



PACKAGES	CONNECT FOR TEAMS	CONNECT WITH TEAMS
Profile	Basic phone service integrated with Microsoft Teams as one app, including CONNECT Call2Teams to be used as Teams PBX	Advanced phone system using Microsoft Teams app for collaboration and CONNECT app for everything else
Mix and match	✓	✓
Pricing model	Per user	Per user
Contact Center add on	-	✓
<b>CALLING FEATURES</b>		
Number of concurrent end points	Uses MS Teams apps	3 (Desktop, Mobile, 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	-	✓
Change phone idle screen display	-	✓
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 transcription	✓	✓
Voicemail storage	10 Hrs/user	10 Hrs/user
Call recording (automatic)	24 Hrs/user	24 Hrs/user
WebFax	-	✓
<b>COLLABORATION</b>		
Presence	Teams	CONNECT
Cross platform team messaging with unlimited files support	-	-
<b>CONTACT CENTER</b>		
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	-	✓
Configurable agent wrap-up time	-	✓





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<b>ANALYTICS</b>		
QoS Dashboard	✓	✓
Call History	✓	✓
Supervisor Analytics	-	✓
Wallboards (real-time)	-	✓
Detailed Contact Center Analytics (real-time)	-	✓
<b>CLOUD STORAGE</b>		
File, backup, sync and share	-	-
Antivirus and Malware protection	-	-
Unlimited file versioning	-	-
Secure external sharing	-	-
Microsoft Outlook integration	-	-
<b>VIDEO CONFERENCING</b>		
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	-	-
AI driven noise cancellation	-	-
End-to-End encryption	-	-
Remote control	-	-
AI driven meeting transcripts and actionable insights	-	-
Synced in-meeting notes	-	-
Upload presentations	-	-
Custom branding	-	-
Record meetings and download	-	-
Attendance reports	-	-
Chat reports	-	-
<b>INTEGRATIONS</b>		
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	-	✓





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>  
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<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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