



Product Feature Matrix

| User Feature | Virtual User | Traditional User | Receptionist | Power User | Breakroom/Conference Room | Enterprise Standard | Enterprise Premium | Enterprise Advanced | Voice Lines (SIP Trunks) | Call Center Agent | Call Center Supervisor |
|------------------------------------|--------------|------------------|--------------|------------|---------------------------|---------------------|--------------------|---------------------|--------------------------|-------------------|------------------------|
| Basic Call Logs | • | • | • | • | • | • | • | • | • | • | • |
| External Calling Line ID Delivery | • | • | • | • | • | • | • | • | • | • | • |
| Call Forwarding Always | • | • | • | • | • | • | • | • | • | • | • |
| Authentication | | • | • | • | • | • | • | • | • | • | • |
| Call Return | | • | • | • | • | • | • | • | | • | • |
| Call Transfer | | • | • | • | • | • | • | • | | • | • |
| Call Waiting | | • | • | • | • | • | • | • | • | • | • |
| Calling Line ID Delivery Blocking | | • | • | • | • | • | • | • | • | • | • |
| Calling Name Retrieval | | • | • | • | • | • | • | • | • | • | • |
| Charge Number | | • | • | • | • | • | • | • | • | • | • |
| Client Call Control | | • | • | • | • | • | • | • | • | • | • |
| Flash Call Hold | | • | • | • | • | • | • | • | | • | • |
| Intercept User | | • | • | • | • | • | • | • | • | • | • |
| Privacy | | • | • | • | • | • | • | • | • | • | • |
| Three-Way Call | | • | • | • | • | • | • | • | | • | • |
| Call Forwarding Busy | | • | • | • | • | • | • | • | | • | • |
| Call Forwarding No Answer | | • | • | • | • | • | • | • | | • | • |
| Call Forwarding Not Reachable | | • | • | • | • | • | • | • | | • | • |
| Directory Number Hunting | | • | • | • | • | • | • | • | | • | • |
| Internal Calling Line ID Delivery | | • | • | • | • | • | • | • | • | • | • |
| Last Number Redial | | • | • | • | • | • | • | • | | • | • |
| Advice of Charge | | • | • | • | • | • | • | • | • | • | • |
| Calling Name Delivery | | • | • | • | • | • | • | • | • | • | • |
| Calling Number Delivery | | • | • | • | • | • | • | • | • | • | • |
| Calling Party Category | | • | • | • | • | • | • | • | • | • | • |
| Communication Barring-User Control | | • | • | • | • | • | • | • | | • | • |
| Connected Line ID Presentation | | • | • | • | • | • | • | • | • | • | • |
| Connected Line ID Restriction | | • | • | • | • | • | • | • | • | • | • |
| Customer Originated Trace | | • | • | • | • | • | • | • | • | • | • |
| Malicious Call Trace | | • | • | • | • | • | • | • | • | • | • |
| Phone Status Monitoring | | • | • | • | • | • | • | • | • | • | • |
| Physical Location | | • | • | • | • | • | • | • | • | • | • |
| Preferred Carrier User | | • | • | • | • | • | • | • | • | • | • |
| Service Scripts User | | • | • | • | • | • | • | • | • | • | • |
| SMDI Message Desk | | • | • | • | • | • | • | • | • | • | • |
| Third-Party MWI Control | | • | • | • | • | • | • | • | • | • | • |
| Third-Party Voice Mail Support | | • | • | • | • | • | • | • | • | • | • |
| Zone Calling Restrictions | | • | • | • | • | • | • | • | • | • | • |
| Voice Messaging - User | | • | • | • | • | • | • | • | | • | • |
| Voice Message Waiting Indicator | | • | • | • | • | • | • | • | | | • |
| Do Not Disturb | | | • | • | • | | • | • | | | • |
| Hoteling Guest | | | • | • | • | | • | • | | • | • |
| Speed Dial 100 | | | • | • | • | | • | • | | | • |
| Speed Dial 8 | | | • | • | • | | • | • | | | • |
| Anonymous Call Rejection | | | • | • | • | | • | • | | | • |
| Automatic Callback | | | • | • | • | | • | • | | | • |
| Diversion Inhibitor | | | • | • | • | | • | • | | | • |
| Busy Lamp Field | | | • | • | • | | • | • | | | • |
| Push to Talk | | | • | • | • | | • | • | | | • |
| Call Notify | | | | • | • | | • | • | | | |
| CommPilot Call Manager | | | | • | • | | • | • | | | |
| CommPilot Express | | | | • | • | | • | • | | | |

| | | | | | | | | | | | |
|--------------------------------------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Custom Ringback User | | | | • | | | | • | | | |
| Priority Alert | | | | • | | | | • | | | |
| Selective Call Acceptance | | | | • | | | | • | | | |
| Selective Call Rejection | | | | • | | | | • | | | |
| Sequential Ring | | | | • | | | | • | | | |
| Simultaneous Ring Personal | | | | • | | | | • | | | |
| Automatic Hold/Retrieve | | | | • | | | | • | | | |
| Call Forwarding Selective | | | | • | | | | • | | | |
| Outlook Integration | | | | • | | | | • | | | |
| Remote Office | | | | • | | | | • | | | |
| BroadWorks Anywhere | | | | • | | | | • | | | |
| Custom Ringback User - Video | | | | • | | | | • | | | |
| In Call Service Activation | | | | • | | | | • | | | |
| Pre-alerting Announcement | | | | • | | | | • | | | |
| Two-Stage Dialing | | | | • | | | | • | | | |
| Voice Portal Calling | | | | • | | | | • | | | |
| Multiple Call Arrangement | | | | • | | | | • | | | |
| Shared Call Appearance 5 | | | | • | | | | • | | | |
| Location-Based Calling Restrictions | | | | • | | | | • | | | |
| Barge-in Exempt | | | | • | | | | • | | | |
| Call Center Monitoring | | | | | | | | • | | | • |
| Directed Call Pickup With Barge-In | | | | | | | | • | | | • |
| Shared Call Appearance 10+ | | | | | | | | • | | | |
| Virtual On-net Enterprise Extensions | | | | | | | | • | | | |
| Alternate Number | | | | | | | | • | | | |
| Directed Call Pickup | | | | | | | | • | | | • |
| Hoteling Host | | | | | | | | • | | • | |
| N-Way Call | | | | | | | | • | | | |
| Total Features | 3 | 40 | 49 | 72 | 36 | 38 | 47 | 80 | 27 | 40 | 51 |

