



UNIVERGE BLUE® ENGAGE

FACTORS	ENGAGE CORE	ENGAGE ADVANCED	ENGAGE COMPLETE
CC License Type	Named Agents	Concurrent Seats*	Concurrent Seats*
UC Bundling Sold with CONNECT	Sold with CONNECT only	Sold with CONNECT or standalone	Sold with CONNECT or standalone
Admin Portal	✓	✓	✓
Supervisor App	✓	✓	✓
Real-Time Agent Status	✓	✓	✓
Inbound Voice Channel Queues	✓	✓	✓
Automatic Call Distribution (ACD)	✓	✓	✓
Position in Queue & Estimated Wait Time Messages	✓	✓	✓
Supervisor functions (Monitor, Whisper, Barge-in)	✓	✓	✓
Real-Time, Historical & Graphical Reports	✓	✓	✓
Real-Time Dashboards	✓	✓	✓
Call Recording	✓	✓	✓
Pre-Built Integrations (Dynamics, Salesforce, Zendesk, Slack) ¹	✓	✓	✓
Agent Desktop & Web Application	✗	✓	✓
Scheduled & Custom Reports	✗	✓	✓
Customizable IVR	✗	✓	✓
Skill-Based Routing	✗	✓	✓
Geo-Routing	✗	✓	✓
Advanced Rules-Based Routing (Last agent, Preferred agent etc.)	✗	✓	✓
Custom Agent Status	✗	✓	✓
Real-Time Customizable Threshold Alerts	✗	✓	✓
Queued Callback & Queued Voicemail	✗	✓	✓
Emergency Queue Bulletins	✗	✓	✓
Post-Call Surveys	✗	✓	✓
Text-to-Speech	✗	✓	✓
Call Scripting	✗	✓	✓
Outbound Voice & Blended Channel Queues	✗	✓	✓
Outbound Dialer (Scheduled Power Dialing)	✗	✓	✓
Elastic Demand Support ²	✗	✓	✓

FACTORS	ENGAGE CORE	ENGAGE ADVANCED	ENGAGE COMPLETE
Chat Channel Queues	✗	Add-on (+\$)	✓
Email Channel Queues	✗	Add-on (+\$)	✓
SMS Channel Queues	✗	Add-on (+\$)	✓
Dynamic Notification (Voice, E-mail & SMS)	✗	Add-on (+\$)	✓
Schedule Manager	✗	Add-on (+\$)	✓
Evaluator (QA Templates & Scoring)	✗	Add-on (+\$)	✓
Screen Recording	✗	Add-on (+\$)	✓
Custom CRM Integration	✗	Prof. Services (+\$)	Prof. Services (+\$)
Custom WFM Integration	✗	✗	Prof. Services (+\$)
Custom IVR Integrations & Self Service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)	✗	✗	Prof. Services (+\$)
Speech Recognition Integration	✗	✗	✓
CONTACT CENTER CONCURRENT SEAT USAGE			
Inbound Domestic (Contact Center Usage)	N/A (As per CONNECT bucket)	Unlimited	Unlimited
Outbound Domestic (Contact Center Usage/Dialer)	N/A (As per CONNECT bucket)	6,000 mins/month per concurrent seat	6,000 mins/month per concurrent seat
Toll-free Inbound/Outbound	As per toll-free bucket/per minute	As per toll-free bucket/per minute	As per toll-free bucket/per minute

*Number of users signed-in

1. For CORE, includes ALL available CONNECT Integrations. For ADVANCED & COMPLETE, includes SFDC Classic, Lightning (no click to call), Dynamics, Zendesk & Slack integrations
2. CC Bursting limited to 50% of subscribed seat capacity. Billing will be for peak concurrent sign-ons during period- no min. usage duration and will be reflected on next bill cycle. 'Burst & release' model - billing in advance for next period reflects subscribed seat count (not previous period's peak). Does not apply to CONNECT named user services.

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