



	ELEMENT	COMMUNICATOR	CALLCENTER FOR SMEs	COLLABORATOR	POWERPAK PROFESSIONAL-1	POWERPAK ENTERPRISE-1
ON-DEMAND FLEXIBILITY						
Fully On-Demand SaaS Services All WorldSmart services are pay-as-you-go customizable on a per seat basis to maximize ROI.	✓	✓	✓	✓	✓	✓
Instant Add, Delete, Change, Moves Manage your account and seats through an easy to use web-based browser. Now you can easily include temporary employees into your communications.	✓	✓	✓	✓	✓	✓
Web-based Management All WorldSmart administration can be done in an easy to use standard Internet browser with tabbed configuration and reporting capability.	✓	✓	✓	✓	✓	✓
Open Standards Platform WorldSmart is based on industry standards like SIP, TCP/IP, and RTP/UDP. WorldSmart works with any SIP based phone, desktop PC and mobile phone.	✓	✓	✓	✓	✓	✓
COMMAND CENTER						
Desktop Based One Click Application Launcher Unified command center allows for one click launching of most applications including phone, IM, conferencing, soft operator console, file transfer and dashboard administration.	✓	✓	✓	✓	✓	✓
Secure Encrypted IM WorldSmart's private IM network is secure and encrypted to you can be confident your conversations are protected. Whether you're a medical office or a legal office, WorldSmart's IM keeps you and your clients secure.	✓	✓	✓	✓	✓	✓
Instant Secure File Transfer Securely transfer files instantly to any WorldSmart user.	✓	✓	✓	✓	✓	✓
DIGITAL BUSINESS VOICE						
Integrated Softphone Full function softphone for Windows based PCs.		✓	✓		✓	✓
Unlimited Auto Attendants Select between a full auto-attendant mode or press for an operator mode.		✓	✓		✓	✓
Supports Up to Three IP Devices Per Seat Have up to three IP devices (phones) per seat without additional seat charges.	✓	✓	✓		✓	✓
Follow-Me/Find-Me Call Routing Advanced follow-me/find-me features allow you to route a call to multiple destinations in parallel or sequentially. Multiple routing plans can be set up to activate based on time of day and day of week. All routing plans are configured through a simple web-based administration interface.	✓	✓	✓		✓	✓
Call Blasting Ring multiple extensions or remote phones (like a cell phone) all at once.	✓	✓	✓		✓	✓
BLA/BLF Support multiple Bridge Line Appearance (BLA) groups. Soft console supports Busy Lamp Field (BLF) indication for all seats.	✓	✓	✓		✓	✓
Active Soft Operator Console Active soft operator console shows BLF status for any seat and allows user to actively call or transfer to any user.	✓	✓	✓		✓	✓
Day/Night Mode Automatically switch between day and night routing modes based on time.	✓	✓	✓		✓	✓
Call Park, Pickup, Transfer, Forward Advanced phone features allow you to put a caller on hold, pickup from another extension or transfer/forward the caller to another extension.	✓	✓	✓		✓	✓

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DIGITAL BUSINESS VOICE (Cont'd)						
Company Directory Route call efficiently by employee name or category.	✓	✓	✓		✓	✓
Multi-level IVR Support multi-level Interactive Voice Response, which allows caller to hear IVR audio menu prompts with instruction to key in destination at each level.		✓	✓		✓	✓
Hunt Groups/Vector Groups Support for hunt groups and vector groups	✓	✓	✓		✓	✓
VoiceMail Access Via Phone, Email, Web Listen to your voice mail messages over the phone, through a web browser or have a voice file delivered to your email box	✓	✓	✓		✓	✓
Group VoiceMail box Support group voicemail box with the auto attendant groups.		✓	✓		✓	✓
Group Message Broadcast Broadcast recorded messages to groups of employees instantly through their personal voicemail box.		✓	✓		✓	✓
Music On Hold	✓	✓	✓		✓	✓
Virtual Extensions Create virtual extensions that route to your cell phone so that you can be integrated into the PBX even when you're mobile.	✓	✓	✓		✓	✓
Call Recording Record incoming and outgoing calls for training and quality assurance. Calls can be recorded at random, on interval or always.	✓	✓	✓		✓	✓
Toll-Free 800 Numbers Reach more customers with a toll free inbound number that can be answered by an auto-attendant and routed to any extension or DID	✓	✓	✓		✓	✓
Outlook Click to Call Integration Click to Call from any phone within the Outlook Client.	✓	✓	✓		✓	✓
DID per Seat DID number included per seat.	✓	✓	✓		✓	✓
Free On-Net Dialing Make unlimited extension to extension and on-net calling anywhere around the world for free.	✓	✓	✓		✓	✓
Low Usage Seat Low cost seat for low usage environments like lobbies, cafeterias and conference rooms saves you money.	✓	✓	✓		✓	✓
MULTI-LOCATION ENHANCEMENTS						
Multi-Location Virtual Extension Dialing Dial any user using a four digit extension number even if they are located in another geographic location.	✓	✓	✓		✓	✓
MPLSConnect: Managed Service Connection Guaranteed service level connection into WorldSmart's datacenters from any customer provided MPLS provider.	✓	✓	✓		✓	✓
Single Administration From Any Location Easy to use Web based administration dashboard can manage all locations from a single location.	✓	✓	✓		✓	✓
Multi-Location Billing Receive single bill broken down by each location.	✓	✓	✓		✓	✓

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UNIFIED PRESENCE						
IM/Phone Sync IM shows phone (hard IP phone) presence automatically	✓	✓	✓		✓	✓
MobileCall: Transparent Call Transfer Transparently move a caller from one phone to another without them knowing.		✓	✓		✓	✓
MobileMessage: IM to SMS/Email Sending Transparently route IM messages to a cell phone (SMS) or Email.		✓	✓		✓	✓
MobileMessage: IM to SMS/Email Receiving Based on Presence Intelligently route IM messages to a cell phone or email based on presence.		✓	✓		✓	✓
MESSAGING FEATURES						
Email Box/Calendar/Contacts Secure Email box that supports Web, Outlook clients and windows mobile/blackberry model devices. Complete email/calendar/contact syncing.		✓	✓		✓	✓
Secure Encrypted IM WorldSmart's private IM network is secure and encrypted so you can be confident your conversations are protected. Whether you're a medical office or a legal office, WorldSmart's IM keeps you and your clients secure.	✓	✓	✓	✓	✓	✓
Federated IM with AOL, Yahoo and MSN No need to clutter your desktop up with multiple IM clients. WorldSmart's IM federates and integrates all your IM clients into a single efficient IM client.	✓	✓	✓	✓	✓	✓
IM Archiving Automatically store all your IM sessions sorted by date and user.	✓	✓	✓	✓	✓	✓
IM Conferencing Instantly conference multiple IM users together at the click of a button.	✓	✓	✓	✓	✓	✓
One Click IM to Phone/Conferencing Instantly convert and IM chat or conference into a Phone Call/Conference.	✓	✓	✓		✓	✓
Fax in Email Receive all your faxes in your single email box in PDF format.	✓	✓	✓		✓	✓
VoiceMail in Email Receive all your voice mails in your single common email box.	✓	✓	✓		✓	✓
COLLABORATION						
Unlimited Web Meeting/Conferencing Conduct scheduled or impromptu web meetings with as many users as you want. Join users during an already started session.				✓	✓	✓
Unlimited Desktop Share Advanced desktop sharing with other WorldSmart users or external customers through an Internet browser. Can be used to quickly share your desktop with a co-worker. Give control of your desktop to another user during the session.		✓	✓	✓	✓	✓
Unlimited Audio Conferencing Conduct business quality audio conferences with up to 20 people. Get personal conference bridge numbers for every employee.		✓	✓	✓	✓	✓
Remote Desktop Share/Access Go beyond just sharing your desktop and give someone else control of your desktop. This is very helpful for support and training. You can also access your own desktop remotely.		✓	✓	✓	✓	✓
Whiteboard and Paint Highlight parts of your presentation with advanced drawing and painting tools. Zoom into particular parts of the screen as well.		✓	✓	✓	✓	✓

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CALL CENTER FOR SMEs						
Unlimited Call Center for SMEs Setup virtual inbound call centers instantly for support, marketing, or sales.			✓			✓
Logic Based Routing (Skills, Pre-defined, Time, Load) Route incoming calls based on skill level, random, sequential, round robin, time period or real time load. Create virtual call centers around the world that look like a single call center.			✓			✓
Multiple Call Queues Incoming calls are automatically queued and sent to the next available web agent or routed based on pre-defined logic.			✓			✓
Supervisory Modes (Barge-in, Whisper, Barge-In) Supports multiple supervisory assistance modes. Combined with live monitoring, significantly improve agent training and customer satisfaction.			✓			✓
Call Recording Record incoming and outgoing calls for training and quality assurance. Calls can be recorded at random, on interval or always.			✓			✓
Real-Time Monitoring Real-time live monitoring from web interface of all queues and agents with real time reporting.			✓			✓
Real-Time Customized ACD Reporting Download Real-Time customized call logs and ACD queue/agent activities.			✓			✓
ACD Call Disposition Agent can add a note about the call status.			✓			✓
Music On Hold/Pre-Recorded Messages Play pre-recorded music or messages on hold. Messages and music can be different for each queue.			✓			✓
BILLING						
Automatic On-Line Billing Receive on-line automatically generated invoices.	✓	✓	✓	✓	✓	✓
Real-Time and Historical Call Detail Records Review real-time or historically any call detail record through an easy to use browser interface.	✓	✓	✓	✓	✓	✓
Customized Reporting End of month or on-demand any date range consolidated reporting	✓	✓	✓	✓	✓	✓
Multi-Location Billing Receive single bill broken down by each location.	✓	✓	✓	✓	✓	✓