



UCaaS / Webex Feature Matrix

Unified Communications and Contact Centre

Table of Contents

[Introduction 2](#_Toc140227515)

[Description 2](#_Toc140227516)

[Feature Matrix 2](#_Toc140227517)

## Introduction

This document covers the features provided within the EXPO.e partner UCaaS service packs available as part of the self-service offering.

## Description

The UCaaS Service provides users with Private unified communications and collaboration functionality from centralised, resilient application servers. The UCaaS Service is fully integrated with Cisco Webex for a rich, high quality collaboration experience. The UCaaS Service is customisable based upon user profile as shown in the feature matrix below.

## Feature Matrix

| Feature | Functional Summary | Common Area Partner | Collaborate Partner |
| --- | --- | --- | --- |
| Alternate Numbers | Additional DDIs for a UCaaS user | a | a |
| Anonymous Call Rejection | Automatically rejects calls from parties that have hidden their identity | a | a |
| Call Logs | Provides call information dashboards and reports for a group of lines based on data updated every 15 minutes | a | a |
| Call Forwarding Always | Forwards a call to one destination regardless of caller id or user line state | a | a |
| Call Forwarding Busy | Forwards a call to one destination when the user is busy | a | a |
| Call Forwarding No Answer | Forwards a call to one destination when the user does not answer | a | a |
| Call Forwarding Not Reachable | Forwards a call to an alternative destination when the user’s devices are not registered to the UCaaS platform | a | a |
| Call Forwarding Selective | Forwards a call to one destination based on a pre-defined set of rules e.g. the calling party’s phone number | a | a |
| Call Transfer | Enables the user to transfer an incoming call to a specified destination | a | a |
| Call Waiting | Enables the user to answer a call while already engaged in another call | a | a |
| Call Return | Enables the user to return the call from the last party that called | a | a |
| Do Not Disturb | Enables the user to appear to be busy and so cannot answer calls | a | a |
| Fax Messaging | Fax to email | a | a |
| Group Night Forwarding | Out of hours call forwarding for group services such as hunt groups | a | a |
| Hot Desking | Provides extension mobility between devices by enabling users to login to access their voice service from multiple devices. |  | a |
| Last Number Redial | Ability to call from a list of recently dialled numbers | a | a |
| Music On Hold | Comfort music when a caller is placed on hold |  | a |
| N-Way Call | Enables the user to add more than one additional participant to an existing call |  | a |
| Priority Alert | Alerts the user for calls set as priority | a | a |
| Push to Talk | Ability to page individual extensions |  | a |
| Selective Call Control | Enables the user to specify criteria for incoming calls to be automatically accepted or rejected with a call treatment applied |  | a |
| Shared Call Appearance | Enables incoming calls to appear on multiple devices simultaneously | a | a |
| Speed Dial | Enables the user to define shortcuts for frequently dialled or hard-to-remember digit strings (e.g. conference access codes) |  | a |
| Three-Way Call | Enables the user to add an additional participant to an existing call | a | a |
| Voice Messaging User | Enables callers to leave voice messages, and the user to be notified of and then retrieve the message | a | a |
| Webex | Webex collaboration client for PC, tablet and mobile – features detailed in Webex table below |  | a |

The following table details the features available within the Webex collaboration client, provided with the Collaborate Partner license.

| Feature | Functional Summary | Webex |
| --- | --- | --- |
| Dial Pad | Dial pad to manually dial calling numbers | a |
| Audio / Video Calling | Incoming and outgoing audio and video calls | a |
| Desk Phone Control | Ability to dial out from a physical handset via Webex | a |
| Seamless Call Handover | Moves the call seamlessly between WiFi networks | a |
| Call Centre - Login/logout | Ability to login and out of call centre queues and see agent login status | a |
| Video Call - Virtual Background | Ability to add a customised background | a |
| Support Pairing with Cisco Webex Devices | Webex device integration for PMR and Spaces | a |
| Presence | Presence status for on call, presenting, in meeting, active, last active and do not disturb | a |
| Chat | 1-2-1 chat | a |
| Spaces | Group chat | a |
| Persistent Chat | Continuous chat history | a |
| File Sharing | Share file 1-2-1 or within a space / group chat | a |
| Screen Capture | Screen print | a |
| Edit Messages | Edit messages once they have been sent | a |
| Drag and Drop Files | Share documents and files by dropping them into chat | a |
| Emojis & Emoticons | A range of Emojis & Emoticons | a |
| Reactions | React to a chat message | a |
| Favourites | Favourite chat contacts | a |
| Embedded Previews (pdf, gifs) | Preview PDFs within the space | a |
| Embedded Video Playback | Play video files from with the space | a |
| File Viewer - Show file in Conversation | File preview | a |
| External Participant Indicator | Shows participants outside of your customer group | a |
| Space cover photo | Upload a photo to a space profile | a |
| Space Meeting Participants | Personal meeting space for internal participants | 25 |
| Desktop Sharing | Share entire desktop | a |
| Application Sharing | Share a specific application | a |
| Screen Sharing on Mobile | Share your screen to a mobile device | a |
| Whiteboard | Virtual white board within a meeting | a |
| Annotation | Annotate documents within a meeting | a |
| HD video | High-definition video | a |
| Full screen and gallery view | Different views of meeting participants | a |
| Mute all/participant | Mute participants | a |
| In-meeting participant search | Search option to find specific participants | a |
| Virtual backgrounds | Ability to add a customised background | a |
| Background noise reduction | Restricts background noise from disrupting call audio | a |
| In-app meeting scheduling | Schedule meetings from within Webex | a |