

UNIVERGE BLUE ENGAGE PACKAGES

FACTORS	ENGAGE ADVANCED	ENGAGE COMPLETE
CC License Type	Concurrent Seats*	Concurrent Seats*
UC Bundling with CONNECT	Sold with CONNECT or standalone	Sold with CONNECT or standalone
Access to Integrated Employee Collaboration and Advanced Call Handling within CONNECT	✓	✓
Admin Portal	✓	✓
Supervisor App	✓	✓
Real-Time Agent Status	✓	✓
Inbound Voice Channel Queues	✓	✓
Automatic Call Distribution (ACD)	✓	✓
Position in Queue & Estimated Wait Time Messages	✓	✓
Supervisor Functions (Monitor, Whisper, Barge-in)	✓	✓
Real-Time, Historical & Graphical Reports	✓	✓
Real-Time Dashboards	✓	✓
Analytics Queue Productivity Dashboard	✓	✓
Analytics Agent Dashboard	✓	✓
Call Recording	✓	✓
Pre-Built Integrations (Dynamics, Salesforce, Zendesk, Slack) ¹	✓	✓
Agent Desktop & Web Application	✓	✓
Scheduled & Custom Reports	✓	✓
Customizable IVR	✓	✓
Skill-Based Routing	✓	✓
Geo-Routing	✓	✓
Advanced Rules-Based Routing (Last agent, Preferred agent etc.)	✓	✓
Custom Agent Status	✓	✓
Real-Time Customizable Threshold Alerts	✓	✓
Queued Callback & Queued Voicemail	✓	✓
Emergency Queue Bulletins	✓	✓
Post-Call Surveys	✓	✓
Text-to-Speech	✓	✓
Call Scripting	✓	✓
Outbound Voice & Blended Channel Queues	✓	✓
Outbound Dialer (Scheduled Power Dialing)	✓	✓
Elastic Demand Support ²	✓	✓

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Chat Channel Queues	Add-on	✓
Email Channel Queues	Add-on	✓
SMS/WhatsApp Channel Queues	Add-on	✓
Dynamic Notification (Voice, Email & SMS)	Add-on	✓
Schedule Manager	Add-on	✓
AI Evaluator ⁴	Add-on	✓
AI Transcription ⁵ - AI Transcription Redaction - AI Sentiment Analysis - AI Interaction Summary	Add-on	✓
Screen Recording	Add-on	✓
Custom CRM Integration	Prof. Services	Prof. Services
Custom WFM Integration	✗	Prof. Services
Custom EHR Integration	✗	Prof. Services
Custom IVR Integrations & Self Service Applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)	✗	Prof. Services
Speech Recognition Integration	✗	✓
CONTACT CENTER CONCURRENT SEAT USAGE		
Inbound Domestic (Contact Center Usage)	Unlimited	Unlimited
Outbound Domestic ³ (Contact Center Usage/Dialer)	6,000 mins/month per concurrent seat	6,000 mins/month per concurrent seat

* Number of users signed-in

1. ADVANCED & COMPLETE includes SFDC Classic, Lightning (no click to call), Dynamics, Zendesk & Slack integrations.
2. CC Bursting limited to 50% of subscribed seat capacity. Billing will be for peak concurrent sign-ons during period- no min. usage duration and will be reflected on next bill cycle. 'Burst & release' model - billing in advance for next period reflects subscribed seat count (not previous period's peak). Does not apply to CONNECT named user services.
3. Charges only apply to minutes in excess of the pooled bundles per customer account AND to not-included destinations, premium and specialty numbers. Those will be charged on a pay per use basis. Call rate tariffs can be obtained at: <https://univerge.blue/rates>
4. AI Evaluator, powered by UNIVERGE BLUE PULSE artificial intelligence, is separately licensed.
5. AI Transcription, powered by UNIVERGE BLUE PULSE, is separately licensed. When transcription license is enabled, AI Transcription Redaction, AI Sentiment Analysis, and AI Interaction Summary are included and enabled as well.

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