

Functionality	Unity Desktop			Unity Agent		Unity Supervisor		Unity Reception	
	Lite	Windows	Web	Windows	Web	Windows	Web <i>(In development)</i>	Windows	Web <i>(In development)</i>
Call Control	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CRM Connector	Add-on	Add-on	-	Add-on	-	Add-on	-	Add-on	-
Contact Centre	-	Add-on	-	Add-on	-	<i>In development</i>	-	<i>In development</i>	-
Visual Voicemail	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
XMPP Support	Yes	Yes	-	Yes	-	Yes	-	Yes	-
Drag & Drop	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Broadworks Service Configuration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Outlook Contacts Integration	Yes	Yes	-	Yes	-	Yes	-	Yes	-
Busy Lamp Field - Monitored Users	8	30	30	30	30	30	30	50	Unlimited Lookup
Call Recording Control	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Park Pickup	Yes	Yes	-	Yes	-	Yes	-	Yes	-
Browser Click- to-Dial	-	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Instant Messaging	-	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dynamic Call Center Functionality	-	-	-	Yes	Yes	Yes	Yes	Yes	Yes
Call Centre Threshold Alerts	-	-	-	Yes	<i>In development</i>	Yes	Yes	Yes	Yes
Outlook Calendar Lookup	-	-	-	-	-	-	-	Yes	Yes
Abandoned Calls Functionality	-	-	-	Yes	-	Yes	-	-	-
Remote Service Configuration	-	-	-	-	-	-	-	-	Yes