Vocus Collaborate

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VOCUS | ZOOM

Two starter packs for all types of businesses.

Suite	Feature	Phone Essentials Starter Pack	Complete UC Starter Pack
Services	Phone Number (New or Ported*)	✓	✓
	Local, National & Mobile Calls^	✓	✓
	Vocus Delivery & Assurance	✓	✓
	Minimum Licences	5	10
Core	Native PC and Mobile App	✓	✓
	App Integrations (Salesforce, Slack, Microsoft, Google)	✓	✓
	Single Sign-On via SAML 2.0	—	✓
	Managed Domains	—	✓
	Real Time Reporting and Quality Dashboards	—	✓
Phone	Support for Softphone and Desk Phones	✓	✓
	Support for Plug-and-play VoIP Phones	✓	✓
	Support for Analog Devices	✓	✓
	Hot Desking	✓	✓
	Holiday and Business Hours Routing	✓	✓
	Call Recording and Queues	✓	✓
	Unlimited Auto Attendant/IVR	✓	✓
	3-Way Ad Hoc Conference Calls	✓	✓
	Call Handoff between Devices	✓	✓
	Call Park	✓	✓
	Voicemail with Transcription	✓	✓
	Barge, Monitor, Whisper, Takeover	✓	✓
	Shared Line Appearance/Delegation	✓	✓
	Power-Pack User Add-On: Real Time Analytics and Historical Reports, Real Time Analytics Dashboards, KPI Customisation, Call Queue Analytics, Call Queue Management with Opt-out Reason Codes, Enhanced Desktop User Experience	Optional Add-On	Optional Add-On
Meetings and Team Chat	Presence, 1:1 and Team Chat	✓	✓
	Meeting Duration	40 minutes duration, Unlimited meetings	30 hours duration, Unlimited meetings
	Participant Capacity	100 participants	500 participants
	Elevate a Call to a Video Conference	✓	✓
	Transfer a Call to a Zoom Meeting or Zoom Room	✓	✓
	Local and Unlimited Cloud Recording	—	✓
	Automated Meetings Captions and Translated Captions	—	✓
Zoom AI Companion	Phone	✓	✓
	Meetings	—	✓
	Team Chat	—	✓
	Mail & Calendar	—	✓
	Whiteboard	—	✓
Other Features	**Productivity:** Mail & Calendar, Whiteboards (Unlimited), Notes, Clips, Huddles, Surveys	—	✓
	Spaces: Workspace Reservation	—	✓
	Marketing: Webinar 500	—	✓

* Porting fees may apply   ^Reasonable Usage Policy applies