

UCaaS Packages

The following are service level packages for BCM One's hosted voice solution called UCaaSone™.

| | Special Application Seat | Premium | Premium + WebEx | Call Center Agent |
|---|--------------------------|---------|-----------------|-------------------|
| DID | X | X | X | X |
| 3-Way Calling | X | X | X | X |
| Basic Call Logs | X | X | X | X |
| Call Transfers | X | X | X | X |
| Call Waiting | X | X | X | X |
| Caller ID | X | X | X | X |
| Unlimited Usage (US-48 and Canada) | X | X | X | X |
| Music on Hold | | X | X | X |
| Ring Groups | | X | X | X |
| Find Me / Follow Me | | X | X | X |
| Disaster Recovery call routing | | X | X | X |
| Voicemail | | X | X | X |
| Voicemail to Email | | X | X | X |
| Voicemail Transcription | | X | X | X |
| Account Codes | | X | X | X |
| Detailed Call Reporting | | X | X | X |
| Hotelling | | X | X | X |
| Directed Call Pick-up with Barge-In | | X | X | X |
| Multiple User Conference Calling | | X | X | X |
| Priority Alert | | X | X | X |
| Call Block | | X | X | X |
| Intercom | | X | X | X |
| Auto Attendant (1st AA included free per account) | | X | X | X |
| Microsoft Teams integration | | X | X | X |
| Group Paging (multicast) | | X | X | X |
| Integrated Softphone | | | X | X |
| WebEx Video Conference | | | X | X |
| Screenshare | | | X | X |
| Mobile App | | | X | X |
| Instant Messaging | | | X | X |
| ACD Queues | | | | X |
| Scheduled Reports | | | | X |
| Advanced Call Reports | | | | X |

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|--|
| Optional MRC Add Ons: |
| WebEx Meetings |
| Personal Meeting Room (25 Participants) |
| Audio Dial in # |
| Scheduled Meetings |
| WebEx Complete |
| Personal Meeting Room (1000 Participants) |
| Audio Dial in # |
| Scheduled Meetings |
| Lock Meeting Controls |
| Record Meetings and Presentations |
| Meeting Transcriptions |
| Floor Control |
| Presenter Password Protection Controls |
| Media Quality Indicator |
| Remote Desktop Control |
| vFax (400 pages per month) |
| vFax ATA Adapter |
| Basic Call Queueing |
| CRM Integration* |
| Microsoft Teams Integration |
| Remote Call Forward (RCF) |
| Call Recording |
| Voicemail Box (additional) |
| Auto Attendant (additional) |
| Unlimited SMS (requires Webex) |
| ACD Supervisor (1 included with 10+ CC seats) |
| Additional ACD Queues |
| Reserve / Alternate DIDs |
| DID 25 Pack |
| DID 100 Pack |
| E-911 |
| Toll Free |

| |
|---|
| NRC Add Ons: |
| DID Port Fee |
| Toll Free Port Fee |
| Seat Activation |
| Onsite Installation (First two hours) |
| Onsite Installation (Additional per hour) |
| Basic Training |
| Additional/Advanced Training |
| Phone Provisioning |

* CRM Integration is only available with supported CRM software. Other fees may apply.

