



Cloud Connect

Plans and Pricing

Product / Service	\$12.95 PROFESSIONAL Per User	\$24.95 BUSINESS Per User				\$49.95 CONTACT CONFERENCE Per User	
		EXTENSION ONLY	EXTENSION ONLY WITH VOICE MAIL	LITE	ADVANCED	AGENT	SUPERVISOR
Local Phone Number	•	-	-	•	•	•	•
Unlimited Local Calling	•	-	-	-	•	•	•
Unlimited 1+ U.S./ Canada Long Distance	-	-	-	-	•	•	•
250 Included U.S. / Canada Usage Minutes	Not Applicable	-	-	•	Not Applicable	Not Applicable	Not Applicable
Local Number Portability	•	-	-	•	•	Not Applicable	Not Applicable
Mobile Twinning	•	-	-	-	•	•*	•*
Hot Desking	•	-	-	•	•	•	•
Corporate Auto Attendant	-	•	•	•	•	•*	•*
Automatic Transition Between Day / Night Routing	-	•	•	•	•	•	•
Customized Music on Hold	-	•	•	•	•	•	•
Voice Mail with Email Forwarding	•	-	•	•	•	•	•
Hunt/Ring Groups	•	•	•	•	•	•*	•*
Audio Conferencing	-	-	-	•	•	•	•
Interoffice 4 Digit Dialing	•	•	•	•	•	•	•
Localized E911	•	•	•	•	•	•	•

Call Transfer	•	•	•	•	•	•	•
Call Forwarding	•	•	•	•	•	•*	•*
Call Park	•	•	•	•	•	•*	•*
Call Pick-Up	•	•	•	•	•	•*	•*
Call Hold	•	•	•	•	•	•	•
System Speed Dial	-	•	•	•	•	•	•
User Speed Dial	•	•	•	•	•	•	•
Direct Page	-	•	•	•	•	•	•
Individual Record A Call	•	-	•	•	•	•	•
Do Not Disturb	•	•	•	•	•	•	•
Call History	•	•	•	•	•	•	•
Outbound Caller ID Number	•**	•	•	•	•	•	•
Outbound Caller ID Company Name	-	•	•	•	•	•	•
Access to Administrator Portal	-	•	•	•	•	•*	•*
Access to End User Portal	•	•	•	•	•	•*	•*
PC Softphone	-	-	-	-	○	-	-
Mobile Client + Softphone	-	-	-	-	○	-	-
Web Client	-	-	-	-	○	○	○
ACD Group Presence	-	-	-	-	-	•	•
ACD Agent Hot Desking	-	-	-	-	-	•	•
Queue Prioritization	-	-	-	-	-	•	•
Predictive Routing	-	-	-	-	-	•	•
Skill Proficiency Routing	-	-	-	-	-	•	•
Remote Agents	-	-	-	-	-	•	•
Queue and Individual Agent Reporting	-	-	-	-	-	•	•
Broadcast Messaging	-	-	-	-	-	•	•
Overflow	-	-	-	-	-	•	•

Interflow	-	-	-	-	-	•	•
Unavailable Agent Skill Group Routing	-	-	-	-	-	•	•
Dial Out of Queue	-	-	-	-	-	•	•
Auto Answer	-	-	-	-	-	•	•
Make Busy with Reason Codes	-	-	-	-	-	•	•
Work Timer	-	-	-	-	-	•	•
Queue Status on Phone Display	-	-	-	-	-	•	•
Real-time Queue Monitoring	-	-	-	-	-	-	•
Silent Monitoring	-	-	-	-	-	-	•
Historical Reporting	-	-	-	-	-	-	•

*These features are not available while logged in as an ACD agent, but are available when logged in as an Advanced User.

**Individual caller ID only, option for company wide caller ID not supported.