



PACKAGES	ESSENTIALS	PRO	PRO PLUS
Mix and match	Yes	Yes	Yes
Profile	Cloud PBX phone system with team chat, presence and core video conferencing capabilities	A full communication and collaboration suite with extensive video meeting capabilities and sophisticated cloud storage	PRO package with boosted meeting capacity and more 3rd party integration capabilities
Pricing model	Per user	Per user	Per user
CONNECT FEATURES AND FUNCTIONALITY			
ENGAGE Contact Centre Add-on	✓	✓	✓
Number of concurrent endpoints	3 (Desktop, Mobile, Phone)	5	5
In-country calls to landlines and mobiles included in the monthly fee <sup>1</sup>	✓	✓	✓
Monthly outbound minutes per user	3000 min (pooled)	5000 min (pooled)	5000 min (pooled)
International calling included in the monthly fee <sup>2</sup>	16 countries	31 countries	31 countries
Local phone number (DDI)	✓	✓	✓
Extension number	✓	✓	✓
Programmable line keys	✓	✓	✓
Change phone idle screen display	✓	✓	✓
HD quality voice	✓	✓	✓
Call pickup	✓	✓	✓
Caller ID	✓	✓	✓
Call waiting	✓	✓	✓
Call transfer	✓	✓	✓
Call hold	✓	✓	✓
3-way calling	✓	✓	✓
Paging	✓	✓	✓
Extension to extension calling	✓	✓	✓
Call park	✓	✓	✓
Call park pickup	✓	✓	✓
Intercom	✓	✓	✓
Music on hold	✓	✓	✓
Do not disturb	✓	✓	✓
Busy Lamp Field	✓	✓	✓
Basic User Reports	✓	✓	✓
Mobile apps	✓	✓	✓
Desktop app	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail storage	10 Hrs	10 Hrs	10 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> Basic and Essentials: Belgium, Denmark\*, Estonia, France, Germany\*, Iceland\*, Ireland\*, Italy\*, Netherlands\*, Norway\*, Romania\*, Slovakia, Spain, Sweden, Switzerland, UK\*. 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)



PACKAGES	ESSENTIALS	PRO	PRO PLUS
Voicemail transcription	-	✓	✓
Call Recording (automatic)	24 Hrs/user	24 Hrs/user	24 Hrs/user
Receptionist mode	-	✓	✓
WebFax	Add-on	✓	✓
<b>CONNECT UNIFIED COMMUNICATIONS</b>			
Presence detection	✓	✓	✓
1 on 1 instant messaging with unlimited files support	✓	✓	✓
Team/Group messaging with unlimited files support	✓	✓	✓
<b>MEET VIDEO CONFERENCING</b>			
Audio Only Phone participants	200	200	200
Web / HD video participants	4	100	200
Unlimited meetings	✓	✓	✓
Recurring meetings	✓	✓	✓
Host security settings	✓	✓	✓
Meeting lock	✓	✓	✓
Meeting passwords	✓	✓	✓
Remove participant	✓	✓	✓
Mute all or specific participants	✓	✓	✓
Shared presence across meetings, phone, and team messaging	✓	✓	✓
In meeting chat	✓	✓	✓
Screen annotation	✓	✓	✓
Support for screen sharing across multiple windows and monitors	✓	✓	✓
Join from mobile devices	✓	✓	✓
Join from Chrome	✓	✓	✓
Custom Meeting URL	✓	✓	✓
Virtual Backgrounds	✓	✓	✓
Dial in number options for local or toll-free numbers	✓	✓	✓
Integrated scheduling with MS Office 365/Outlook/G Suite/Teams/Slack	✓	✓	✓
International dial in numbers	-	✓	✓
AI driven meeting transcripts and insights	-	✓	✓
Synced in meeting notes editable by all participants	-	✓	✓
Remote control	-	✓	✓
Upload presentations	-	✓	✓
Custom branding	-	✓	✓
Record meetings	-	Unlimited	Unlimited
Download meeting recordings	-	✓	✓
Attendance reports	✓	✓	✓
Chat reports	✓	✓	✓



PACKAGES	ESSENTIALS	PRO	PRO PLUS
<b>SHARE CLOUD STORAGE</b>			
File backup, sync and share	Add-on	10G/user (pooled)	10GB/user (pooled)
Antivirus and Malware protection		✓	✓
Unlimited file versioning		✓	✓
Secure external sharing		✓	✓
Microsoft Outlook integration		✓	✓
<b>CONNECT ANALYTICS</b>			
QoS Dashboard	✓	✓	✓
Call History	✓	✓	✓
<b>CONNECT INTEGRATIONS</b>			
Chrome Click to Call	✓	✓	✓
Microsoft Active Directory	✓	✓	✓
Microsoft Outlook (CONNECT)	✓	✓	✓
Microsoft Outlook (MEET scheduling)	✓	✓	✓
Microsoft Teams (MEET integration)	✓	✓	✓
Microsoft Teams Calling	Add-on	Add-on	Add-on
G Suite	✓	✓	✓
Slack (MEET integration)	✓	✓	✓
Generic CRM Screen Pop	✓	✓	✓
SugarCRM	-	✓	✓
Salesforce	-	-	✓
Zendesk	-	-	✓
ServiceNow	-	-	✓
NetSuite	-	-	✓
Microsoft Dynamics	-	-	✓
<b>ACCOUNT-LEVEL CONNECT UCaaS FEATURES</b>			
Number porting	✓	✓	✓
Automated Attendant (10 per account)	✓	✓	✓
Receptionist routing	✓	✓	✓
Hunt Groups (10 per account)	✓	✓	✓
Hunt Group Reporting (account level)	✓	✓	✓
Hunt Group call recording	Only with ENGAGE CORE, 200 Hrs	✓ (100 Hrs, 200 Hrs with ENGAGE CORE)	✓ (100 Hrs, 200Hrs with ENGAGE CORE)



FACTORS	ENGAGE CORE	ENGAGE ADVANCED	ENGAGE COMPLETE
Positioning	Inbound Voice only	Multi functional contact center	Multi channel contact center
Licence model	Named Agents	Concurrent Seats <sup>1</sup>	Concurrent Seats <sup>1</sup>
Voice delivery	CONNECT	CONNECT or Over The Top	CONNECT or Over The Top
Multi-language support <sup>2</sup>	✓	✓	✓
Position in Queue & Estimated Wait Time Messages	✓	✓	✓
Monitor (silent), Whisper, Barge	✓	✓	✓
Real-Time, Historical & Graphical Reports	✓	✓	✓
Real-Time Dashboards/Wallboard	✓	✓	✓
Wrap up	✓	✓	✓
Report Scheduling	✓	✓	✓
Call Recording	✓	✓	✓
Recording storage (Voice and/or Screen)	200 hrs/group	Unlimited, 30 Days	Unlimited, 30 Days
Call Qualification (ACW)	✓	✓	✓
Compliance recording (start/stop etc.)	✗	✓	✓
Agent Desktop & Web Application	✗	✓	✓
Skill-Based Routing	✗	✓	✓
Geo-Routing	✗	✓	✓
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	✗	✓	✓
Real-Time Customizable Threshold Alerts	✗	✓	✓
Queued Callback & Queued Voicemail	✗	✓	✓
Emergency Queue Bulletins	✗	✓	✓
Post-Call Surveys	✗	✓	✓
Text-to-Speech	✗	✓	✓
Call Scripting	✗	✓	✓
Outbound Dialer (Scheduled Power Dialing)	✗	✓	✓
Multi-Channel (E-mail, chat, SMS)	✗	Add-on	✓
Dynamic Notification (Voice, E-mail & SMS)	✗	Add-on	✓
Schedule Manager (shifts (trading), vacation, skill set, adherence)	✗	Add-on	✓



FACTORS	ENGAGE CORE	ENGAGE ADVANCED	ENGAGE COMPLETE
Evaluator (Voice/chat or e-mail; QA Templates & Scoring)	✗	Add-on	✓
Screen Recording	✗	Add-on	✓
Customisation Reports/CRM/IVR/ dashboard	✗	✓	✓
Work Force Management Integration	✗	✗	✓ <sup>3</sup>
Self Service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)	✗	✗	✓ <sup>3</sup>
Speech Recognition Integration	✗	✗	✓
<b>ENGAGE INTEGRATIONS<sup>4</sup></b>			
Salesforce integration	✓	✓	✓
Zendesk	✓	✓	✓
Microsoft Dynamics 365	✓	✓	✓
Zoho CRM	✓	✓	✓
Service Now	✓	✓	✓
NetSuite Integration	✓	✗	✓
Sugar CRM	✓	✗	✓
<b>CONTACT CENTER CONCURRENT SEAT USAGE</b>			
Inbound Domestic (Contact Centre Usage)	N/A (As per CONNECT bundle)	Unlimited	Unlimited
Outbound Domestic (Contact Centre Usage/Dialer)	N/A (As per CONNECT bundle)	Usage based	Usage based
Toll-free Inbound/Outbound	As per toll-free bundle/per minute	As per toll-free bundle/per minute	As per toll-free bundle/per minute

1. See OTT deployment for options and limitations)

2. US English, UK English, German, Dutch, Spanish

3. Workforce management and self-service applications may require professional services

4. Level of integration differs per platform/CRM systems. Details about supported functionality can be found in the UNIVERGE BLUE® ENGAGE CRM integrations overview