Cloud Communication Features

Feature	Team	Pro	Pro+	Premium
Desktop Communication App (Windows/Mac)	X	X	X	X
Mobile Communication App (iOS/Android)	X	X	X	X
Host Video Meetings & Conferences	X	X	X	X
Team Voice & Video Calling	X	X	X	X
Team & One-on-One Messaging	X	X	X	X
File Sharing & Team Collaboration	X	X	X	X
Team Messaging Channels	X	X	X	X
User Web Portal	X	X	X	X
Administrator Web Portal	X	X	X	X
U.S. Based Technical Support	X	X	X	X
Moves/Adds/Changes Support	X	X	X	X
Cloud-Based Business Phone System		X	X	X
Unlimited Local/Long Distance Calling (U.S. & Canada)		X	X	X
Unlimited Business Text Messaging (U.S & Canada)		X	X	X
Simultaneous Inbound/Outbound Call Path Per User		X	X	X
Direct Dial Number/Personal Phone Number		X	X	X
Toll Free Numbers Available[1]		X	X	X
International Long Distance Calling[1]		X	X	X
E-Fax Service Available (Fax to Email)[2]		X	X	X
VoIP Phone Support & Purchase Options			X	X
Bring You Own VoIP Phone Support			X	X
GXP 2135 Desk Phone Rental Included				X
Personal Voicemail		X	X	X
Voicemail Transcription		X	X	X
Voicemail to Email Delivery		X	X	X
Group Voicemail		X	X	X
Advanced Call Routing		X	X	X
Personalized Call Routing		X	X	X
Automated Attendant & Voice Menus		X	X	X
Music on Hold		X	X	X
Customizable Music on Hold		X	X	X
Corporate Phonebook		X	X	X
Analog Device Support (Requires ATA)			X	X

Feature	Team	Pro	Pro+	Premium
Basic Call Reports (CDR)		X	X	X
Hunt Groups		X	X	X
Call Groups		X	X	X
Group Call Pickup		X	X	X
Weekend & Holiday Call Routing		X	X	X
Time Based Call Routing		X	X	X
Customized Call Schedules		X	X	X
Day/Night Mode (Auto & On-Demand)		X	X	X
ACD Queueing & Routing[3]		X	X	X
ACD Agent Groups[3]		X	X	X
ACD On-Hold & Queue Announcements[3]		X	X	X
ACD Queue & Activity Reports[3]		X	X	X
Call Park & Pickup		X	X	X
Monitored Call Park Slots		X	X	X
Overhead Paging Integration (Requires Addt'l Device)			X	X
Page Groups			X	X
Call Recording (On-Demand)		X	X	X
Call Recording (Continuous)		X	X	X
Personal Call History		X	X	X
Find Me/Follow Me		X	X	X
Speed Dial		X	X	X
Intercom			X	X
Transfer (Blind & Attended)		X	X	X
Ad-Hoc Conference Calling (Three Party)		X	X	X
Call Forwarding		X	X	X
Call Waiting		X	X	X
Caller ID		X	X	X
Do Not Disturb		X	X	X
Personal Conference Bridge		X	X	X
Web Click-2-Call Widget Integration		X	X	X

1. Additional per minute usage fees apply to inbound Toll Free calling & International in/out usage. Toll Free numbers are available for an additional monthly fee.
2. E-Fax requires purchase of additional Cloud E-Fax services.
3. ACD (Automated Call Distribution) features require purchase of an additional ACD Agent/Supervisor License.