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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 ¹ ✓ ✓ International calling ² 16 countries 31 countries Monthly outbound minutes per user ¹ 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	✓	 ✓
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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 ¹	3000 min (pooled)	5000 min (pooled)
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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	-	✓
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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	✓	✓
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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	-	✓
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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	✓	✓
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Do not disturbImage: constraint of the second s	Intercom	-	✓
VoicemailImage: Constraint of the second	Busy Lamp Field	-	✓
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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
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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
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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	_	 Image: A second s





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

¹ 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

² 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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