



UNIVERGE BLUE® CONNECT

PACKAGES	ESSENTIALS	PRO	PRO PLUS
Mix and match	Yes	Yes	Yes
Where does this fit?	Needs basic phone service with chat and presence capabilities	Needs a full collaboration suite with cloud storage and video meetings on multiple devices	Needs Pro with boosted meeting capacity and more 3rd party integration capabilities
OTHER CONSIDERATIONS			
Contact Center add on	Yes	Yes	Yes
Pricing model	Per user	Per user	Per user
Number of concurrent endpoints	One deskphone, one mobile app, one desktop app	5	5
Free calling	US, Canada, Puerto Rico * 6000 minutes cap	US, Canada, Puerto Rico * 6000 minutes cap	US, Canada, Puerto Rico * 6000 minutes cap
Local phone number	✓	✓	✓
Extension	✓	✓	✓
Programmable line keys	✓	✓	✓
Change phone idle screen display	✓	✓	✓
HD quality voice	✓	✓	✓
Call Pickup	✓	✓	✓
Caller ID	✓	✓	✓
Call waiting	✓	✓	✓
Call transfer	✓	✓	✓
Call hold	✓	✓	✓
Paging	✓	✓	✓
Extension to extension calling	✓	✓	✓
Call park	✓	✓	✓
Call park pickup	✓	✓	✓
Intercom	✓	✓	✓
Music on hold	✓	✓	✓
Do not disturb	✓	✓	✓
Busy Lamp Field	✓	✓	✓
Mobile apps	✓	✓	✓
Desktop app	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail storage	Unlimited	Unlimited	Unlimited
Voicemail transcription		✓	✓
Call recording		✓	✓
Receptionist mode		✓	✓
Expansion module		✓	✓
Web fax		✓	✓

PACKAGES	ESSENTIALS	PRO	PRO PLUS
COLLABORATION			
Presence detection	✓	✓	✓
1 on 1 instant messaging	✓	✓	✓
Team messaging	✓	✓	✓
Business SMS		✓	✓
File backup, sync and share		10GB	10 GB
VIDEO MEETINGS AND CONFERENCING			
HD Audio Conferencing (Dial in)		200	200
Online Meeting Attendees (view Sharing & Video)		30	100
720p HD Video Concurrent Webcam Panels		12	12
Meeting lock		✓	✓
Remove participant		✓	✓
Integrated scheduling with Microsoft Office 365/Outlook/G suite		✓	✓
In meeting chat		✓	✓
Call your number or call in features to quickly join the meeting		✓	✓
Support for screen sharing across multiple windows and monitors		✓	✓
Dial in number options for local or toll-free numbers		✓	✓
Mute all or specific participants		✓	✓
Shared presence across meetings, phone, and team messaging		✓	✓
Join without downloading an app		✓	✓
Join from mobile devices		✓	✓
Join from online web browser		✓	✓
Meeting transcription		✓	✓
Unlimited recordings		✓	✓
Custom branding		✓	✓
International dial in numbers		✓	✓
Record meetings		✓	✓
Meeting notes		✓	✓
Screen annotation		✓	✓
Remote control		✓	✓
CONNECT ANALYTICS			
QoS Dashboard	✓	✓	✓
Call History	✓	✓	✓

PACKAGES	ESSENTIALS	PRO	PRO PLUS
CONNECT INTEGRATIONS			
Active Directory	✓	✓	✓
G Suite integration	✓	✓	✓
Outlook integration	✓	✓	✓
Teams (meeting integration)		✓	✓
Slack (meeting integration)		✓	✓
Sugar CRM		✓	✓
Zoho CRM		✓	✓
Salesforce integration			✓
Zendesk			✓
Service Now			✓
NetSuite Integration			✓
MS Dynamics			✓
ACCOUNT-LEVEL CONNECT UCaaS FEATURES			
Number porting	✓	✓	✓
Automated Attendant	✓	✓	✓
Receptionist routing	✓	✓	✓
Call recording		250 hrs/user	250 hrs/user
Hunt Groups	✓	✓	✓
SrS Additional Storage	✓	✓	✓

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