UNIVERGE BLUE®
CONNECT

PACKAGES	CONNECT ESSENTIALS	CONNECT PRO	CONNECT PRO PLUS
Profile	Cloud phone system with team chat, presence and core video conferencing capabilities	A full communication and collaboration suite with 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
CONNECT FEATURES AND FUNCTIONALITY			
Number of concurrent endpoints. (Desktop, Mobile, Phone.)	3	5	5
Desktop and mobile applications	✓	✓	✓
Included calls to mobile and landline[1]	Unlimited[1]	Unlimited[1]	Unlimited[1]
Use included minutes to call select countries [2,3]	✓ [2]	✓ [3]	✓ [3]
Local phone number (DID)	✓	✓	✓
Programmable line keys	✓	✓	✓
HD quality voice	✓	✓	✓
Call pickup	✓	✓	✓
Caller ID	✓	✓	✓
Call waiting	✓	✓	✓
Call hold, transfer & 3-way calling	✓	✓	✓
Paging	✓	✓	✓
Call-park & pickup	✓	✓	✓
Intercom	✓	✓	✓
Music on hold	✓	✓	✓
Do not disturb	✓	✓	✓
Busy Lamp Field	✓	✓	✓
Expansion modules	✗	✓	✓
Basic User Reports	✓	✓	✓
Mobile apps	✓	✓	✓
Desktop app	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail storage	10 Hours	10 Hours	10 Hours
Voicemail transcription	✗	✓	✓
Call Recording (automatic & on demand)	90 days or up to 48 hours	90 days or up to 48 hours	90 days or up to 48 hours
WebFax	Add-on	✓	✓

PACKAGES	CONNECT ESSENTIALS	CONNECT PRO	CONNECT PRO PLUS
CONNECT COLLABORATION			
Presence	✓	✓	✓
One-on-one messaging and file storage	✓	✓	✓
Team messaging and file storage	✓	✓	✓
Calendar synchronisation within applications	✗	✓	✓
CONTACT CENTRE FUNCTIONALITY			
Basic hunt groups	✓	✓	✓
Advanced hunt group (CONNECT CALL CENTRE)	✗	✓	✓
ENGAGE Advanced / Complete (optional)	Add-on	Add-on	Add-on
CONNECT CALL CENTRE (VOICE ONLY)			
Voice channel (inbound and outbound)		✓	✓
Smart greetings (Queue depth & ETA)		✓	✓
Monitor, Whisper, Barge		✓	✓
Supervisor agent monitoring	Add-on	✓	✓
Real-time agent status		✓	✓
Intelligent call routing		✓	✓
Establish and track SLA's		✓	✓
Call recording		200 Hours	200 Hours
MEET VIDEO CONFERENCING			
Audio Only Phone participants	200	200	200
Web / HD video participants	4	100	200
Unlimited / Recurring meetings	✓	✓	✓
Meeting lock (+automatic)	✓	✓	✓
Meeting passwords	✓	✓	✓
Remove participant	✓	✓	✓
Mute all or specific participants & change volume	✓	✓	✓
Shared presence across meetings, phone, and team messaging	✓	✓	✓
In meeting chat	✓	✓	✓
Screen annotation	✓	✓	✓
Support for screen sharing across multiple windows and monitors	✓	✓	✓
Multiple party screen sharing	✓	✓	✓
Join from mobile devices	✓	✓	✓
Join from Chrome	✓	✓	✓
Custom Meeting URL	✓	✓	✓
Virtual Backgrounds	✓	✓	✓
Dial in number options for local or toll-free numbers	✓	✓	✓

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PACKAGES	CONNECT ESSENTIALS	CONNECT PRO	CONNECT PRO PLUS
Integrated scheduling with: MS Office 365® / Outlook® / Google Workspace™ / Teams® / Slack®	✓	✓	✓
International dial in numbers	✗	✓	✓
Meeting transcripts and insights	✗	✓	✓
Synched in meeting notes editable by all participants	✗	✓	✓
Upload presentations	✗	✓	✓
Custom branding	✗	✓	✓
Record meetings	✗	Unlimited	Unlimited
End-to-End Encryption	✗	✓	✓
Background video blur	✗	✓	✓
Download meeting recordings	✗	✓	✓
Attendance reports	✓	✓	✓
Chat reports	✓	✓	✓
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 synchronisation	✓	✓	✓
Account level 1 TB upgrades	Add-on	Add-on	Add-on
CONNECT ANALYTICS			
QoS Dashboard	✓	✓	✓
Call History	✓	✓	✓
Hunt group reporting	✓	✓	✓
Advanced hunt group reporting		✓	✓
Supervisor analytics	Add-on	✓	✓
Wallboards		✓	✓
CONNECT INTEGRATIONS			
Google Chrome™ Click to Call	✓	✓	✓
Microsoft Active Directory®	✓	✓	✓
Microsoft Outlook®	✓	✓	✓
Microsoft Teams® (MEET integration)	✓	✓	✓
Microsoft Teams Calling	Add-on	Add-on	Add-on

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PACKAGES	CONNECT ESSENTIALS	CONNECT PRO	CONNECT PRO PLUS
CONNECT INTEGRATIONS			
Google Workspace	✓	✓	✓
Generic CRM Screen Pop	✓	✓	✓
Sugar CRM®	✗	✓	✓
Zoho CRM®	✗	✓	✓
Salesforce®	✗	✗	✓
Zendesk®	✗	✗	✓
ServiceNow®	✗	✗	✓
NetSuite®	✗	✗	✓
Microsoft Dynamics 365®	✗	✗	✓
CONNECT EXTEND API	Voice/Address book/Analytics	Voice/Address book/Analytics	Voice/Address book/Analytics
ACCOUNT-LEVEL CONNECT UCaaS FEATURES			
Number porting	✓	✓	✓
Automated Attendant (10 per account)	✓	✓	✓
Receptionist routing	✓	✓	✓
PER ACCOUNT-LEVEL CONNECT UCaaS FEATURES			
10 Auto Attendants (100 mins / month included)	✓	✓	✓
10 Basic hunt groups (100 hours call recording)	✓	✓	✓
Advanced hunt groups (200 hours call recording)	✗	✓	✓
Web fax (100 mins / month included)	✗	✓	✓
1 company voicemail box (10 hours)	✓	✓	✓

[1] Excludes special and premium numbers. Excludes non-business usage and usage in outbound contact centres. External calls made by IVRs, Hunt groups and Contact Centres are charged per minute.

[2] Australia, Hong Kong*, India*, Japan*, Malaysia*, New Zealand*, Singapore*, South Korea*, Taiwan* – *excludes mobile.

[3] Australia, Belgium*, Canada, Czech Republic*, Denmark*, Estonia*, France*, Germany, Hong Kong*, Iceland*, India*, Ireland*, Israel*, Italy, Japan*, Malaysia*, Netherlands, New Zealand*, Norway*, Poland*, Portugal*, Romania*, Singapore*, Slovak Republic*, South Korea*, Spain*, Sweden*, Switzerland*, Taiwan*, United Kingdom, United States – *excludes mobile.

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