



UNIVERGE BLUE® CONNECT

PACKAGES	CONNECT ESSENTIALS	CONNECT PRO	CONNECT PRO PLUS
Profile	Cloud PBX phone system with team chat, presence and core video conferencing capabilities	A full communication and collaboration suite with extensive video meeting capabilities and sophisticated cloud storage	PRO package with boosted meeting capacity and more 3rd party integration capabilities
Mix and match	✓	✓	✓
Pricing model	Per user	Per user	Per user
CONNECT Call Center (Voice Only)	Add-on	✓	✓
CONNECT CALLING FEATURES			
Number of concurrent end points	3 total (deskphones/apps)	5 total (deskphones/apps)	5 total (deskphones/apps)
Desktop and mobile apps	✓	✓	✓
Free calling to 33 countries*	Unlimited*	Unlimited*	Unlimited*
Local phone number (DID) and extension	✓	✓	✓
Toll free numbers	Add-on	Add-on	Add-on
Programmable line keys	✓	✓	✓
Change phone idle screen display	✓	✓	✓
HD quality voice	✓	✓	✓
Caller ID	✓	✓	✓
Extension to extension calling	✓	✓	✓
Call waiting, transfer, hold	✓	✓	✓
Call pickup	✓	✓	✓
Call park/park pickup	✓	✓	✓
3-way calling	✓	✓	✓
Music on hold	✓	✓	✓
Paging	✓	✓	✓
Intercom	✓	✓	✓
Busy Lamp Field (BLF)	✓	✓	✓
Do Not Disturb (DND)	✓	✓	✓
Receptionist view	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail transcription	✗	✓	✓
Voicemail storage	10 Hrs/user	10 Hrs/user	10 Hrs/user
Call recording storage based on fair use policy (automatic)	90 days or up to 48 Hrs	90 days or up to 48 Hrs	90 days or up to 48 Hrs
UNIVERGE BLUE ARCHIVE	Add-on	Add-on	Add-on
WEBFAX	✗	✓	✓

*Unlimited incoming calling and up to 6,000 minutes per month per user for outgoing calling to the following countries: USA and Puerto Rico, Canada, Australia, Austria, Belgium, Czech Republic, Denmark, Estonia, France, Germany, Hong Kong, Iceland, India, Israel, Ireland, Italy, Japan, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Spain, South Korea, Sweden, Switzerland, Taiwan, and the United Kingdom.



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CONNECT COLLABORATION			
Presence	CONNECT	CONNECT	CONNECT
Cross platform team messaging with unlimited files support	✓	✓	✓
Federation (upon request)	✓	✓	✓
UNIVERGE BLUE AI Assistant (Generative AI productivity tool)	✓	✓	✓
Business SMS (only available in U.S. & Canada)	✗	✓	✓
Company Messaging (Group SMS)	✗	Add-on	Add-on
Calendar synchronization within apps	✗	✓	✓
CONNECT CALL CENTER (VOICE ONLY)			
Voice channel (inbound, outbound)		✓	✓
Smart greetings (queue depth & ETA)		✓	✓
Monitor, Whisper, Barge		✓	✓
Supervisor agent monitoring		✓	✓
Real-time agent status	Add-on	✓	✓
Establish and track SLA		✓	✓
Intelligent call routing		✓	✓
Configurable agent wrap-up time		✓	✓
Advanced Hunt Group call recording		200 Hrs	200 Hrs
ENGAGE ADVANCED / COMPLETE CONTACT CENTER			
ENGAGE ADVANCED / COMPLETE (single pane)	Add-on	Add-on	Add-on
CONNECT & CONNECT CALL CENTER ANALYTICS			
QoS dashboard	✓	✓	✓
Call history	✓	✓	✓
Hunt Group reporting	✓	✓	✓
Advanced Hunt Group reporting		✓	✓
Supervisor analytics		✓	✓
Wallboards (real-time)	Add-on	✓	✓
Detailed Contact Center analytics (real-time)		✓	✓
SHARE CLOUD STORAGE			
File, backup, sync and share	5 GB/user (pooled)	50 GB/user (pooled)	200 GB/user (pooled)
Antivirus and malware protection	✓	✓	✓
Unlimited file versioning	✓	✓	✓
Secure external sharing	✓	✓	✓
Microsoft® Outlook® integration	✓	✓	✓
File server sync	✓	✓	✓
Account level 1TB upgrades	Add-on	Add-on	Add-on

PACKAGES	CONNECT ESSENTIALS	CONNECT PRO	CONNECT PRO PLUS
MEET VIDEO CONFERENCING			
Web participants	4	100	200
HD video (720p) participants	4	100	100
Max videos displayed per page	4	20	20
Unlimited and recurring meetings	✓	✓	✓
VoIP/PSTN Audio (200 max)	✓	✓	✓
International dial-in numbers	✗	✓	✓
Custom meeting logo/background	✗	✓	✓
Background blur	✗	✓	✓
Virtual backgrounds (BETA)	✓	✓	✓
Custom meeting URL	✓	✓	✓
Join or host from mobile/Chrome	✓	✓	✓
Integrated scheduling with MS Office® 365®/Outlook®/Teams®, Google Workspace™, Slack®	✓	✓	✓
Noise cancellation	✓	✓	✓
Waiting room	✓	✓	✓
Muting controls	✓	✓	✓
Meeting lock (+automatic)	✓	✓	✓
End-to-End encryption	✗	✓	✓
Meeting passwords	✗	✓	✓
Host security settings	✗	✓	✓
Remove participant	✗	✓	✓
Active talker indicator	✓	✓	✓
Screen annotation	✓	✓	✓
Screen and application sharing	✓	✓	✓
Private and group chat	✓	✓	✓
Record meetings	✗	✓	✓
Recording cloud storage	✗	Unlimited	Unlimited
Meeting transcripts and insights	✗	✓	✓
Meeting notes	✗	✓	✓
Attendance reports	✓	✓	✓
Chat reports	✓	✓	✓
Conference rooms	✓	✓	✓

PACKAGES	CONNECT ESSENTIALS	CONNECT PRO	CONNECT PRO PLUS
CONNECT INTEGRATIONS			
Google Chrome™ Click to Call	✓	✓	✓
MS Active Directory®	✓	✓	✓
MS Outlook	✓	✓	✓
Google Workspace	✓	✓	✓
MS O365/Teams/Outlook (MEET)	✓	✓	✓
Slack (MEET)	✓	✓	✓
Generic CRM screen pop	✓	✓	✓
Sugar CRM®	✗	✓	✓
Zendesk™	✗	✓	✓
Salesforce® (classic & lightning)	✗	✗	✓
ServiceNow®	✗	✗	✓
Oracle NetSuite®	✗	✗	✓
MS Dynamics 365®	✗	✗	✓
CONNECT REST API	Voice/Address Book/Analytics	Voice/Address Book/Analytics	Voice/Address Book/Analytics
CONNECT ACCOUNT LEVEL UCAAS FEATURES			
Number porting	✓	✓	✓
Auto Attendant (1 per account) (Outbound bucket 1000min/month)	✓	✓	✓
Hunt Groups (10 per account)	✓	✓	✓
Basic Hunt Group call recording	100 Hrs	100 Hrs	100 Hrs

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 NEC Corporation of America
www.necam.com

For further information please contact NEC Corporation of America or: