

Brightspeed Voice+ Feature Matrix	Advanced	Ultra
Video Meetings, Messaging and Collaboration Features		
Video Meetings with Screen, Desktop, and Application Sharing	Y	Y
Video Meeting Participants	100	200
Cloud Video Recording Storage	Unlimited	Unlimited
Cloud Video Recording Retention Period	1 year	1 year
Team Messaging (including Jira, Asana, Box, Google Drive integration)	Y	Y
Document Sharing (with Google Drive, Box, Microsoft OneDrive, and Dropbox integration)	Y	Y
Device Analytics and Alerts	N	Y
Dynamic End to End Encryption	Y	Y
Active Speaker and Gallery view	Y	Y
Adoption and Usage Reports	Y	Y
Administration Control	Y	Y
Background Blur	Y	Y
Browser Based Meeting Join	Y	Y
Call Out from Meeting	Y	Y
Chat and Message Contacts	Y	Y
Google Chrome and Microsoft Outlook® Calendar Integrated scheduling	Y	Y
Co-annotation on Shared Screen	Y	Y
Company Directory Integration (SSO)	Y	Y
Company and User-level Meeting Settings	Y	Y
Custom Personal Meeting ID	Y	Y
File Sharing	Y	Y
Host Controls	Y	Y
In-Meeting Chat	Y	Y
Instant and Scheduled Meetings	Y	Y
Join by Telephone Dial-in	Y	Y
Lock Meeting Participants (stop new attendees)	Y	Y
Meeting History	Y	Y
Meeting Switch (move meeting between desktop and mobile device)	Y	Y
Password Protect Meetings	Y	Y
Performance Reports	Y	Y
Search Across Groups, Messages and Files	Y	Y
QoS Reports	Y	Y
Unified Application for Voice, Messaging and Meetings	Y	Y
User Management	Y	Y

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Platform and Third-Party Integrations		
Popular CRM Integrations (Salesforce®, ServiceNow®, Dynamics, Zendesk)	Y	Y
Microsoft Office 365, Google Suite, Microsoft Outlook, Slack, Microsoft Teams Integration	Y	Y
Industry specific Integrations (Canvas, Smarsh e.g.)	N	Y
Microsoft Direct Routing with Application Plug-in for Microsoft Teams	Y	Y
CPaaS features (Developer Platform and Custom Integrations)	Y	Y
Analytics		
Business Analytics Essentials	Y	N
Business Analytics Pro (1yr data retention)	Add-On	Y
Business Analytics Pro (2yr or 3yr Data Retention)	Add-On	Add-On
Telephony Features		
On-Demand Call Recording	Y	Y
Automatic Call Recording	Y	Y
Audio Conferencing up to 1000 Participants	Y	Y
Barge-in	Y	Y
Busy Lamp Monitoring	Y	Y
Call Flip	Y	Y
Call Forwarding Rules	Y	Y
Call History	Y	Y
Call Hold and Resume	Y	Y
Call Logs with Click to Dial	Y	Y
Call Switch	Y	Y
Call Transfer	Y	Y
Directory Listing - Standard	Y	Y
Do Not Disturb	Y	Y
Enterprise Phone Directory	Y	Y
Extension Dialing, Variable Length	Y	Y
Feature Access Codes	Y	Y
Hot Desking	Y	Y
Inbound Caller ID (Name)	Y	Y
Intercom	Y	Y
Internet FAX	Y	Y
Main Number Outbound Caller ID	Y	Y

Brightspeed Voice+ Feature Matrix	Advanced	Ultra
Personal Phone Directory	Y	Y
Push to Talk (Walkie Talkie)	Add-On	Add-On
Sequential Ring	Y	Y
Simultaneous Ring	Y	Y
Three-way Calling	Y	Y
Voicemail Email Delivery	Y	Y
Voicemail Notification	Y	Y
Voicemail Transcription	Y	Y
Group Telephony Features		
Account Site / Admin Portal	Y	Y
Audit Trail	Y	Y
Auto Attendant	Y	Y
Call Park / Retrieve	Y	Y
Call Queues	Y	Y
Live Reports (Call Queues)	Add-On	Add-On
Music On-hold	Y	Y
Multi-level IVR	Y	Y
Customized Access Control by Roles and Permissions	Y	Y
Standard Access Control with Predefined Roles and Permissions	Y	Y