Voicemail storage       10 Hrs/user         ColLaBORATION       –         Presence       Teams         CONNECT       –         Cross platform team messaging with unlimited files support       –         Contact centers       –         Voice channel (inbound)       –       ✓         Smart greetings (queue depth & ETA)       –       ✓         Supervisor Agent Monitoring       –       ✓         Real-time agent status       –       ✓         Supervisor Agent Monitoring       –       ✓	Programmable line keys	-	✓
Caller ID       Image: Caller ID         Extension to extension calling       Image: Caller ID         Call vark / Park pick-up       Image: Caller ID         Call park / Park pick-up       Image: Caller ID         3 Way calling       Image: Caller ID         4 Way calling       Image: Caller ID         1 Music on hold       Image: Caller ID         Paging       Image: Caller ID         1 Intercom       Image: Caller ID         Voicemail transcription       Image: Caller ID         Voicemail storage       10 Hrs/user         Call recording (automatic)       10 Hrs/user         Voicemail (automatic)       10 Hrs/user         Call recording (automatic)       10 Hrs/user         Call recording (automatic)       10 Hrs/user         Contact ID       Image:	Change phone idle screen display	-	✓
Extension to extension callingImage: constraint of extension callingCall waiting, transfer, holdImage: constraint of extension callingCall pickup-Call pickup-Call pickup-Call pickup-Call park / Park pick-up-3-Way callingImage: constraint of extension callingWusic on holdImage: constraint of extension callingPaging-IntercomImage: constraint of extension callingNusic on holdImage: constraint of extension callingPaging-Intercom-Busy Lamp Field-Do not disturbImage: constraint of extension callingVoicemailImage: constraint of extension callingVoicemailImage: constraint of extension callingVoicemailImage: constraint of extension callingVoicemail storage10 Hrs/userCall recording (automatic)24 Hrs/userVelaborationImage: constraint of extension callingPresenceTeamsCONTACT CENTERVoice channel (inbound)-Smart greetings (queue depth & ETA)-Supervisor Agent Monitoring-Supervisor Agent Monitoring-Supervisor Agent Monitoring-Supervisor Agent Monitoring-Establish and track SLA-Intelligent call routing-Intelligent call routing-Intelligent call routing-	HD quality voice	✓	✓
Call waiting, transfer, hold       Image: Call pickup         Call pickup       Image: Call pickup         Call pickup       Image: Call pickup         Call pickup       Image: Call pickup         3Way calling       Image: Call pickup         Wusic on hold       Image: Call pickup         Paging       Image: Call pickup         Music on hold       Image: Call pickup         Paging       Image: Call pickup         Intercom       Image: Call pickup         Busy Lamp Field       Image: Call pickup         Do not disturb       Image: Call pickup         Voicemail transcription       Image: Call pickup         Voicemail transcription <td>Caller ID</td> <td>✓</td> <td>✓</td>	Caller ID	✓	✓
Call pickup       -       ✓         Call park / Park pick-up       -       ✓         3Way calling       ✓       ✓         Music on hold       ✓       ✓         Paging       -       ✓         Intercorn       -       ✓         Busy Lamp Field       -       ✓         Do not disturb       ✓       ✓         Voicemail       ✓       ✓         Voicemail transcription       ✓       ✓         Voicemail storage       10 Hrs/user       10 Hrs/user         Call recording (automatic)       24 Hrs/user       24 Hrs/user         VebFax       -       ✓         Presence       Teams       CONNECT         Cross platform team messaging with unlimited files support       -       -         Voice channel (inbound)       -       -       -         Smart greetings (queue depth & ETA)       -       ✓       -         Monitor, Whisper, Barge       -       ✓       -         Supervisor Agent Monitoring       -       ✓       -         Real-time agent status       -       ✓       -         Intelligent call routing       -       ✓       -	Extension to extension calling	✓	✓
Call park / Park pick-up       -       ✓         3-Way calling       ✓       ✓         Music on hold       ✓       ✓         Paging       -       ✓         Intercom       -       ✓         Busy Lamp Field       -       ✓         Do not disturb       ✓       ✓         Voicemail       ✓       ✓         Voicemail transcription       ✓       ✓         Voicemail storage       10 Hrs/user       10 Hrs/user         Call recording (automatic)       24 Hrs/user       24 Hrs/user         VebFax       -       ✓         Presence       Teams       CONNECT         Const platform team messaging with unlimited files support       -       -         Const platform team messaging with unlimited files support       -       -         Const platform team messaging with unlimited files support       -       -         Const platform team messaging with unlimited files support       -       -         Const platform team messaging with unlimited files support       -       -         Smart greetings (queue depth & ETA)       -       -         Supervisor Agent Monitoring       -       -       -         Supervisor Agent Monitoring	Call waiting, transfer, hold	✓	✓
3Way calling       Image: Constraint of the second se	Call pickup	-	✓
IntercomIntercomPaging-Intercom-Busy Lamp Field-Do not disturbIntercomVoicemailIntercomVoicemail transcriptionIntercomVoicemail storage10 Hrs/userCall recording (automatic)24 Hrs/userWebFax-COLLABORATIONPresenceTeamsCONTACT CENTERIntercomVoice channel (inbound)-Smart greetings (queue depth & ETA)-Monitor, Whisper, Barge-Supervisor Agent Monitoring-Real-time agent status-Intelligent call routing-Intelligent call routing-	Call park / Park pick-up	-	✓
Paging-IntercomIntercom-IntercomBusy Lamp Field-IntercomDo not disturbImage: ConstructionImage: ConstructionVoicemailImage: ConstructionImage: ConstructionVoicemail storage10 Hrs/user10 Hrs/userCall recording (automatic)24 Hrs/user24 Hrs/userWebFax-Image: ConstructionContact cons	3-Way calling	✓	✓
Intercom       -       Image: Start of Start	Music on hold	✓	✓
Busy Lamp Field   Do not disturb   Voicemail   Voicemail transcription   Voicemail storage   10 Hrs/user   Call recording (automatic)   VebFax   VebFax   COLLABORATION   Presence  CONNECT   Presence  CONNECT   Cross platform team messaging with unlimited files support   Constant greetings (queue depth & ETA)   Smart greetings (queue depth & ETA)   Supervisor Agent Monitoring   Real-time agent status   Intelligent call routing    Voice In outing	Paging	-	✓
Do not disturbImage: constraint of the second s	Intercom	-	✓
VoicemailImage: Constraint of the second	Busy Lamp Field	-	✓
Voicemail transcriptionImage: Construction of the second of t	Do not disturb	✓	✓
Voicemail storage       10 Hrs/user       10 Hrs/user         Call recording (automatic)       24 Hrs/user       24 Hrs/user         WebFax       -       ✓         COLLABORATION         Presence       Teams       CONNECT         Corss platform team messaging with unlimited files support       -       -         CONTACT CENTER         Voice channel (inbound)       -       -         Smart greetings (queue depth & ETA)       -       ✓         Monitor, Whisper, Barge       -       ✓         Supervisor Agent Monitoring       -       ✓         Real-time agent status       -       ✓         Establish and track SLA       -       ✓         Intelligent call routing       -       ✓	Voicemail	✓	✓
Call recording (automatic)24 Hrs/user24 Hrs/userWebFax-Image: Constraint of the stress	Voicemail transcription	✓	✓
WebFax-Image: Constraint of the sector	Voicemail storage	10 Hrs/user	10 Hrs/user
COLLABORATIONPresenceTeamsCONNECTCross platform team messaging with unlimited files supportCONTACT CENTERVoice channel (inbound)-Image: Constant of the second sec	Call recording (automatic)	24 Hrs/user	24 Hrs/user
PresenceTeamsCONNECTCross platform team messaging with unlimited files supportCONTACT CENTERVoice channel (inbound)-Smart greetings (queue depth & ETA)-Monitor, Whisper, Barge-Supervisor Agent Monitoring-Real-time agent status-Establish and track SLA-Intelligent call routing-	WebFax	-	✓
Cross platform team messaging with unlimited files supportCONTACT CENTERVoice channel (inbound)-Image: Colspan="2">Image: Colspan="2" Image: Colspan="2" Image	COLLABORATION		
CONTACT CENTER         Voice channel (inbound)       -       Image: Colspan="2">Image: Colspan="2" Image: Colspan="2	Presence	Teams	CONNECT
Voice channel (inbound)-Smart greetings (queue depth & ETA)-Monitor, Whisper, Barge-Supervisor Agent Monitoring-Real-time agent status-Establish and track SLA-Intelligent call routing	Cross platform team messaging with unlimited files support	-	-
Smart greetings (queue depth & ETA)-Monitor, Whisper, Barge-Supervisor Agent Monitoring-Real-time agent status-Establish and track SLA-Intelligent call routing	CONTACT CENTER		
Monitor, Whisper, Barge-Supervisor Agent Monitoring-Real-time agent status-Establish and track SLA-Intelligent call routing✓	Voice channel (inbound)	-	✓
Supervisor Agent Monitoring-Real-time agent status-Establish and track SLA-Intelligent call routing-Intelligent call routing-	Smart greetings (queue depth & ETA)	-	✓
Real-time agent status-Establish and track SLA-Intelligent call routing-	Monitor, Whisper, Barge	-	✓
Real-time agent status-Establish and track SLA-Intelligent call routing-	Supervisor Agent Monitoring	-	✓
Establish and track SLA-Intelligent call routing-Intelligent call routing-		-	✓
		-	✓
	Intelligent call routing	-	✓
	Configurable agent wrap-up time	-	✓





PACKAGES	CONNECT	CONNECT
	FOR TEAMS	WITH TEAMS
ANALYTICS	•	
QoS Dashboard	<u> </u>	<u> </u>
Call History	✓	<u> </u>
Supervisor Analytics	-	<u> </u>
Wallboards (real-time)	-	<u> </u>
Detailed Contact Center Analytics (real-time)	-	✓
CLOUD STORAGE		
File, backup, sync and share	-	
Antivirus and Malware protection	-	-
Unlimited file versioning	-	-
Secure external sharing	-	-
Microsoft Outlook integration	-	-
VIDEO CONFERENCING		
Video meeting participants with screen sharing	-	-
International dial-in numbers	-	-
Unlimited and recurring meetings	-	-
Join from browser (Chrome/Edge)	-	-
and mobile devices		
Integrated scheduling with MS Office 365/Outlook/Teams, Workspace, Slack	-	-
Extensive host security / moderation controls	-	-
In-meeting chat (public/private)	-	-
Screen annotation	-	-
Custom Meeting URL	-	-
Al driven noise cancellation	-	-
End-to-End encryption	-	-
Remote control	-	-
Al driven meeting transcripts and actionable insights	-	-
Synced in-meeting notes	-	-
Upload presentations	-	-
Custom branding	-	-
Record meetings and download	-	-
Attendance reports	-	-
Chat reports	-	-
INTEGRATIONS		
Chrome Click to Call	-	✓
MS Active Directory	✓	✓
MS Outlook (CONNECT)	-	✓
Google Workspace (CONNECT)	-	✓
MS O365 / Teams / Outlook (MEET)	-	-
Slack (MEET)	-	-
Generic CRM Screen Pop	_	✓
Sugar CRM	-	✓
Zoho CRM	_	<ul> <li>Image: A second s</li></ul>





PACKAGES	CONNECT FOR TEAMS	CONNECT WITH TEAMS
Zendesk	-	✓
Salesforce	-	✓
ServiceNow	-	✓
NetSuite	-	✓
MS Dynamics	-	✓
CONNECT REST API	-	Voice / Analytics / Address Book
ACCOUNT LEVEL UCAAS FEATURES		
Number porting	✓	✓
Auto Attendant (10 per account)	✓	✓
Hunt Groups (10 per account)	✓	✓
Hunt Group Reporting (account level)	✓	✓
Hunt Group call recording	-	200 Hrs

<sup>1</sup> Inclusive calling excludes calls to premium or high cost fixed or mobile numbers, specialty numbers or other destinations not considered standard cost. Those will be charged on a pay per use basis. Call rate tariffs can be obtained at: https://univerge.blue/rates CONNECT is subject to NEC's Fair Use Policy as detailed in the Product Schedules available at https://univerge.blue/legal

<sup>2</sup> For Teams and Essentials: Belgium, Denmark\*, Estonia, France, Germany\*, Iceland\*, Ireland\*, Italy\*, Netherlands\*, Norway\*, Romania\*, Slovakia, Spain, Sweden, Switzerland, UK\*

With Teams, Pro and Pro Plus add: US\*, Canada\*, Australia\*, Czech Republic, Hong Kong\*, India, Israel, Japan, Malaysia, New Zealand\*, Poland, Portugal, Singapore, South Korea, Taiwan

(\*Includes standard mobile)

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