

	Essential	Enhanced	Elite with AI
<b>CALLING***</b>			
Place Audio Call	●	●	●
Receive Audio Call	●	●	●
Place Video Call	●	●	●
Receive Video Call	●	●	●
Dialpad	●	●	●
Merge (3-Way Audio Call)	●	●	●
Conference (3-Way Audio Call)	●	●	●
Mute/Unmute	●	●	●
Hold/Resume	●	●	●
Call Transfer (Attended, Blind)	●	●	●
Sharing - Screen, application	●	●	●
Remote Desktop Control	●	●	●
Call Pull	●	●	●
Group Call Park / Retrieve	●	●	●
Call Pickup	● (Desktop Only)	● (Desktop Only)	● (Desktop Only)
Call Push Notifications (Mobile)	●	●	●
Seamless call handover between networks	●	●	●
<b>Call Center Agent- App capabilities</b>			
Agent Login/logout	●	●	●
Agent Set Availability Status	●	●	●
<b>Call Settings</b>			
Do Not Disturb - native, across all devices	●	●	●
Call Forward - Always	●	●	●
Call Forward - Busy**	●	●	●
Call Forward - No Answer**	●	●	●
Call Forward - Not Reachable**	●	●	●
Simultaneous Ring**	●	●	●
Sequential Ring**	●	●	●
Hide Number/Block My Caller ID**	●	●	●
Voice Messaging Settings**	●	●	●
Call Waiting**	●	●	●
Anonymous Call Rejection**	●	●	●

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Automatic Callback**	●	●	●
Video Call - Virtual Background	●	●	●
Background Noise Reduction	●	●	●
Music Mode	●	●	●
<b>Personal Contacts</b>			
View All Contacts	●	●	●
Add New Contacts	●	●	●
Manage Favorites	●	●	●
Manage Groups	●	●	●
View Profile	●	●	●
<b>Search</b>			
Outlook Contact Search	● (Desktop Only)	● (Desktop Only)	● (Desktop Only)
Local Mobile Contact Search	●	●	●
Google Contact Search	● (Mobile Only)	● (Mobile Only)	● (Mobile Only)
BroadWorks Enterprise Directory Search	●	●	●
Group Common List and Personal Directory Search	●	●	●
<b>CHAT</b>			
<b>Presence</b>			
Calling Presence (On Call)	●	●	●
Meeting Presence (in Meeting, Presenting)	●	●	●
Presence (Active, Last Active)	●	●	●
Manually Set Presence - Do Not Disturb	●	●	●
Personal Message Status	●	●	●
<b>Basic Chat Features</b>			
Chat - View History	●	●	●
Chat - Delete Space	●	●	●
Chat - Delete Message Thread	●	●	●
Chat - Delete Individual Message	●	●	●
Chat - Mark As Viewed	●	●	●
1-1 Chat	●	●	●
Spaces (Group Chat)	●	●	●
Read Receipt	●	●	●
Hide availability status	●	●	●
Is Typing Indicator	●	●	●

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File Sharing	●	●	●
Screen capture	●	●	●
Filters	●	●	●
Mentions	●	●	●
Message forwarding between a Space	●	●	●
Set a custom status	●	●	●
Search within a Space	●	●	●
Pin Messages in a Space	●	●	●
Send a Space Link	●	●	●
Mark as Unread	●	●	●
Rich Text	●	●	●
Quoting	●	●	●
Threading	●	●	●
Edit Messages	●	●	●
Drag & Drop Files	●	●	●
Gifs	●	●	●
Emojis & Emoticons	●	●	●
Reactions	●	●	●
Mark as Viewed	●	●	●
Favorites	●	●	●
Embedded Previews (pdf, gifs)	●	●	●
Embedded Video Playback	●	●	●
Push Notifications	●	●	●
SMS (add-on with additional costs)	●	●	●
Custom Space Notification-Off/On/@mentions only	●	●	●
Add Integrations & Bots to Spaces	●	●	●
File Viewer - Show file in Conversation	●	●	●
File Viewer - Download	●	●	●
External Participant Indicator	●	●	●
Space member management	●	●	●
Inter-team/org messaging	●	●	●
Keyboard shortcuts	●	●	●
Personalize message notification sounds	●	●	●

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<b>Advanced Chat Features</b>			
Schedule Space Meeting with everyone in Space	●	●	●
Add link shortcut to a Space	●	●	●
Space cover photo	●	●	●
Sharing- screen, application, whiteboard, annotation	●	●	●
Embedded Apps	●	●	●
Moderator - Add / Remove people	●	●	●
Moderator - Edit space name	●	●	●
Moderator - Add / Remove Moderator	●	●	●
Moderator - Edit space image	●	●	●
Turn On Announcement Mode	●	●	●
Summarize conversations in a space	●	●	●
Rewrite messages with AI Assistance	●	●	●
Translate individual messages or all messages in a space	●	●	●
<b>MEETINGS</b>			
<b>Basic Meeting Features</b>			
Meeting Participant Capacity	100	100	1000
Meeting Duration	<40 Mins	Up to 24 Hours	Up to 24 Hours
Cloud Meeting Recording	0	1 GB	10 GB
Personal Meeting Room (PMR)	●	●	●
Webex (PMR & Scheduled) meeting scheduling	●	●	●
In-app meeting scheduling	●	●	●
Desktop Sharing	●	●	●
Application Sharing	●	●	●
Screen Sharing on Mobile	●	●	●
Whiteboard	●	●	●
Annotation	●	●	●
One-click & Scheduled meetings	●	●	●
Join via VoIP	●	●	●
HD video	●	●	●
Full screen and gallery view	●	●	●
Mute all/participant	●	●	●
Dismiss all/participant	●	●	●
In-meeting participant search	●	●	●

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Multi-party Chat	●	●	●
Web Guest Experience	●	●	●
Video Layout options (5x5 grid, stack, side by side, full screen)	●	●	●
Virtual backgrounds	●	●	●
Background noise reduction	●	●	●
Music Mode	●	●	●
Animated meeting reactions	●	●	●
Gestures	●	●	●
Raise Hand	●	●	●
Breakout Sessions	●	●	●
Notes	●	●	●
Polling	●	●	●
Meetings Recording	Local	Local	Cloud + Local
Meetings Site Access	●	●	●
Support pairing with Cisco Webex Devices	●	●	●
Connect to Google or O365 Calendar Service	●	●	●
<b>Advanced Meeting Features</b>			
Call In Audio (Toll Named User)	●	●	●
Personal Conference Number (PCN)	●	●	●
Join from a video system (CMR)	●	●	●
Immersive Share (Show me in front of presentation)	●	●	●
Default Presenter Controls for all Attendees	●	●	●
Remote Desktop Control	●	●	●
Enable Content sharing with External Integrations	●	●	●
Let other users schedule meetings on their behalf	●	●	●
Delegate your meetings (Cohost, In-meeting host control)	●	●	●
Manage as Cohost	●	●	●
Media Quality Statistics	●	●	●
Personal Insights	●	●	●
Webex Assistant	●	●	●
Closed Captions	●	●	●
Recording Transcriptions	●	●	●
Step Away Detection	●	●	●
Catch Up Summaries	●	●	●

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Real-Time Transcriptions	●	●	●
Meeting Summary	●	●	●
Discussion points & action items summary	●	●	●
<b>BUSINESS MESSAGING</b>			
Messages Included	1,000 Messages Combined Across All Users	1,000 Messages Combined Across All Users	1,000 Messages Combined Across All Users
Contacts Included	Unlimited	Unlimited	Unlimited
Microsoft Teams Integration	●	●	●
Webex Integration	●	●	●
Zoom Integration	●	●	●
Slack Integration	●	●	●
SMS Support	●	●	●
MMS Support	●	●	●
Workflows, AI Bots, Analytics	●	●	●
Signature	●	●	●
Opt In/Out capabilities for compliance	●	●	●
Group Messaging	●	●	●
Shared Inbox with Other Users	●	●	●
AI Flows	●	●	●
Blocklist	●	●	●
Blacklist	●	●	●
Scheduled SMS	●	●	●
Variables	●	●	●
Templates	●	●	●
Log Exports for Compliance and Legal Inquiries	●	●	●
*Individual TrustUC seats can be upgraded to include increased message packages and advanced messaging features available in the Business Messaging "AI with Campaigns" package.			
Brand and Campaign Registration	●	●	●
Salesforce Integration	●	●	●
HubSpot Integration	●	●	●
Microsoft Dynamics Integration	●	●	●
API's, Workflows, Widgets, and Webhooks	●	●	●
Snippets and Templates to Automate Common Inquiries	●	●	●
Assign Messages to Users (within shared Inbox)	●	●	●
AI Chatbot Integration	●	●	●
Campaigns (A2P Messaging)	●	●	●

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SECURITY AWARENESS TRAINING			
Continuous Cybersecurity Training Modules	●	●	●
24/7 Dark Web Monitoring	●	●	●
Unlimited Simulating Phishing Campaigns	●	●	●
Weekly Micro Trainings	●	●	●
Monthly Security Newsletter	●	●	●
Employee Vulnerability Assessment (EVA)	●	●	●
Catch Phish Outlook Plugin	●	●	●
Annual Risk Assessment	●	●	●
Policy & Procedure Templates	●	●	●
ADDITIONAL			
Accessibility			
Color Contrast	●	●	●
Dictation (Chat Message Entry)	●	●	●
Screen Reader	●	●	●
Keyboard Navigation	● (Desktop Only)	● (Desktop Only)	● (Desktop Only)
Text Size	● (Mobile Only)	● (Mobile Only)	● (Mobile Only)

**Notes**  
\*Meeting Cloud Storage limit is per site  
\*\*Supported through Call Settings Web View  
\*\*\*All calling behavior is provided by Telesystem Blue Switching Platform and licensed separately.