Functionality	Unity Desktop		Unity Agent		Unity Supervisor		Unity Reception		
	Windows	Web	Windows	Web	Windows	Web	Standard	Enterprise	Web *(Roadmap)*
Call Control	✓	✓	✓	✓	✓	✓	✓	✓	✓
CRM Connector	*(Add-on)*	-	*(Add-on)*	-	*(Add-on)*	-	*(Add-on)*	*(Add-on)*	-
SMS Integration	*(Add-on)*	-	*(Add-on)*	-	*(Add-on)*	-	*(Add-on)*	*(Add-on)*	-
Contact Center	*(Add-on)*	-	*(Add-on)*	-	*(Add-on)*	-	-	*Roadmap*	-
Visual Voicemail	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hot Desking & Hoteling Logon	✓	✓	✓	✓	✓	✓	✓	✓	✓
Drag & Drop	✓	✓	✓	✓	✓	✓	✓	✓	✓
BroadWorks Service Configuration	✓	✓	✓	✓	✓	✓	✓	✓	✓
Outlook Contacts Integration	✓	Office365	✓	Office365	✓	Office365	✓	✓	Office365
Busy Lamp Field - Monitored Users	30	30	30	30	30	30	50	Unlimited Lookup	Unlimited Lookup
Call Recording Control	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Park Pickup	✓	✓	✓	✓	✓	✓	✓	✓	✓
Browser Click- to-Dial	✓	-	✓	-	✓	-	✓	✓	-
Browse to URL	✓	✓	✓	✓	✓	✓	✓	✓	✓
Templates	✓	*Roadmap*	✓	*Roadmap*	✓	*Roadmap*	✓	✓	*Roadmap*
Instant Messaging	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Centre Threshold Alerts	-	-	✓	✓	✓	✓	✓	✓	✓
Call Center Personal Wallboard	-	-	✓	✓	✓	✓	✓	✓	✓
Office365 Calendar Integration	-	-	-	-	-	-	-	✓	✓
Abandoned Calls Capture	-	-	✓	*Roadmap*	✓	*Roadmap*	-	-	-
Remote Service Configuration	-	-	-	-	-	-	-	✓	-