

UCaaS Service Plans

The following are service level packages for our UCaaS solution leveraging the BroadWorks platform.

	Hosted Voice Seat	UCaaS Seat	Call Center Agent
Outbound Calling	✓	✓	✓
DID	✓	✓	✓
3-Way Calling	✓	✓	✓
Basic Call Logs	✓	✓	✓
Call Transfers	✓	✓	✓
Call Waiting	✓	✓	✓
Caller ID	✓	✓	✓
Unlimited Usage (US-48)	✓	✓	✓
Music on Hold	✓	✓	✓
Ring Groups	✓	✓	✓
Find Me / Follow Me	✓	✓	✓
Disaster Recovery call routing	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail to Email	✓	✓	✓
Detailed Reporting	✓	✓	✓
Hoteling	✓	✓	✓
N-Way Calling	✓	✓	✓
Priority Alert	✓	✓	✓
Call Block	✓	✓	✓
Intercom	✓	✓	✓
Auto Attendant	✓	✓	✓
Video Calling		✓	✓
Voicemail Transcription		✓	✓
Account Codes		✓	✓
Integrated Softphone		✓	✓
Video Conference		✓	✓
Screenshare		✓	✓
Mobile App		✓	✓
Instant Messaging		✓	✓
Mobile Presence		✓	✓
UC 1 Audio Conferencing		✓	✓
Outlook Integration		✓	✓
ACD Queues			✓
Directed Call Pick-up with Barge-In			✓

nexVortex provides the following optional add-on capabilities. Please discuss pricing with your Sales Representative.

Rental Phones
Special Application Seats (Door/Kitchen/Conference Phones)
Basic Call Queuing
vFax
CRM Integration
Call Recording
Voicemail Box (additional)