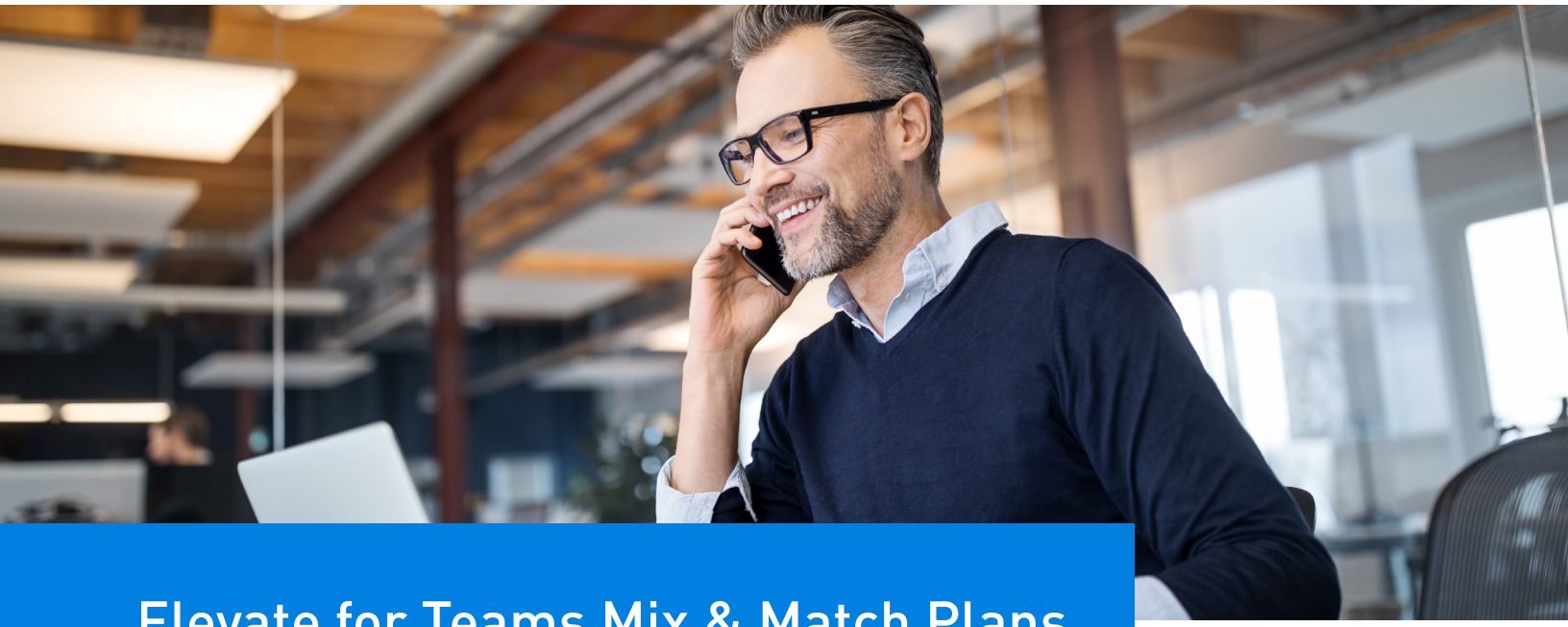

Elevate for Teams Mix & Match Plans

IT'S NOT A ONE-SIZE-FITS-ALL WORLD

Elevate 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

FEATURES	ELEVATE FOR TEAMS **EXPRESS**	ELEVATE FOR TEAMS **ESSENTIALS**	ELEVATE FOR TEAMS **PRO**	ELEVATE 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		24 Countries	34 Countries	34 Countries
Local Number	✓	✓	✓	✓
Toll-Free Number	Additional Charge	Additional Charge	Additional Charge	Additional Charge
Auto Attendant	✓	✓	✓	✓

FEATURES	ELEVATE FOR TEAMS **EXPRESS**	ELEVATE FOR TEAMS **ESSENTIALS**	ELEVATE FOR TEAMS **PRO**	ELEVATE FOR TEAMS **ENTERPRISE**
Caller ID	✓	✓	✓	✓
Basic Hunt Groups	✓	✓	✓	✓
Advanced Hunt Groups (See below for details - Call Center Features)			✓	✓
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			✓	✓
		AI SOLUTIONS		
AI Call Recap		✓	✓	✓
AI Receptionist	Additional Charge	Additional Charge	Additional Charge	Additional Charge
AI Interaction Insights		Coming Soon	Coming Soon	Coming Soon
		ARCHIVING		
30-Days Retention -	✓	✓	✓	✓
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 (Overage rates apply)		25	500	1000
Company Messaging		Additional Charge	Additional Charge	Additional Charge

	ELEVATE FOR TEAMS **EXPRESS**	ELEVATE FOR TEAMS **ESSENTIALS**	ELEVATE FOR TEAMS **PRO**	ELEVATE FOR TEAMS **ENTERPRISE**
		ENVISION ANALYTICS		
QoS Dashboard	✓	✓	✓	✓
Call History	✓	✓	✓	✓
Service Adoption Dashboard		✓	✓	✓
		EXTEND INTEGRATIONS		
Active Directory	✓	✓	✓	✓
Embedded MS Teams Calling	✓	✓	✓	✓
Chrome (Click to Call)	✓	✓	✓	✓
G Suite, Outlook, Slack (Meeting Integration) Outlook/Office 365 (Meetings Integration) Generic CRM Screen Pop		✓	✓	✓
Sugar CRM, Zoho CRM, Zendesk , HubSpot CRM, Pipedrive			✓	✓
Salesforce, ServiceNow, NetSuite, MS Dynamics			✓	✓
		CALL CENTER FEATURES (ADVANCED HUNT GROUPS)		
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!

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