



# Elevate Mix & Match Plans

## IT'S NOT A ONE-SIZE-FITS-ALL WORLD

Elevate Mix & Match plans offer businesses more value than ever before, with the ability to tailor communication plans according to the individual needs of your business.

## IT'S EASY TO DETERMINE THE RIGHT PACKAGE COMBINATION

Simply determine the number of users in the organisation, then match them to the simple usage profiles we've provided. Whether they are power users, knowledge workers, or just need a basic business phone service, there is a package built for every employee.

### FIND THE RIGHT PLAN FOR THE RIGHT USER

	ELEVATE ESSENTIALS	ELEVATE PRO	ELEVATE ENTERPRISE
Mix & Match	•	•	•
Free Phone	VVX 150 or Yealink T40G/T33G	Poly VVX 250 or Yealink T54W	Poly VVX 250 or Yealink T54W
Number of concurrent endpoints	1 phone plus mobile and desktop app	3 phones plus mobile and desktop app	3 phones plus mobile and desktop app
Mobile App	•	•	•
Desktop App	•	•	•

	<b>ELEVATE ESSENTIALS</b>	<b>ELEVATE PRO</b>	<b>ELEVATE ENTERPRISE</b>
Monthly outbound mins per user in-country calls to landline & mobile	•	•	•
International calling included in the monthly fee*	VVX 150 or Yealink T40G/T33G	Poly VVX 250 or Yealink T54W	Poly VVX 250 or Yealink T54W
Local phone number (DDI)	1 phone plus mobile and desktop app	3 phones plus mobile and desktop app	3 phones plus mobile and desktop app
Auto Attendant	•	•	•
Call pickup	•	•	•
Call transfer, Call hold, 3-way calling, music on hold	•	•	•
Paging	•	•	•
Call park/pickup	•	•	•
Intercom	•	•	•
Emergency Services Admin Notification	•	•	•
Voicemail	•	•	•
Voicemail transcription		•	•
Call recording (automatic)	•	•	•
Web fax		•	•

\*Unlimited calling is subject to fair usage policy

	ELEVATE ESSENTIALS	ELEVATE PRO	ELEVATE ENTERPRISE
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### COLLABORATION

Presence detection	•	•	•
Instant Messaging 1:1 and Team Messaging	•	•	•
File backup, sync and share	5GB	50GB	200GB
Exchange Mailbox			•

### VIDEO MEETINGS AND CONFERENCING

HD video conferencing	4 participants	100 participants	200 participants
HD audio conferencing	200 participants	200 participants	200 participants
Screen sharing	4 participants	100 participants	200 participants
Max videos on screen	4	100	100
Meeting transcription		•	•
Unlimited recordings		•	•
Screen annotation	•	•	•
Transcripts & meeting insights	•	•	•
Remote control		•	•
International Dial Numbers		•	•

### ELEVATE ANALYTICS

QoS Dashboard	•	•	•
Call History	•	•	•
Supervisor Analytics		•	•
Wallboards		•	•
Detailed contact center analytics		•	•

	ELEVATE ESSENTIALS	ELEVATE PRO	ELEVATE ENTERPRISE
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### VIDEO MEETINGS AND CONFERENCING

Active Directory	•	•	•
Chrome (click to call), Google Workplace, Outlook, Slack (meeting integration), Outlook/Office 365 meetings integration), Generic CRM screen pop	•	•	•
Sugar CRM, Zoho CRM, Zendesk		•	•
Salesforce, ServiceNow, NetSuite, MS Dynamics			•

### CALL AND CONTACT CENTRE

For full omnichannel customer experience, you can complete Elevate with Contact Centre Pro or Elite

Agent Log in and Log out		•	•
Call queuing, Configuration Wrap up time, Configurable agent removal from the queue, Greetings Management	•	•	•
Advanced Hunt Groups		•	•
Wall boards, Scheduled Reports, Graphical Reports, real-time status		•	•
Supervisor functions (Monitor, Whisper, Barge)		•	•

Elevate For Teams and Essentials: Belgium, Denmark\*, Estonia, France, Germany\*, Iceland\*, Ireland\*, Italy\*, Netherlands\*, Norway\*, Romania\*, Slovakia, Spain, Sweden, Switzerland, UK\* (\*Includes standard mobile)

Elevate With Teams, Pro and Enterprise: US, Canada, Australia, Czech Republic, Hong Kong, India, Israel, Japan, Malaysia, New Zealand, Poland, Portugal, Singapore, South Korea, Taiwan (\*Includes standard mobile)

**QUESTIONS? CONTACT US TODAY!**

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