

Functionality	Unity Desktop		Unity Agent		Unity Supervisor		Unity Reception	
	Windows	Web	Windows	Web	Windows	Web <i>(Roadmap)</i>	Windows	Web <i>(Roadmap)</i>
Call Control	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CRM Connector	Add-on	-	Add-on	-	Add-on	-	Add-on	-
SMS Integration	Add-on	-	Add-on	-	Add-on	-	Add-on	-
Contact Centre	<i>Roadmap</i>	-	Add-on	-	<i>Roadmap</i>	-	<i>Roadmap</i>	-
Visual Voicemail	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
XMPP Support <i>UC-One presence and IM</i>	Yes	-	Yes	-	Yes	-	Yes	-
Drag & Drop	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
BroadWorks Service Configuration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Outlook Contacts Integration	Yes	-	Yes	-	Yes	-	Yes	-
Busy Lamp Field - Monitored Users	30	30	30	30	30	30	50	Unlimited Lookup
Call Recording Control	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Park Pickup	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Browser Click- to-Dial	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Browse to URL	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Templates	Yes	<i>Roadmap</i>	Yes	<i>Roadmap</i>	Yes	<i>Roadmap</i>	Yes	<i>Roadmap</i>
Instant Messaging	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Centre Threshold Alerts	-	-	Yes	Yes	Yes	Yes	Yes	Yes
Call Center Personal Wallboard	-	-	Yes	Yes	Yes	Yes	Yes	Yes
Direct Calendar Integration	-	-	-	-	-	-	Yes <i>[Enterprise]</i>	Yes
Abandoned Calls Functionality	-	-	Yes	<i>Roadmap</i>	Yes	<i>Roadmap</i>	-	-
Remote Service Configuration	-	-	-	-	-	-	Yes <i>[Enterprise]</i>	-