

UNITY CLIENT APPS

Functionality Comparison

Functionality	Unity Desktop		Unity Agent		Unity Supervisor		Unity Reception		
	Windows	Web	Windows	Web	Windows	Web	Standard	Enterprise	Web
Call Control	✓	✓	✓	✓	✓	✓	✓	✓	✓
CRM Connector	(Add-on)	(Add-on)	(Add-on)	(Add-on)	(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)	(Add-on)	(Add-on)	(Add-on)	–	–	(Add-on)
Keep My Place In Queue (KMPIQ)	–	–	(Add-on)	Roadmap	(Add-on)	Roadmap	–	(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	✓	✓	✓	✓	✓	✓	✓	✓	✓
Instant Messaging	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Centre Threshold Alerts	–	–	✓	✓	✓	✓	✓	✓	✓
Call Center Personal Wallboard	–	–	✓	✓	✓	✓	✓	✓	✓
Office365 Calendar Integration	–	✓	–	✓	–	✓	–	✓	✓
Abandoned Calls Capture	–	–	✓	Roadmap	✓	Roadmap	–	✓	Roadmap
Microsoft Teams Presence	–	(Add-on)	–	(Add-on)	–	(Add-on)	–	–	(Add-on)