



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
Mix & Match	✓	✓	✓	✓
Free Device		✓	✓	✓
Number of Concurrent Endpoints	1 Phone Plus Apps	1 Phone Plus Apps	5	5
Desktop App	✓	✓	✓	✓
Mobile App	✓	✓	✓	✓
Unlimited Calling	✓	✓	✓	✓
Free International Calling View Countries>		23 Countries	33 Countries	33 Countries
Local Number	✓	✓	✓	✓
Toll-Free Number	Additional Charge	Additional Charge	Additional Charge	Additional Charge
Auto Attendant	✓	✓	✓	✓
Caller ID	✓	✓	✓	✓

	FOR TEAMS EXPRESS	FOR TEAMS ESSENTIALS	FOR TEAMS PRO	FOR TEAMS ENTERPRISE
User Call Forwarding		✓	✓	✓
AI Call Insights		Coming Soon Additional Charge	Coming Soon	Coming Soon
Basic Hunt Groups	✓	✓	✓	✓
Advanced Hunt Groups		Additional Charge	✓	✓
Call Transfer, Call Hold, 3-Way Calling, Music on Hold	✓	✓	✓	✓
Hot Desking	✓	✓	✓	✓
Paging	✓	✓	✓	✓
Call Park/Pickup	✓	✓	✓	✓
Intercom	✓	✓	✓	✓
SPAM Call Blocking/Tagging	✓	✓	✓	✓
Emergency Services Notification	✓	✓	✓	✓
Voicemail	✓	✓	✓	✓
Voicemail Transcription		✓	✓	✓
Call Recording	✓	✓	✓	✓
Web Fax			✓	✓

ARCHIVING

30-Days Retention - More Details	✓	✓	✓	✓
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		25	500	1000
Company Messaging		Additional Charge	Additional Charge	Additional Charge

ENVISION ANALYTICS

QoS Dashboard	✓	✓	✓	✓
Call History	✓	✓	✓	✓
Service Adoption Dashboard		✓	✓	✓

EXTEND INTEGRATIONS

Active Directory	✓	✓	✓	✓
Embedded MS Teams Calling	✓	✓	✓	✓

	FOR TEAMS EXPRESS	FOR TEAMS ESSENTIALS	FOR TEAMS PRO	FOR TEAMS ENTERPRISE
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			✓	✓

CALL CENTER 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)			✓	✓

QUESTIONS? CONTACT US TODAY!