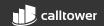
UCaaS COMPARISON MATRIX Features



	00		zoom	ct voice
				Ct Voice
TELEPHONY	Webex Calling*	Microsoft Teams	Zoom	CT Cloud Voice
Desktop Soft Client	✓	✓	✓	✓
Desk Phone	✓	✓	✓	✓
Mobile Client (Full Call Ability Functionality)	✓	✓	✓	✓
PC to PC Calls	✓	✓	✓	✓
Click to Dial from Outlook	✓	✓	✓	✓
Outlook Contact Synchronization	✓	/	✓	✓
PSTN Calling	✓	✓	✓	✓
Contact Center Integration	✓	/	✓	✓
Speech to Text Transcription	✓	/	Email & Client	✓
Integration with Personal Contacts	✓	/	✓	✓
Voicemail	✓	✓	✓	✓
Call Hold	✓	✓	✓	✓
Call Forwarding	✓	✓	✓	✓
Status Change Alerts	✓	✓	✓	✓
Find-Me-Follow-Me	✓	✓	✓	✓
Call Forking/Simultaneous Ring	✓	/	✓	✓
SMS Text Messaging	✓	**	✓	✓
Call Park	✓	/	✓	✓
Custom Hold Music	✓	/	✓	✓
Corporate Speed Dials	✓	/	✓	✓
Call Forwarding Unregistered/Unanswered	✓	/	✓	✓
Shared Lines/Delegates	✓	/	✓	✓
Direct to Voicemail (DVM)	✓	/	✓	✓
International Coverage	✓	/	✓	✓
Native Multiple cast paging			✓	*
CRM integration	✓	✓	✓	**
Native Automatic Call Distribution (ACD)	✓	✓	✓	✓
Group Call	✓			
Workspace Reservation	✓	✓	✓	✓
Kiosk				\
Whiteboards and digital signage	/	✓	✓	\
Zoom IQ				/

^{*} limited to specific phone models ** add on feature



CONFERENCING & COLLABORATION	(W)	Ti di	zoom	Ct VOICE
	Webex Calling*	Microsoft Teams	Zoom	CT Cloud Voice
Instant Messaging (IM)	✓	✓	✓	✓
Outlook Calendar Integration	✓	✓	✓	✓
Create a Meeting from Outlook	✓	✓	✓	✓
Video Conferencing	/	✓	✓	/
Web Conferencing (Join Online)	✓	✓	✓	/
Mobile Client (IM, Presence, Audio/Video)	/	/	✓	/
Schedule and Host Conferences	/	/	✓	✓
Recording of Meetings and Conferences	/	/	✓	/
Desktop Sharing	/	/	✓	✓
Application and White Board Sharing	/	/	/	✓
Meet Me Conferencing	/	/	/	✓
On Demand Conferencing	✓	✓	✓	✓
Meeting Transcription & Closed Captioning	✓		/	
Premium Client Available		/		

	(W)		zoom	ct voice
SYSTEM	Webex Calling*	Microsoft Teams	Zoom	CT Cloud Voice
Auto Attendant	/	/	✓	/
Voice Recognition from Auto Attendant	✓	✓	✓	✓
End User/Admin Portal Login	✓	✓	✓	✓
E911 Service	/	/	✓	/
Emergency Text and Email Notification	/	/	✓	/
Hunt Groups	/	/	✓	/
Mobility app Solution	/	/	✓	/
Roll Over Lines	/	✓	✓	✓
Encryption from PBX to Phone	/	/	✓	✓
Call Queuing	/	/	✓	/

*Cisco Dedicated Instance is available

