



UNIVERGE BLUE® CONNECT

PACKAGES	CONNECT ESSENTIALS	CONNECT PRO	CONNECT PRO PLUS
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
Mix and match	✓	✓	✓
Pricing model	Per user	Per user	Per user
ENGAGE CORE Contact Center	Add-on	✓	✓
CONNECT CALLING FEATURES			
Number of concurrent endpoints	1 desk phone + CONNECT mobile and desktop apps	5 desk phones + CONNECT mobile and desktop apps	5 desk phones + CONNECT mobile and desktop apps
Desktop and mobile apps	✓	✓	✓
Free calling US, Canada, Puerto Rico	Unlimited*	Unlimited*	Unlimited*
Local phone number (DID) 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 pickup	✓	✓	✓
3-way calling	✓	✓	✓
Music on hold	✓	✓	✓
Paging	✓	✓	✓
Intercom	✓	✓	✓
Busy Lamp Field (BLF)	✓	✓	✓
Do Not Disturb (DND)	✓	✓	✓
Receptionist view	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail transcription	✗	✓	✓
Voicemail storage	10 Hrs/user	10 Hrs/user	10 Hrs/user
Call recording (automatic)	24 Hrs/user	24 Hrs/user	24 Hrs/user
WEBFAX	✗	✓	✓

*Unlimited incoming calling and up to 6,000 minutes per month per user for outgoing calling.



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CONNECT COLLABORATION			
Presence	CONNECT	CONNECT	CONNECT
Cross-platform team messaging with unlimited files support	✓	✓	✓
Federation (upon request)	✓	✓	✓
Business SMS (only available in U.S. & Canada)	✗	✓	✓
Calendar synchronization within apps	✗	✓	✓
ENGAGE CORE CONTACT CENTER			
Voice channel (inbound, outbound)	Add-on	✓	✓
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		✓	✓
Advanced Hunt Group call recording		200 Hrs	200 Hrs
ENGAGE ADVANCED / COMPLETE CONTACT CENTER			
ENGAGE ADVANCED / COMPLETE (single pane)	Add-on	Add-on	Add-on
CONNECT & ENGAGE CORE ANALYTICS			
QoS dashboard	✓	✓	✓
Call history	✓	✓	✓
Hunt Group reporting	✓	✓	✓
Advanced Hunt Group reporting	Add-on	✓	✓
Supervisor analytics		✓	✓
Wallboards (real-time)		✓	✓
Detailed Contact Center Analytics (real-time)		✓	✓
SHARE CLOUD STORAGE			
File, backup, sync and share	5 GB/user (pooled)	50 GB/user (pooled)	200 GB/user (pooled)
Antivirus and malware protection	✓	✓	✓
Unlimited file versioning	✓	✓	✓
Secure external sharing	✓	✓	✓
Microsoft® Outlook® integration	✓	✓	✓
File server sync	✓	✓	✓
Account level 1TB upgrades	Add-on	Add-on	Add-on

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MEET VIDEO CONFERENCING			
Web participants	4	100	200
HD video (720p) participants	4	100	100
Max videos displayed per page	4	20	20
Unlimited and recurring meetings	✓	✓	✓
VoIP/PSTN Audio (200 max)	✓	✓	✓
International dial-in numbers	✗	✓	✓
Custom meeting logo/background	✗	✓	✓
Background blur	✗	✓	✓
Virtual backgrounds (BETA)	✓	✓	✓
Custom meeting URL	✓	✓	✓
Join or host from mobile / Chrome	✓	✓	✓
Integrated scheduling with MS Office® 365®/Outlook®/Teams®, Google Workspace™, Slack®	✓	✓	✓
Noise cancellation	✓	✓	✓
Waiting room	✓	✓	✓
Muting controls	✓	✓	✓
Meeting lock (+automatic)	✓	✓	✓
End-to-End encryption	✗	✓	✓
Meeting passwords	✗	✓	✓
Host security settings	✗	✓	✓
Remove participant	✗	✓	✓
Active talker indicator	✓	✓	✓
Screen annotation	✓	✓	✓
Screen and application sharing	✓	✓	✓
Private and group chat	✓	✓	✓
Record meetings	✗	✓	✓
Recording cloud storage	✗	Unlimited	Unlimited
Meeting transcripts and insights	✗	✓	✓
Meeting notes	✗	✓	✓
Attendance reports	✓	✓	✓
Chat reports	✓	✓	✓

PACKAGES	CONNECT ESSENTIALS	CONNECT PRO	CONNECT PRO PLUS
CONNECT INTEGRATIONS			
Google Chrome™ Click to Call	✓	✓	✓
MS Active Directory®	✓	✓	✓
MS Outlook	✓	✓	✓
Google Workspace	✓	✓	✓
MS O365 / Teams / Outlook (MEET)	✓	✓	✓
Slack (MEET)	✓	✓	✓
Generic CRM screen pop	✓	✓	✓
Sugar CRM®	✗	✓	✓
Zendesk™	✗	✓	✓
Salesforce® (classic & lightning)	✗	✗	✓
ServiceNow®	✗	✗	✓
Oracle NetSuite®	✗	✗	✓
MS Dynamics 365®	✗	✗	✓
CONNECT REST API	Voice/Address Book/Analytics	Voice/Address Book/Analytics	Voice/Address Book/Analytics
CONNECT ACCOUNT LEVEL UCAAS FEATURES			
Number porting	✓	✓	✓
Auto Attendant (1 per account) (Outbound bucket 1000min/month)	✓	✓	✓
Hunt Groups (5 per account)	✓	✓	✓
Basic Hunt Group call recording	100 Hrs	100 Hrs	100 Hrs

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