

 	TryUC	ELEMENT	COMMUNICATOR	CALL CENTER	COLLABORATOR	POWERPAK PROFESSIONAL-1	POWERPAK ENTERPRISE-1
<b>ON-DEMAND FLEXIBILITY</b>							
<b>Fully On-Demand SaaS Services</b> All WorldSmart services are pay-as-you-go per seat maximizing ROI.		✓	✓	✓	✓	✓	✓
<b>Instant Add, Delete, Change, Moves</b> Manage your account and seats through an easy to use web-based browser, including temporary employees.	✓	✓	✓	✓	✓	✓	✓
<b>Web-based Management</b> All WorldSmart administration can be done in an easy to use standard Internet browser with tabbed configuration and reporting capability.	✓	✓	✓	✓	✓	✓	✓
<b>Open Standards Platform</b> WorldSmart supports industry standards like SIP, TCP/IP, and RTP/UDP, supporting any SIP based phone, desktop PC and mobile phones.	✓	✓	✓	✓	✓	✓	✓
<b>Futureproof Services Guarantee</b> All WorldSmart service customers are guaranteed access to the latest technology and service updates, infinite scaling and 24x7 support for life.	✓	✓	✓	✓	✓	✓	✓
<b>Multi Site Simplified</b> WorldSmart uses no on-site hardware at any location except phones cutting costs and headaches, with the flexibility to present your business to your customers and communication to users however you want.	✓	✓	✓	✓	✓	✓	✓
<b>COMMAND CENTER</b>							
<b>Desktop Based One Click Application Launcher</b> Unified Command Center offers one click action for all communications	✓	✓	✓	✓	✓	✓	✓
<b>Secure Encrypted IM</b> WorldSmart's Instant Messaging is secure and encrypted for your protection.	✓	✓	✓	✓	✓	✓	✓
<b>Instant Secure File Transfer</b> Securely transfer files instantly to any WorldSmart users desktop.	✓	✓	✓	✓	✓	✓	✓
<b>See the Presence of WorldSmart Users</b> See presence status WorldSmart users when on the phone, in meetings, away from their desk or idle. Set times to automatically change status.	✓	✓	✓	✓	✓	✓	✓
<b>DIGITAL BUSINESS VOICE</b>							
<b>Integrated Softphone</b> Use your computer when on the road to make and receive calls with the included full functioning Windows based softphone.	✓	✓	✓	✓		✓	✓
<b>Unlimited Auto Attendants</b> Dial by name, play company directory and dial by extension. Operator assistance with our non call blocking, unlimited call Auto Attendant			✓	✓		✓	✓
<b>Unlimited Calling</b> Enjoy fixed pricing for call to the US, Canada and global on-net anywhere		✓	✓	✓		✓	✓
<b>Supports Up to Three IP Devices Per Seat</b> Have up to three phones per seat while sharing the same credentials.		✓	✓	✓		✓	✓
<b>Follow-Me/Find-Me Call Routing</b> Advanced follow-me/find-me features allow you to route a call to multiple destinations in parallel or sequence. Schedules for time of day and day of week.		✓	✓	✓		✓	✓
<b>Call Blasting</b> Ring multiple extensions or remote phones (like a cell phone) all at once.		✓	✓	✓		✓	✓

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<b>DIGITAL BUSINESS VOICE (Cont'd)</b>							
<b>Operator Console Soft Phone</b> Operator softphone console shows extension status for all users and allows user to actively call or transfer to any user.		✓	✓	✓		✓	✓
<b>BLA/BLF</b> Support multiple Bridge Line Appearance (BLA) groups. Soft console supports Busy Lamp Field (BLF) indication for all seats.		✓	✓	✓		✓	✓
<b>Day/Night Mode</b> Enable automated attendant based on time of day and night routing.		✓	✓	✓		✓	✓
<b>Call Park, Pickup, Transfer, Forward</b> Advanced phone features allow you to put a caller on hold, pickup from another extension or transfer/forward the caller to another phone.		✓	✓	✓		✓	✓
<b>Company Directory</b> Route calls efficiently by employee name or group name or extension.		✓	✓	✓		✓	✓
<b>Multi-level IVR</b> Support multi-level Interactive Voice Response, which allows caller to hear IVR audio menu prompts with instructions to call routes.			✓	✓		✓	✓
<b>Hunt Groups/Vector Groups</b> Have phones for multiple users in any location ring together.		✓	✓	✓		✓	✓
<b>VoiceMail Access Via Phone, Email, Web</b> Listen to your voice mail messages over the phone, through a web browser or have a voice file delivered to your email box.		✓	✓	✓		✓	✓
<b>Group VoiceMail Box</b> Group calls can be answered by a personalize group voicemail box and notifications can be sent via email to group or moderators.			✓	✓		✓	✓
<b>Group Message Broadcast</b> Broadcast a single recorded message into a group of users voicemails.			✓	✓		✓	✓
<b>Music On Hold/Pre-Recorded Messages</b> Play pre-recorded music, message and queue messages on hold for company advertising and routing or messaging options.		✓	✓	✓		✓	✓
<b>Virtual Extensions</b> Route calls to mobile road warriors or use as information mailboxes to automate requests for information. Includes voicemail, DID and ext #.			✓	✓		✓	✓
<b>Call Recording</b> Record calls for training and quality assurance and store in the cloud with settings that include random, on interval or always.		✓	✓	✓		✓	✓
<b>Toll-Free 800 Numbers</b> Reach more customers with a toll free inbound number that can be answered by an auto-attendant and routed to any extension or DID.		✓	✓	✓		✓	✓
<b>Outlook Click to Call Integration</b> Click to Call from any registered phone throughout Microsoft Outlook Client including contacts and emails.		✓	✓	✓		✓	✓
<b>DID per Seat</b> Unique and dedicated number for every extension.		✓	✓	✓		✓	✓
<b>Free On-Net Dialing</b> Free and on-net calling anywhere around the world.	✓	✓	✓	✓		✓	✓
<b>Low Usage Seat</b> Lobbies, cafeterias and conference rooms extensions that include internal extension dialing and can be set with external dialing privileges.		✓	✓	✓		✓	✓

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<b>MULTI-LOCATION ENHANCEMENTS</b>							
<b>Single Administration From Any Location</b> Web based administration dashboard can manage locations and users.		✓	✓	✓		✓	✓
<b>Multi-Location Extension Dialing</b> Dial any user using regardless of geographic location.		✓	✓	✓		✓	✓
<b>MPLSConnect: Managed Service Connection</b> Guaranteed service level connection into WorldSmart's datacenters from any customer provided MPLS provider.		✓	✓	✓		✓	✓
<b>Group Users Across Locations</b> WorldSmart users grouped under one number that rings phones in multiple locations.		✓	✓	✓		✓	✓
<b>UNIFIED MESSAGING</b>							
<b>IM/Phone Sync</b> IM shows phone call presence automatically	✓	✓	✓	✓		✓	✓
<b>MobileCall: Transparent Call Transfer</b> Transparently move a caller from one phone to another.			✓	✓		✓	✓
<b>MobileMessage: IM to SMS/Email Sending</b> Transparently route and receive IM messages on cell SMS and Email.	✓		✓	✓		✓	✓
<b>Get all your message in one email</b> Fax, voice and text messages can be sent to email		✓	✓	✓		✓	✓
<b>MESSAGING FEATURES</b>							
<b>Email Box/Calendar/Contacts</b> Secure Email box with support for Web, Outlook clients and windows mobile/blackberry model devices. Complete email/calendar/contact.			✓	✓		✓	✓
<b>Secure Encrypted IM</b> WorldSmart's private IM network is secure and encrypted.	✓	✓	✓	✓	✓	✓	✓
<b>IM Archiving</b> Automatically store all your IM sessions sorted by date and user.	✓	✓	✓	✓	✓	✓	✓
<b>IM Conferencing</b> Instantly conference multiple IM users together at the click of a button.	✓	✓	✓	✓	✓	✓	✓
<b>One Click IM to Phone/Conferencing</b> Instantly convert an IM chat or conference into a Phone Call/Conference.	✓	✓	✓	✓		✓	✓
<b>DigitalFax</b> Send and receive all your faxes from your computer.			✓	✓		✓	✓
<b>VoiceMail to Email</b> Receive all your voice mails in your single common email box.	✓	✓	✓	✓		✓	✓
<b>Voice to Text</b> WorldSmart voice recordings and voicemails transposed and emailed.			✓	✓		✓	✓
<b>COLLABORATION/WEB CONFERENCING</b>							
<b>Unlimited Web Meeting/Conferencing</b> Conduct scheduled or impromptu web meetings with participants anywhere, give desktop control, make others presenters, zoom, highlight and paint user during the session.				✓	✓	✓	✓
<b>Unlimited Desktop Share</b> Advanced desktop sharing with other WorldSmart users or groups in IM conferences. Can give desktop control to another user during session.			✓	✓	✓	✓	✓
<b>One to One Deskshare</b> Sharedesk with one other WorldSmart User.	✓						

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<b>COLLABORATION/WEB CONFERENCING (cont'd)</b>							
<b>Unlimited Audio Conferencing</b> Conduct business quality audio conferences with up to 20 people.	✓		✓	✓	✓	✓	✓
<b>Remote Desktop Access</b> WorldSmart allows you to access another computer desktop remotely. Great for managed services or remote administration.			✓	✓	✓	✓	✓
<b>Whiteboard and Paint</b> Highlight parts of desk share with advanced drawing and painting.	✓		✓	✓	✓	✓	✓
<b>IM Conference Room</b> On the fly creation of IM conference room to share instant messages with groups of WorldSmart users and also launch group actions including audio bridges and file transfers.	✓		✓				
<b>CALL CENTER FOR SMEs</b>							
<b>Unlimited Call Center for SMEs</b> Setup virtual inbound call centers instantly for support, marketing, or sales.				✓			✓
<b>Logic Based Routing (Skills, Pre-defined, Time, Load)</b> Route incoming calls based on skill level, random, sequential, round robin, time period or real time load.				✓			✓
<b>Multiple Call Queues</b> Incoming calls are automatically queued and sent to the next available web agent or routed based on pre-defined logic.				✓			✓
<b>Supervisory Modes (Barge-in, Whisper, Barge-In)</b> Supports multiple supervisory assistance modes. Combined with live monitoring, greatly improving agent training and customer satisfaction.				✓			✓
<b>Call Recording</b> Record incoming calls for training and quality assurance. Calls can be recorded at random, on interval or always.				✓			✓
<b>Real-Time Monitoring</b> Real-time monitoring of all queues and agents stats and missed calls and on the fly recording for training and quality.				✓			✓
<b>Real-Time Customized ACD Reporting</b> Download Real-Time customized call logs and ACD queue/agent reports.				✓			✓
<b>ACD Call Disposition</b> Agent can add a note about the call status.				✓			✓
<b>Music On Hold/Pre-Recorded Messages</b> Play pre-recorded and unique music or messages on hold per queue.				✓			✓
<b>BILLING</b>							
<b>Automatic On-Line Billing</b> Receive on-line automatically generated invoices.		✓	✓	✓	✓	✓	✓
<b>Real-Time and Historical Call Detail Records</b> Review real-time or historically any call detail record through browser.	✓	✓	✓	✓	✓	✓	✓
<b>Customized Reporting</b> End of month or on-demand any date range consolidated reporting	✓	✓	✓	✓	✓	✓	✓
<b>Multi-Location Billing</b> Receive single bill broken down by each location. 11/09		✓	✓	✓	✓	✓	✓