BroadSoft Reception *vs* Unity Reception

Featuring a dynamic Busy Lamp Field, the ability to tag callers on hold and "popping" notifications when desired extensions become free, Unity Reception has advanced features and capabilities to efficiently and intelligently manage inbound callers.

Feature	BroadSoft Reception	Unity Reception Enterprise
Call Control - *hold, retrieve, transfer, conference etc*	✓	✓
Call Centre Agent Functionality	✓	✓
Drag and Drop	✓	✓
Dynamic BLF Lookup - *Group Directory Search*	✓	✓
Outlook Contacts Integration	✓	✓
LDAP Integration	✓	✓
Calendar Visibility for Selected Contact	✓	✓
Display Queued Calls	✓	✓
Instant Messaging	✓	✓
Call History	✓	✓
Browse to URL	✓	✓
Call Recording integration - *start/stop/pause/resume*	✓	✓
Populate/Edit BWKS Personal Directory	✓	✓
Add Notes to Contacts	✓	✓
Add Notes to Calls		✓
Contact Groups - *User configurable additional BLF tabs*		✓
Previously Transferred Notification		✓
Hold & Link - *desired contact BFL indication*		✓
XMPP - *integration with UC-One*		✓
Shared Calendar Integration		✓
Remote Service Configuration - *change other users services*		✓
Call Park & Call Camp Visibility		✓
Group Paging		✓
Visual Voicemail		✓
Browser Click-to-dial		✓
Display Longest Wait and other Call Metrics*		✓
Assign ACD Disposition Codes*		✓
Join/Leave Queue*		✓
Change ACD Availability* – *Available, Unavailable, Wrap-up*		✓
CRM Integration		*Add on*

* When Reception is used as part of a BroadWorks call center