

Plans	Essential	Professional	Enterprise
24 / 7 Customer Support	✔	✔	✔
Admin Portal	✔	✔	✔
Advanced Call Forwarding	✔	✔	✔
Advanced integrations with Popular CRM Apps	–	✔	✔
Bring Your Own Device (BYOD)	✔	✔	✔
Business SMS (Unlimited)	–	✔	✔
Busy Lamp Field	✔	✔	✔
Call Encryption	Available by request	Available by request	Available by request
Call Me Now	✔	✔	✔
Call Parking	✔	✔	✔
Call Pop	–	250 pops	Unlimited
Call Recording	–	–	✔
Call Return	✔	✔	✔
Call Waiting	✔	✔	✔
Caller ID	✔	✔	✔
Conference Calling	–	40 participants	Unlimited participants
Custom Ringback	–	–	✔
Customer Journey	–	–	–
Dial-By-Name Directory	✔	✔	✔
Do Not Disturb	✔	✔	✔
Enterprise Integrations with Popular CRM Apps	–	–	✔
Free Local and Toll-Free Number	✔	✔	✔
Free Number Porting	✔	✔	✔
Group Paging	✔	✔	✔
HD Calling within the USA and CA** (Unlimited)	✔	✔	✔
Hold Music	✔	✔	✔
HubSpot	–	✔	✔
Hunt Group	✔	✔	✔
Integrations with Outlook, Google and Lotus Notes	✔	✔	✔
Internet Fax	✔	✔	✔
Multi-Level Auto-Attendant	–	✔	✔
Persistent Chat	✔	✔	✔
Phone Menu (Auto Attendant)	✔	✔	✔
Private Group Messaging	–	✔	✔
Professionally Recorded Greeting	–	1	3
Push to Talk / Intercom	✔	✔	✔
Sales Productivity Tools	–	✔	✔
Screen Sharing	✔	✔	✔
Service Productivity Tools	–	✔	✔
Service Reports and Dashboards	–	–	✔
Shared Line Appearance	✔	✔	✔
Simultaneous Ring	✔	✔	✔
Single Sign On	–	–	✔
Team messaging, collaboration, and video (Cospace)	✔	✔	✔
Team Presence	–	✔	✔
Toll-free minutes	1,500	3,000	12,500
Unlimited Video Conferencing	–	250 participants 16 on video	250 participants 16 on video
Video Calling	–	✔	✔
Video Calling - 1:1 (Unlimited)	✔	✔	✔
Video Conference Recording	–	–	✔
Visual Voicemail	–	✔	✔
Voice Analytics	–	–	✔
Voicemail to Email Notifications	✔	✔	✔
Voice to SMS Notifications	–	✔	✔