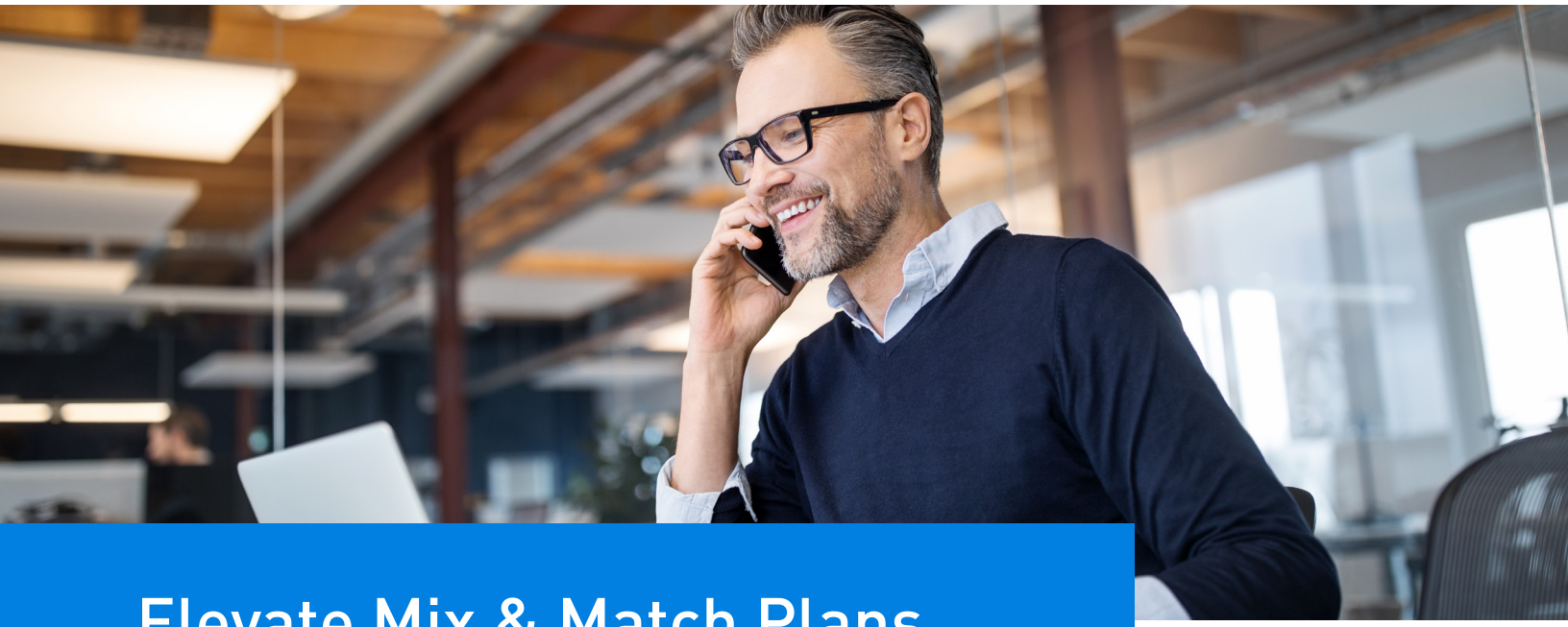

Elevate Mix & Match Plans

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

Our Elevate plans offer businesses 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 **EXPRESS**	ELEVATE **ESSENTIALS**	ELEVATE **PRO**	ELEVATE **ENTERPRISE**
Mix & Match	✓	✓	✓	✓
Free Device		✓	✓	✓
Number of Concurrent Endpoints	1 Phone Plus apps	1 Phone Plus Apps	5	5
Elevate Desktop App	✓	✓	✓	✓
Elevate 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 **EXPRESS**	ELEVATE **ESSENTIALS**	ELEVATE **PRO**	ELEVATE **ENTERPRISE**
Caller ID	✓	✓	✓	✓
User Call Forwarding	✓	✓	✓	✓
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		
Elevate AI Assistant		✓	✓	✓
AI Call Recap		✓	✓	✓
AI Meeting Recap (Video Meetings)		✓	✓	✓
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	✓	✓	✓	✓

FEATURES	ELEVATE **EXPRESS**	ELEVATE **ESSENTIALS**	ELEVATE **PRO**	ELEVATE **ENTERPRISE**
1 on 1 and Group Chat		✓	✓	✓
User Texting (overage rates apply)		25	500	1000
Company Messaging		Additional Charge	Additional Charge	Additional Charge
File Backup, Sync and Share *Amounts may vary based on when and how the license was purchased.		5 GB/User	50 GB/User	200 GB/User
		VIDEO CONFERENCING		
HD Video Conferencing		25 Participants	100 Participants	200 Participants
HD Audio Conferencing		200 Participants	200 Participants	200 Participants
Dial in Numbers		International	International	International
Elevate Rooms		✓	✓	✓
Screen Sharing		✓	✓	✓
Compact Mode		✓	✓	✓
Unlimited Recordings		✓	✓	✓
Screen Annotation		✓	✓	✓
Calendar Sync		✓	✓	✓
In Meeting Chat		✓	✓	✓
In Meeting Notes		✓	✓	✓
End to End Encryption			✓	✓
Meeting Security (Passwords, Lock, Attendees' Permission Controls)		✓	✓	✓
		ENVISION ANALYTICS		
QoS Dashboard	✓	✓	✓	✓
Call History	✓	✓	✓	✓
Service Adoption Dashboard		✓	✓	✓
		EXTEND INTEGRATIONS		
Active Directory	✓	✓	✓	✓
Chrome (Click to Call)	✓	✓	✓	✓
G Suite, Outlook, Slack (MeetingIntegration), Oulook/Office 365 (Meetings Integration), Generic CRM Screen Pop		✓	✓	✓

FEATURES	ELEVATE **EXPRESS**	ELEVATE **ESSENTIALS**	ELEVATE **PRO**	ELEVATE **ENTERPRISE**
Sugar CRM, Zoho CRM, Zendesk, HubSpot CRM, Pipedrive			✓	✓
Salesforce, ServiceNow, NetSuite, MS Dynamics			✓	✓
ALL 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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