

nCloud Connect Features

Basic Calling and System Features

| | | |
|---|-------------------------------------|---|
| 3 Way Calling | Call Transfer – Blind | Last Number Redial |
| ANI Screener Per Tenant (Caller ID Screening) | Call Transfer – Consultative | Message Waiting Notification |
| Audit Trail (Track System Changes) | Call Transfer - Direct To Voicemail | Multi-Cast Paging and Page Groups |
| Automated Attendant | Call Waiting | Music on Hold |
| Break in Audio Messages | Caller ID Reorigination | Phone to Phone Intercom |
| Busy Lamp Field (BLF) | Caller ID with Name & Number | Ring and Hunt Groups |
| Call Flow Creator | Dial by Name Directory | Speed Dial with Presence |
| Call Hold | Do Not Disturb | Station to Station Dialing (Extension to Extension) |
| Call Park | Flexible Star Codes | Time Based Greetings (Holidays, Special Hours) |

| Advanced Seat Features | Unify | Unify+ |
|---|--------|--------|
| ANI Screener Per User (Blacklist/Forward To Extension) | ✓ | ✓ |
| Advanced Call Forwarding - Date & Time Scheduling (Find Me/Follow Me) | ✓ | ✓ |
| Call Detail Reporting | ✓ | ✓ |
| Call Forwarding | ✓ | ✓ |
| Directed Call Pickup | ✓ | ✓ |
| Forward on Call Reject | ✓ | ✓ |
| nCloud Connect Web User Portal | ✓ | ✓ |
| Call Reporting - View System CDRs in User Portal | ✓ | ✓ |
| Unified Messaging (Voicemail to Email, Email & Delete Option Available) | ✓ | ✓ |
| Desktop Integration | ✓ | ✓ |
| PC Softphone | ✓ | ✓ |
| Instant Messaging with Presence | ✓ | ✓ |
| File Share | ✓ | ✓ |
| Voicemail with Management Portal | ✓ | ✓ |
| Hoteling | ✓ | ✓ |
| nCloud Connect Mobile App (Android & iOS) | ✓ | ✓ |
| Desktop Faxing | | ✓ |
| Ad Hoc (On Demand) Call Recording (Available in User Portal-100Mb Included) | | ✓ |
| Conference Bridge (5 Call Paths and Toll Free Number per customer included) | | ✓ |
| Personal Automated Attendant | | ✓ |
| Enhanced Call Routing | | ✓ |
| Direct Inward Dial with Caller ID Outpulsing and Inbound CNAM | ADD-ON | ✓ |

Contact Center Life (Includes Unify Seat)

| | |
|---|---|
| All Queue Distribution Strategies | ✓ |
| Queue Historical Reports | ✓ |
| Live Agent Monitoring | ✓ |
| Live Queue Monitoring | ✓ |
| Inbound Queue Recording | ✓ |
| Listen, Whisper (coaching), and Barge on Live Calls | ✓ |

System Feature Add Ons

| | |
|---|-------------------------|
| Business Conferencing Service | System Call Recording |
| Professionally Recorded Greeting | Business Desktop Faxing |
| Contact Center Enterprise (Automatic Call Distribution) | |

