


<div>by RingCentral</div> <div>Feature Matrix</div>		Last updated: July, 8th 2022										
New, Rel. #	Status	Feature	Description	Unify Video		Notes						
				Editions	Add-On License							
				Video Pro+	Video Pro							
Messaging & Team collaboration												
	Available	Team messaging	Chat with internal coworkers, 1 to 1 or team messaging.	Y	Y							
	Available	Dark mode	Users will be able to select between dark and light theme for their in app experience.	Y	Y							
	Available	Team event calendar	View, sort and filter through all events in a single place in the view of a calendar by day, week and month	Y	Y							
	Available	Cloud Calendar	Direct connect their Google or Outlook calendar to the app	Y	Y							
	Available	Text formatting tools	Edit and format messages to look the way you want by using the rich text editor.	Y	Y							
	Available	Personal Folders	Users can create personal folders for the left-rail of the Message tab, allowing them to group their conversations into custom sections. Up to 50 folders are supported per user.	Y	Y							
	Available	High contrast themes	A theme for users who need a higher contrast view to see clearly	Y	Y							
	Available	New task from a post	Users have a call to action to create a “New task” from a message post in any conversation where the copy from the post is automatically filled in the new task description dialog input.	Y	Y							
	Available	Task replies	Users can reply to a specific task and view the conversation for that task separate from the wider conversation.	Y	Y							
	Available	Move Tasks & Events to another conversation	conversation, without having to recreate that task or event. This solves specific workflow use cases for smaller companies that often move tasks to different teams depending on access or task	Y	Y							
	Available	Notification bubbles (Android only)	Think facebook messenger notification bubbles on mobile	Y	Y							
	Available	Access telephony, texting and video capabilities	Make and receive calls, schedule and join video meetings, check voicemail messages, all within the Unify Office app. * Essentials edition doesn't include video meetings.	Y	Y							
	Available	Unlimited Cloud Storage for Messages, Files, and Recordings	Store an unlimited amount of documents, spreadsheets, presentation files, contracts, invoices, images, videos, recordings and at no cost. Meeting video recoring storage is a separate feature.	Y	Y	Per pricing page, Unlimited storage is available for UO Ultimate only						
	Available	File sharing	Instantly share by posting links and files directly in the Unify Office app or by sharing your screen during a video call.	Y	Y							
	Available	Message forwarding	Allows users to forward messages or conversations to other users or groups, on the mobile App.	Y	Y							
	Available	Search across groups, messaging, files	Seamlessly search for files by the file's name, the project it was associated with, the name of the teammate who attached it, or by date.	Y	Y							
	Available	Shortcuts for frequently used features: set away status, create tasks, search, etc.	Quick access to initiating a new phone call, video meeting, message, team.	Y	Y							

	Available	Team calendars and events	Create new events, attach files and post the event to your teams calendar.	Y	Y						
	Available	Task management	Easily create, assign, share, and track tasks in any team or conversation.	Y	Y						
	Available	Integrated with company directory	Use your company directory to easily find and chat with colleagues.	Y	Y						
	Available	In-app document previews	Get a quick view of a shared file to quickly find what you're looking for.	Y	Y						
	Available	Advanced administration controls	Admins can: remove people, unlock accounts, delete posts, assign admins, and export company data.	Y	Y						
	Available	Quick swipe for actions for messages, favorites, documents, and draft/outbox	On Mobile app: Swipe left on a conversation or team to: favorite, call, mute, or close a conversation.	Y	Y						
	Available	Presence status	Users can set their status to Available, invisible or DND. They can also customize text and add emojis to give coworkers more context on what they are up to. If they are in a meeting, the presence status automatically reflects that they are busy.	Y	Y						
	Available	Unread message toggle	Unify Office app: Ability to filter messages to only show "unread".	Y	Y						
	Available	Team admin controls	Team admins can make a group private or public and edit team settings which control users' ability to add other members, post messages, @team mention others, or pin posts	Y	Y						
	Available	Configurable tabs (desktop App)	Users can reorder tabs and move the less frequently used ones into the new 'More' tab available in left navigation.	Y	Y						
	Available	Attach files for cloud storage	This upload option allows users to attach and send files directly from their SharePoint, OneDrive or Dropbox accounts.	Y	Y						
	Available	Apply Company directory control settings in desktop	Account admins are now able to manage the visibility of certain company contacts or phone numbers through Unify Office apps.	Y	Y						
New, 22.1	Available	Simple Messaging Forwarding	Enable user to forward a message to another conversation.	Y	Y						
New, 22.1	Available	Guest affordance UI in Desktop App (Desktop & Web App)	Provide users with an easier way of identifying the guests in teams and direct messages.	Y	Y						
New, 22.1	Available	Additional Keyboard shortcuts (Desktop and Web App)	Added many new keyboard shortcuts to the Unify Office app, which makes it easier to navigate the app and trigger commonly used actions.	Y	Y						
New, 22.1	Available	Quick contacts on Desktop (Desktop and Web App)	Enable user to add and manage quick contacts.	Y	Y						
New, 22.1	Available	Chat history restored when re-activating user	A user that was disabled lost the chat history when being reactivated. Now re-activated users will have their chat history restored.	Y	Y						
New 22.2	Available	Desktop admin-less teams team-admin expected behavior update (Desktop and Web)	When the last team admin is deactivated, make the team as admin-less and enable every team member to assign themselves or someone else as the new team admin.	Y	Y						
New 22.2	Available	Event attachments (Desktop, Web and Mobile)	Share more details about your events by adding files or media content.	Y	Y						
New 22.2	Available	Calendar with Tasks Support (Desktop and web)	View a section of calendar in workspace, a view for tasks only with due dates (and time), a combined view of tasks and events in a calendar.	Y	Y						
New 22.2	Available	Company contact extensions (Desktop and web)	Easily view your company contacts' extensions from the Contacts tab.	Y	Y						
Meetings											
	Available	HD Video	HD Video	Y	Y						

	Available	Maximum meeting participants	Max meeting size without add on license	200	100						
	Available	VOIP, PSTN, Call Me	Join the audio portion of a Unify Office meeting by VOIP, PSTN or Call Me	Y	Y						
	Available	Instant video and screen sharing	Start a meeting with video and screen sharing on	Y	N						
	Available	Host Controls	Separate controls for host and host ability to assign moderators	Y	N						
	Available	Meeting history	View meeting history in UO App	Y	N						
	Available	In-meeting chat	Public and private chat in meeting	Y	Y						
	Available	Meeting delegates	Assign meeting delegates in Unify Office settings	Y	N						
	Available	Cloud recording	Record meetings to the cloud	100h	10h						
	Available	Power saving mode	The app will automatically adjust video meeting quality or pause the video to save battery consumption when your phone is on low power mode.	Y	Y						
	Available	Improve my video in low light	This feature automatically adjusts the brightness on a user's face to improve how they appear on video.	Y	Y						
	Available	Touch up my skin	This feature makes a user's skin look smoother.	Y	Y						
	Available	Automatically follow me	When enabled, the camera will follow a user while they are moving away from the centre of the video. This is like having a personal cameraman!	Y	Y						
	Available	Improve my appearance with the virtual background	This feature will automatically adjust video brightness to better correspond with the selected virtual background.	Y	Y						
	Available	Show Audio mute/unmute status in Self-View Video Tile	The video interface will display a user's audio status, to let them know if their audio is muted or not.	Y	Y						
	Available	Personal meeting IDs	Personal meeting IDs	Y	Y						
	Available	Personal meeting name	Hosts will be able to set (alphanumeric) personal meeting names, making meeting invites easier to identify and remember.	Y	N						
	Available	Prevent new users from joining meeting	Lock meeting to prevent new users from joining	Y	Y						
	Available	Meeting password	Set a meeting password	Y	Y						
	Available	Test mic and speaker settings	Test mic and speaker settings	Y	Y						
	Available	Switch meeting across devices	Switch meeting across devices (Jupiter)	Y	Y						
	Available	Outlook Calendar scheduling	Schedule meetings from within Outlook calendar	Y	Y						
	Available	Schedule with Outlook on the web	Meetings scheduled in the app can now be synced with Outlook on the web. Users can now pick between two Outlook options when the Outlook app is installed.	Y	Y						
	Available	Google Calendar scheduling	Schedule meetings from within Google calendar	Y	Y						

	Available	MS Teams integration	Use Unify Office from within Teams interface	Y	N						
	Available	Slack integration	Use Unify Office from within Slack interface	Y	N						
	Available	Salesforce integration	Use Unify Office from within Salesforce interface	Y	N						
	Available	Google Chrome extension	Schedule Unify Office meetings through Google chrome	Y	N						
	Available	APIs for scheduling meetings		Y	N						
	Available	APIs for accessing recordings		Y	N						
	Available	Mute all participants	Host and moderators can mute all participants	Y	Y						
	Available	Unlimited meetings and conferencing		N (24h)	N (10h)						
	Available	Host HD video conference with mobile enablement	Host video conferences via desktop or mobile device.	Y	Y						
	Available	Large Meetings: Host meetings for up to 200 participants	Host meetings for up to 200 participants.	Y	N (up to 100)						
	Available	Web sharing	Both host and attendees can use annotation tools to mark, highlight, and add comments on any shared content.	Y	Y						
	Available	Send invitation via email	Send a meeting invite via text or email with link to join as a participant	Y	Y						
	Available	Web-client (no download needed. view and listen capability with dial-in option)	Web client allows participants to join a meeting from any web browser without having to download the Meetings application.	Y	Y						
	Available	Support Chrome OS (Chromebooks)	Use Unify Office from Chromebook	Y	Y						
	Available	Join Unify Office Video as a participant	Join a Unify Office Video as a participant from a URL	Y	Y						
	Available	Meetings recordings storage (cloud)	Record meetings to the cloud	Y (100hrs)	Y (10hrs)						
	Available	Active speaker spotlight for all participants	Active speaker's video will be pinned on each participant's screen.	Y	Y						
	Available	Intuitive host controls during a meeting	Hosts can mute/unmute audio, start/stop video, invite/manage participants, share screen, message the group, record the meeting, add closed captions, request control of a participants computer, create breakout rooms, and end the meeting	Y	Y						
	Available	Attendee controls for easy meeting collaboration	Participants can unmute themselves, use the Raise Hand feature, or reclaim being the host of the meeting if they were the original host.	Y	Y						
	Available	Intelligent echo cancellation		Y	Y						
	Available	Microsoft Outlook® and G-Suite Plugin	Start and schedule a Unify Office Video meeting directly from Outlook and Gmail.	Y	N						
	Available	Integration with OutlookTM, Google Calender and iCal®	Can schedule to your calendar apps from Unify Office	Y	N						
	Available	Calendar integrations with O365/Google	Access past, present and upcoming meetings on O365/Google calendar in Unify Office	Y	N						

	Available	Participant pinning	Pin any participant in a video meeting to put their video in focus even if they are not speaking	Y	Y						
	Available	Picture in a picture	Continue to view your meeting while you multi-task in the app	Y	Y						
	Available	Virtual Backgrounds (including video)	Including pictures, videos and GIFs	Y	Y						
	Available	Waiting rooms	Hosts can specify that participants be placed into a waiting room where the host can decide to admit them	Y	N						
	Available	Control video for all participants	Allow meeting host & moderators to turn off and turn on video for all participants	Y	N						
	Available	Schedule a meeting from a team	Easily schedule video meetings from a team or group	Y	Y						
	Available	Personal meeting ID in video tab	Easily start video meetings with your Personal Meeting ID, and share meeting info from the video tab.	Y	Y						
	Available	Do not disturb during video meetings	Configure your App to automatically activate Do not Disturb status when sharing your screen during a video meeting.	N	N						
	Available	Breakout rooms	As a meeting moderator, you can quickly split up participants into smaller groups during the call for a side discussion or brainstorm during the meeting, similar to in person group exercise.	Y	N						
	Available	Team Huddle	Team Huddle allows for a quick virtual team sync, alerting team members to join a quick call. This feature provides a new way of interaction that replicates the in-person experience of quick hallway chats or impromptu standup meetings.	N	N						
	Available	Share Camera view (Mobile App)	Share the reverse (back) camera on your mobile device during a Unify Office Video meeting.	Y	Y						
	Available	Present files from Google Drive while in meeting (mobile App)	Directly present files from Google Drive without sharing your whole screen	N	N						
New, 22.1	Available	Raise Hands	Virtually raise your hand to get the speaker's or host's attention.	Y	Y						
New, 22.1	Available	Schedule recurring meetings (Desktop, Web and Mobile App)	Users can now schedule RingCentral Video recurring meetings from the Unify Office app.	Y	Y						
New, 22.1	Coming Soon	Video Pro and Video Pro+ in Office	Customers can now add Video Pro and Video Pro + add on licences with their existing Unify Office package	-	-						
New 22.2	Available	In-meeting participant reactions	Meeting participants can easily share visual status, feedback, or feelings without verbally interrupting the presentation or discussion.	Y	Y						
New 22.2	Available	Headset: Support HID commands on Desktop app (Desktop and Web)	Unify Office works with headphones that support HID standards. The feature is supported on the Desktop app and version 89 or later of Google Chrome and Microsoft Chromium Edge browsers.	N	N						
New 22.2	Available	View and edit meeting details (Desktop)	Meeting participants (incl. organizers and invitees) can easily view the details including the participant list of scheduled meetings within the application. Organizers can also edit the meeting details and easily forward the meetings to new participants via message or email.	Y	Y						
New 22.2	Available	Varied audio source warning (Phone) (Desktop and Web)	A visual warning where audio source is configured to inform user current audio configuration may impact audio quality.	Y	Y						
New 22.2	Available	Notification: Pre-Meeting timed trigger (Desktop and Web)	A new setting is added for user to choose when they want to receive the desktop notification for upcoming meetings.	Y	Y						
New 22.2	Available	Background noise reduction (Mobile)	Keep your meetings professional by reducing noise from barking dogs, loud keyboards, and other unwanted noises.	Y	Y						
New 22.2	Available	Video call limit for teams (Desktop, Web and Mobile)	You would not be able to start a video call through your team if it is past the team limit.	Y	Y						
Phone											

New in UK & AU as of 2021	Available	Local unlimited calling minutes	Available for EU, UK & AU, enabled with an additional price. Minimum 20 users;	N	N						
	Available	Toll-free (freephone) minutes	A toll-free number gives your business instant credibility and provides your customers with easy access to your company, per user per month	N	N						
	Available	Regional outbound minutes - Inclusive minutes, per user per month	EU packages	N	N						
	Available		UK packages	N	N						
	Available		USA packages	N	N						
	Available		AUS packages	N	N						
	Available	Call logs	Call logs keep a complete record of all your inbound and outbound calls and faxes. View the name of the caller, the number, or extension dialed, as well as the time, date, and duration of the call.	N	N						
	Available	HD voice	Make calls with the Unfy Office unified app or supported Desk Phones or the Unify Office Phone desktop and mobile apps with high-quality voice audio.	N	N						
	Available	One phone number for your business needs	Use a single number to access calling, team messaging, faxing, and texting capabilities. *Text not available for UK or EU.	N	N						
	Available	Intercom and paging	With intercom, make announcements via desk phones to colleagues across all your office locations. Paging lets you make real time, one-way announcements to multiple desk phones and overhead paging devices.	N	N						
	Available	Inbound caller ID number	Displays the phone number calling in.	N	N						
	Available	Outbound caller ID	Callers are able to manage their own outbound caller ID number with any available number on the account. Outbound caller ID name will be based on the overall account Caller ID name.	N	N						
	Available	Presence across all devices	See who's available, already on a call, holding or has a call ringing.	N	N						
	Available	Corporate Directory (supported desk phones, mobile app, desktop app)	Search groups or contacts within your company by first or last name.	N	N						
	Available	Extension dialing	Allows employees within a company to call each other using extension numbers.	N	N						
	Available	International calling	Make international calls to over 100 countries. https://atosunify.service-now.com/unifyoffice?id=u0_kb_article&sys_id=39beda52db7edc10d1289825f3961926	N	N						
	Available	Cloud contact syncing	Contacts and favorites are synced to Unify Office cloud	N	N						
	Available	Visual call handling	One single view for easy management of current call, incoming calls, calls on hold	N	N						
	Available	Call Park	Park calls in a public location in an account; pick up with touch-tone support	N	N						
	Available	Private Park Locations	Private location only visible for assigned users within a group	N	N						
	Available	Return calls with *69	Call return short cuts for desk phones	N	N						
	Available	Call forwarding	Allows you to route incoming business calls to any of your devices, to any department or location—ringing them sequentially or simultaneously.	N	N						

	Available	Custom answering & call routing rules	Route calls for your company's main number as well as for individual extensions and mailboxes.	N	N						
	Available	Call screening and blocking	Take calls from particular callers, block specific numbers, and send others directly to voicemail.	N	N						
	Available	Call switch and call flip	Instantly transfer an active call between Unify Office endpoints.	N	N						
	Available	RingMe® click-to-call me	Hyperlink your phone number in your email signature or on your website, so people can click to call you.	N	N						
	Available	RingOut	Call out from any phone or internet-enabled computer, using your Unify Office caller ID.	N	N						
	Available	Visual voicemail	Online account, on your PC or Mac, and even on your mobile device with the Unify Office app. Visual Voicemail displays messages in a list on your screen so you can browse the list to find the message you want to hear, no matter where it falls in the	N	N						
	Available	Voicemail-to-email attachments	Receive email notifications with voicemail messages as attachments	N	N						
	Available	Native iOS app integrated calling	Makes it possible for an iOS device to manage calls without unlocking the screen and without losing an ongoing call or an incoming call	N	N						
	Available	Auto call handoff (Wi-Fi <-> 3G/4G/5G); call continuation during network handoff	Continue your calls when moving from Wi-Fi to 3G/4G/5G networks.	N	N						
	Available	Heads-up display (HUD)	Allows users to view colleagues' real-time presence, plus manage multiple incoming calls—including transferring calls, adding users to an existing call, and picking up calls on behalf of other colleagues	N	N						
	Available	Hot desking on a shared phone	Allows users to log in to shared phones to access their own Unify Office extensions, voicemail and greetings, and other features.	N	N						
	Available	Free Digital Line deauthorization	The ability to initiate the deauthorization of the chosen device so that its free Digital Line (DL) can be used for a Softphone. This addresses the need for users with shared desktop computers to log and take a DL to their softphone	N	N						
	Available	Internal extension-to-extension video calling (Polycom VVX camera required)	Video calling through compatible Polycom desk phones (Polycom-to-Polycom extensions) - Polycom VVX501 /VVX601 phones are compatible.	N	N						
	Available	Call monitoring (monitor, whisper, barge, takeover)	Authorized users can listen in on employee calls with clients to monitor the conversation, provide coaching, and facilitate discussion	N	N						
	Available	Call Delegation	A "delegated Calls" dashboard within the head-up display (HUD) that offers a simplified view for assistants who manage multiple calls on behalf of more than one executive.	N	N						
	Available	Dial Plans for large deployments-extension length and outbound caller prefix	Up to 8-digit extensions and outbound caller prefix to support large deployments.	N	N						
	Available	Dial Plans for large deployments - site codes and configuration template	Customers can configure longer Site Codes & Short Extensions to support large deployments. A template can also be used for Site Code setup which allows dial plan changes to be completed offline and implemented quickly after upload	N	N						
	Available	Remote member management	Admins, call queue managers & members now have 2 status controls to increase speed of answering	N	N						
	Available	Call to Video	quickly escalate a PBX voice call to a video or screen share call without having to hang up.	N	N						
	Available	Headset call controls from poly and jabra (only for phone calls right now, not Video meetings yet)	Control your call (answer, mute, hold, transfer, volume, speed dial) using your Plantronics and Jabra headsets' buttons and the button states to be accurately reflected in the UO App Desktop's active call screen UI (e.g. if you mute the call using the headset's mute button then UO App Desktop will show the mute button as muted). In 21.4 Release, this feature is applicable to USB HID	N	N						
	Available	Emergency calling	Automatically provides the caller's location to emergency dispatchers	N	N						
	Available	Emergency Response Locations	Emergency Address Management using ERLs enables users to choose one of pre-set company or personal locations, and manage their own personal locations (create, edit, delete).	N	N						

New, 22.1	Available	HUD Default setting ON (Desktop and Web App)	Default HUD toggle to ON; Settings -> Phone -> Head-up display (HUD)	N	N						
New, 22.1	Available	VMware VDI support for Telephony	Benefiting from more optimised audio calls when the desktop app is used within a VMware VDI environment.	N	N						
New, 22.1	Available	Standalone Call Window	Allow our users to choose between the current call handling experience (floating dialer inside of the Unify Office App) and our new call handling experience where calls will be handled in a standalone call window that is separate from the main app.	N	N						
New, 22.1	Available	URL/App Launch support for incoming call event (Desktop and Web App)	Allow user to configure RingCentral to automatically open a browser or run a file on incoming call event	N	N						
New, 22.1	Available	Group extensions (Desktop and Web App)	Showing group extensions in the Contacts tab, allow users to search for and contact such extensions in meaningful ways	N	N						
New, 22.1	Available	Blocked Calls Settings (Desktop, Web and mobile app)	Advanced blocked calls settings on softphone side.	N	N						
New, 22.1	Available	Crosslaunch - Telephony Connector - Unify Phone	Allow users to launch a separate app for outbound calls. Some customers need to stay on their on-premise systems or have long transition schedules. This gives Atos and partners a way to leverage their softphone apps with existing pbx connectivity while providing Unify Office's M+V capabilities. Cross Launch provides partners a way to lock in existing customers that are not ready to fully transition to the cloud and provide an upgrade path when they are ready.	Y	N						
New 22.1	Available	Permanent End User Phone Settings (Work/After hours call forwarding and voicemail settings)	users set work hours to a specific schedule, users are enabled to configure different call forwarding flow for work hours and after hours. For After hours call forwarding settings, users are now	N	N						
New, 22.1	Available	Call handling and voicemail settings (desktop, Web and Mobile App)	Manage your call forwarding rules and update your voicemail directly from within the app.	N	N						
New 22.2	Available	Queue call pick up (HUD) (Desktop and Web)	Support for queue call pick up members (configured in SW).	N	N						
New 22.2	Available	Find and call contacts from the dialpad	Calling is simpler with contact search directly from the dialpad.	N	N						
New 22.2	Available	Forward All (Your) Calls (FAC)	answer phone calls (e.g. during a break, when on vacation, in a meeting, etc.). Incoming calls can be forwarded to an announcement, voicemail, coworker, call queue, shared line, IVR menu etc. The user can also schedule the time period when the	N	N						
New 22.2	Available	Smart Dial Plan Routing (Beta)	intelligence to detect when a user makes an outgoing call that may be both a valid internal extension or external number. When this condition is detected, the call will be initially processed as an internal call, but will fall back and be processed as an external call.	N	N						
New 22.2	Available	Hostage line	responders in crisis situations. This involves allowing the lockdown all lines within a particular customer environment such that they can only make/receive calls to/from a phone number designated	N	N						
New 22.2	Available	BCA members allowed to be members of call groups	A user that is a member (Owner or Delegate) of a BCA Group is now able to join call groups.	N	N						
New 22.2	Available	Owner to select BCA group number as Caller ID	A user that is a BCA Owner can now select the BCA Groups caller ID to outpulse from their private extension / line.	N	N						
Business SMS - SMS is only available for US and Canada numbers. It doesn't work for EU, UK or AUS customers											
	Available	Send and receive up to 1,000 characters in one message	Send and receive text messages with up to 1,000 characters to and from Unify Office extensions or 10-digit local numbers.	N	N						
	Available	Group texting among colleagues; view conversation in one thread	Message colleagues, clients, and department groups. Recipients can reply via Business SMS, MMS, or their native SMS.	N	N						
	Available	Messages sync instantly across mobile and desktop apps	Text seamlessly across smartphones, tablets, and the Unify Office desktop app.	N	N						
ROOMS											

	Available	Unify Office ROOMS (Unbranded)	conference room solution without the expensive proprietary hardware needed with traditional video conference room systems. It is easy to configure and delivers HD video, audio, and web	(compatibl e)							
	Available	Localized Rooms interfaces	French, German, English, Italian, Spanish, Dutch & Portuguese.	N	N						
	Available	Mobile phone as rooms controller	Start, join and manage Rooms with your Unify Office mobile app.	N	N						
	Available	Switch from mobile to Rooms	Instantly transfer an active meeting from your mobile device to a Unify Office Room, making it easy to go from on-the-move to the office.	N	N						
	Available	Proximity sharing	For desktop app users, this feature allows them to broadcast right into the Unify Office Rooms conference system via a Bluetooth connection. For web app users, this allows them to instantly broadcast using a meeting ID from the Controller.	N	N						
	Available	Audio and video settings managed by the administration interface	IT admins can now remotely manage the audio and video settings of a Unify Office Room, directly from ServiceWeb.	N	N						
New, 22.1	Available	Room Connector (Rooms)	Room Connector is to enable Join Unify Office Meetings via SIP enabled VCS (Video Conference System, AOC Room System), previously Unify Office Meetings only allow Android client to join.	(compatibl e)							
New, 22.1	Available	View raise hand (Rooms)	Rooms user could be able to view Raise Hand status on both host and controller if any participant raises hand from Mobile/Web. In order to improve the meeting interaction between host and participants, RCV has provided the ability for meeting participants to raise their hand virtually so that they could catch the host's attention without verbally interrupting the meeting.	N	N						
New, 22.1	Available	Improve count for participants joining from multiple devices (Rooms)	devices, Rooms user could be able to see the total count of people and devices on participant list, and the devices count of each participant who joining from multiple devices.	N	N						
New, 22.1	Available	Show meeting password in share guide and meeting info (Rooms)	Unify Video Rooms now shows meeting password in the share guide and meeting info.	N	N						
New, 22.1	Available	Customized background image from SW (Rooms)	IT admin can upload customized image to specified room on ServiceWeb, and Room host will change to display this own background image	N	N						
New 22.2	Available	Filmstrip View	Rooms support new view mode. Users could be able to see other participants while focusing on the active speaker or shared content.	N	N						
New 22.2	Available	Filmstrip pagination	Room user could navigate Filmstrip view from Rooms controller to view the rest of participant in the meeting.	N	N						
New 22.2	Available	Show Chat on Room Displays	Room users can now see the meeting chat from Room displays.	N	N						
New 22.2	Available	Sign in Room via activation code	Room users can sign in Room via activation code.	N	N						
Global											
	Available	Local inbound and outbound service in 44+ countries	Global Office provides full local PBX service for international offices. Check the GO playbook for availability.	N	N						
	Available	Emergency services in Global Office countries	International offices can dial local emergency services. Check the GO playbook for availability.	N	N						
	Available	International numbers (IVN and IVN Toll Free) and premium conferencing/meetings numbers in 100+ countries	International local and toll-free numbers can be added to users, call queues, sites, and conferencing services.	N	N						
	Available	Free international conferencing dial-ins for over 55 countries	In-country numbers provide dial-in access for participants in over 55 countries. Premium conference numbers can be purchased for countries that do not have free dial-ins.	N	N						
	Available	Free global extension-to-extension dialing	Call anyone within your organization for free globally.	N	N						
	Available	Data localization (Residency)	Core PBX functionality (data at rest, but no messaging or meetings) stored in Germany. US and AUS stored in the US. Opt-in possible for AUS.	N	N						

	Available	1,000 Regional Calling Minutes	Global Office users in most countries receive 1,000 pooled minutes for calls in that region. Check the GO playbook for availability.	N	N						
	Available	16+ languages	Language localization in the administration interface and Unify Office Apps	N	N						
	Available	Self-service global number ordering	Ability to place orders for international numbers through the administration interface	N	N						
	Available	International minute bundles	Discounted minute bundles for international calling	N	N						
	Available	International device shipping	Devices with regional power supply can be ordered in service web and shipped to any Global Office country	N	N						
Admin Features											
	Available	24/7 support handled by Atos for tier 1, RingCentral for tier 2	Live phone support (2+ users) is available 24/7.	Y	N (add on available)	Live phone support is available 24/7 for 2+ users; per pricing page					
	Available	Multi-level IVR and audio prompts	administrators with the flexibility to simplify inbound call flow configurations. Unify Office offers IVR Tools to configure phone tree menus, including an easy-to-use Visual IVR Editor, as well as	N	N						
	Available	IVR with Visual IVR editor	administrators with the flexibility to simplify inbound call flow configurations. Unify Office offers IVR Tools to configure phone tree menus, including an easy-to-use Visual IVR Editor, as well as	N	N						
	Available	Automatic call recording	Set your phone system to automatically record inbound and outbound calls for individual users or inbound calls for departments.	N	N						
	Available	On-demand call recording	Allows users to manually record phone calls anytime using an IP Phone provisioned with Unify Office or Unify Office Apps.	N	N						
	Available	Pause / Resume call recording	Allows users to pause and resume automatic call recording during meetings.	N	N						
	Available	Overflow call queues	Allows calls to be directed to additional queues when all lines are busy in the primary queue	N	N						
	Available	Shared lines	Allows calls made to one phone number to be answered by up to 16 phones within a designated group	N	N						
	Available	User templates	Create and apply batch configurations to multiple users at once—which saves time by reducing repetitive, manual tasks and streamlines your administrative routine.	N	N						
	Available	Set nickname or label for caller ID numbers	Create labels for your phone numbers (ie. store location, branch office) so they are easily identifiable by admins and users	N	N						
	Available	User groups	Associates users based on the organization's hierarchy, admins can create User groups and assign who gets to manage the group.	N	N						
	Available	Limited extension (voice-only IP endpoints for conference rooms and common areas)	compared to a full extension. This option is a paid add on feature which is switched off by default. The customer must contact Atos to enable adding a	N	N						
	Available	International calling credit bundles	Allow Billing Admins to purchase additional minutes packages for international outbound calling on their Unify Office accounts.	N	N						
	Available	Data retention policies	Retain recordings, fax, text, voicemail and call logs	Y	N (add on available)						
	Available	Compliance exports	Ability to export company data. Built for companies with compliance requirements for using electronic communication in the workplace.	Y	N (add on available)						
	Available	Audit Trail	Provides a searchable account history of phone system changes and empowers admins to resolve issues using self-serve tools and simplifies managing large enterprise phone systems.	Y	Y						
	Available	Multiple account management	Centralizes the access for customers with multiple Unify Office accounts, and allows them to link all their accounts in the Unify Office Accounts Management Portal.	N	N						

	Available	Multi-site support	Our multi-site support feature gives you the flexibility to manage and support your branch offices based on their unique operational needs.	N	N						
	Available	Cost center management (department billing codes)	Enables account Admins to assign purchases or services to a Department or an individual based on Cost Center Codes, which will help companies manage and monitor the expenses for cost control and budget planning.	N	N						
	Available	Porting	Allows your number from your previous provider to be transferred to Unify Office.	N	N						
	Available	911 Notifications	Ability to send notifications by text message and/or email to a predefined list of recipients when 911 is dialed by any user on an account	N	N						
	Available	Dial-by-name directory	Search by first and last name to make it easy for callers to find your employees.	N	N						
	Available	Call queues	Places incoming calls in line to be answered while extension users are busy with other calls.	N	N						
	Available	Music + messages on hold	Music and messages can be played while incoming callers are on hold/waiting to be connected.	N	N						
	Available	Role-based access control with predefined roles/permissions	The same level of access is unilaterally given to every user assigned to that role, greatly reducing the chances of producing outlier users with unauthorized levels of access.	N	N						
	Available	Role-based access control with customized roles/permissions	Custom roles support countless permission combinations, extending your range of control over how users can access Unify Office features.	N	N						
	Available	Bulk upload	Use bulk upload templates for large user and contact list uploads.	N	N						
	Available	For Poly devices only: Boss/Admin Workflows (Bridge Call Appearance)	Allows sharing of the line of a select Executive (Boss) with one or several others Assistants (Secretaries)	N	N						
	Available	Accessibility	Accessibility features for individuals with vision or motor disabilities	N	N						
	Available	Allow IT admin to lock Video meeting settings	Company and user-level meetings settings	Y	N (add on available)						
	Available	User based SSO controls	Administrators now have the ability to manage SSO policy at the user level. This increased granularity in enabling and disabling SSO allows for easier access to the Unify Office system	Y	N (add on available)						
	Available	Primary Number	Administrators and users have the ability to set a direct number as a user's primary number displayed across multiple endpoints in the Unify Office ecosystem	N	N						
	Available	Quality of Service	Administrators and users have the ability to set a direct number as a user's primary number displayed across multiple endpoints in the Unify Office ecosystem system covering users, calls and meetings. Admins can proactively monitor call quality and identify potential issue and/or reactively drill-down to troubleshoot and resolve issues, utilizing easy-to-understand quality score and underlying data (MOS score)	Y	N						
	Available	Performance Reports	Access historical call queues, user, calls and meetings data to evaluate team performance.	Y	N						
	Available	Adoption & Usage	Gain visibility into Unify Office Message, Video and Phone usage and adoption across your organization. Understand user trends and device preferences.	Y	N						
New 22.1	Available	Swap and reassign phone in Phones & Devices	Introduce more efficient ways to swap and reassign phones & devices on Service Web.	N	N						
New 22.1	Available	Account access restriction	Restrict login to only corporate RingCentral accounts from workplace.	Y	Y						
New 22.2	June 2022	Custom Key Layout for Unify Office and CP series hardphones	Custom Key Layout (CKL) allows customers to configure and customize their hard phone key layouts on a per device model basis. This CKL enhancement allows several features to be configured as soft keys in addition to line appearances.	N	N						
New 22.2	Available	Account Density: 50k	Single UID supporting up to 50k users, one POD. Service Web flows are now optimized for up to 50k users in a 3s - 8s response time.	Y	N						
New 22.2	Available	Substitute Caller ID Process	Revamp Forward Number wizard to include concise instructions how to enable substitute caller id and forwarded number.	N	N						

New 22.2	Available	Allow assigning template when adding users	While adding new users to the account, assign a user template in the some flow (Add user wizard).	Y	N						
Security											
	Available	TLS/SRTP secure voice	Offers improved call reliability as well as offers enterprise-grade encryption for voice calls to greatly improve user privacy and security.	N	N						
	Available	Secure video		Y	Y						
	Available	Encryption at rest	Encrypt all local data in mobile app and desktop app. Depends upon the end point	Y	Y	On demand (needs to be enabled) for UK/EU. Feature is enabled only with signed BAA; US only.					
	Available	Alphanumeric password	Use an alphanumeric password to login to your UO online account, desktop app, and mobile app.	Y	Y						
	Available	Session timer	Your Unify Office online account will timeout after 15 minutes of inactivity, you can customize these settings in the Admin Portal.	Y	Y						
	Available	Authorized apps manager	Allows users to track what Unify Office apps are connected to their account (Unify Office Apps and integrations)	N	N						
	Available	VoIP country blocking	VoIP calls are not available in certain countries to comply with VoIP restriction in their regions. To make calls, you can use the Ringout feature.	N	N						
	Available	Secure voice transport (TLS) for 3rd party BYOD	Adds security to 3rd party BYOD devices Prevent Toll Fraud and Intrusion of service (Spoofing, Identity Theft, Eavesdropping)	N	N						
	Available	Single Sign On (SSO)	Support for single sign-on, including the ability to manage SSO permission for a subset of users	Y	N						
	Available	Use external browser for SSO login (mobile)	To address the security concerns of providing third-party services in the app, third-party services are opened in external browsers.	Y	N						
New, 22.1	Available	End-to-End Encryption	Users will be able to start instant meetings, place video calls as well as schedule highly secure end-to-end encrypted (E2EE) meetings. E2EE meetings will have all meeting data in transit (screen-share, video, VoIP audio, chat) encrypted and can only be decrypted from the client. The meeting data cannot be decrypted by RingCentral or anyone else while it moves from one client to another.	Y	N						
New, 22.1	Available	External browser for SSO, Google login (Desktop, Web and mobile app)	Login with SSO, Login with Google, Google login for Contacts and Calendars integration in external browser.	Y	N						
New, 22.1	Available	Dynamic End-to-End Encryption	The purpose of this feature is to allow users to turn on and off E2EE on the flight during the meeting, so they don't need to reschedule the meetings.	Y	N						
Analytics											
	Available	Meetings dashboard	Snapshot of Unify Office meetings usage by users, locations, and devices.	Y	N (add on available)						
	Available	Adoption & Usage	Gain visibility into Unify Office Message, Video and Phone usage and adoption across your organization. Understand user trends and device preferences.	Y	N (add on available)						
	Available	Company Numbers	Analyze the performance of company numbers (IVR, customer service, campaigns or international numbers) with business-relevant KPIs.	N	N						
	Available	Performance Reports	Access historical call queues, user, calls and meetings data to evaluate team performance.	Y	N (add on available)						
	Available	Subscriptions	Subscribe and receive auto-generated Performance and Company Number reports via email at the selected frequency.	Y	N (add on available)						
	Available	Quality of Service (QoS)	system covering users, calls and meetings. Admins can proactively monitor call quality and identify potential issue and/or reactively drill-down to troubleshoot and resolve issues, utilizing easy-to-understand quality score and underlying data (MOS score	Y	N (add on available)	Per pricing page					

	Available	Alerts (QoS)	Set up fully customizable rules for automated monitoring of call quality (QoS). Get alerted via email or Unify Office App when issues are detected.	Y	N (add on available)	Per pricing page; admins can set up fully customizable alerts to receive proactive notifications of call quality (QoS) issues that may impact their organization.					
	Available	Live Reports (Add-on)	Highly customizable, widget-based real-time call queue monitoring system gives companies the ability to monitor agent performance for better visibility and control of customer experiences. Additional license fee applied.	Y	N (add on available)	Additional license fee applied					
	Available	Device Status	Track online and offline devices real-time. Gain visibility into device history and unprovisioned devices.	Y	N (add on available)						
	Available	Alerts (Device Status)	Set up fully customizable rules for automated monitoring of device registration status. Get alerted via email or Unify Office App when issues are detected.	N	N						
Integrations											
	Available	Access to Unify Office App Gallery	Contains over 200 apps and integrations.	N	N						
Popular / Productivity											
	Available	Google (G Suite add-on, Chrome, Hangouts)	Integrates with Google Calendar (schedule UO Meeting), Gmail, Chrome browser (access softphone), Docs (send faxes), Hangouts, & Drive.	Y*	N (add on available)	Per pricing page	*phone supported features do not apply to Video licenses				
	Available	Microsoft Teams (Cloud PBX for Teams)	Provides Telephony services within Teams native environment.	N	N	Per pricing page AU will not have the SMS feature activated.					
	Available	Firefox	Firefox extension allows users to make and receive calls, send sms messages, access call/text/voicemail history, schedule meetings in Google Calendar, & set UO presence.	Y*	N (add on available)	Per pricing page	*phone supported features do not apply to Video licenses				
	Available	Office 365 (Outlook Mail on the web)	Make calls, send and receive SMS, click-to-dial, caller ID, communications history, & schedule UO Meeting from calendar app.	Y*	N (add on available)	Per pricing page	*phone supported features do not apply to Video licenses				
	Available	Office 365 (Teams on web)	via O365 Chrome extension - allows users to make and receive calls, send sms messages, access call/text/voicemail history, set UO presence, set Unify Office to defaults for call, SMS, & meetings. Start a meeting in one click.	Y*	N (add on available)	Per pricing page	*phone supported features do not apply to Video licenses				
	Available	Slack	Make outbound calls and start Unify Office video meetings with slash commands or native phone icon	Y*	N (add on available)	Per pricing page	*phone supported features do not apply to Video licenses				
	Available	Microsoft Outlook	Click-to-dial, SMS, combined directory experience, conferencing, and integrated calendaring all within Outlook	Y*	N (add on available)	Per pricing page Windows only	*phone supported features do not apply to Video licenses				
	Available	Skype for Business	Send and receive calls and SMS messages to any number, start an audio conference with up to 1,000 participants with one click, and easily initiate Unify Office online meetings.	Y*	N (add on available)	Per pricing page Windows only	*phone supported features do not apply to Video licenses				
	Available	Amazon Connect	call a contact, transfer customer call to a UO contact, initiate a	Y*	N (add on available)	Per pricing page	*phone supported features do not apply to Video licenses				
New, 22.1	Available	Outlook Scheduler	Outlook Scheduler is being added to the Unify Office App Gallery	Y	N (add on available)						
New, 22.1	Available	Cloud PBX for MS Teams	required; Calls placed, handled and received within MS Teams	N	N						
New, 22.1	Available	Embedded Dialer for MS Teams	teams app. Enjoy the ability to seamlessly place calls with the embedded dialer, view call history, and view synced RingCentral	N	N						
New, 22.1	Available	MS Teams embedded dialer with call history & Contact sync	teams app. Enjoy the ability to seamlessly place calls with the embedded dialer, view call history, and view synced RingCentral	N	N						
New 22.2	Available	MS Teams voicemail & fax integration	Simplify your workflows with quick shortcuts to voicemail messages & fax within Microsoft Teams	N	N						
Popular / CRM											
	Available	Salesforce® (webRTC in app calling)	Call leads and customers from within Salesforce, automatically match incoming callers to existing contact records and display them on-screen, and automatically save notes logged during or after a call.	N	N						
	Available	Zendesk	Make and receive calls, match existing records with incoming callers, multi-call ticket logging, complete call history, and integrated presence.	N	N						
	Available	Microsoft Dynamics 365	Make/receive calls, log calls, match entity, click to dial, active call controls within dialer.	N	N						
	Available	Oracle Sales® Cloud	Call leads and customers from within Oracle Sales Cloud, automatically match incoming callers to existing contact records and display them on-screen, and automatically save notes logged during or after a call.	N	N						
Popular / Automation Storage											

	Available	Okta	Users can log in to Unify Office automatically with their corporate credentials. Makes it possible for users to easily log in to the Unify Office system using Okta and their current Active Directory credentials.	N	N						
	Available	Archiver	Archive call recordings, voicemails, text messages, and faxes to your Box, Dropbox™, or Google Drive™ accounts or to an SFTP server, and securely search and retrieve past records anytime.	N	N						
	Available	Zapier	Makes it easy to create custom workflows triggered by voice, sms, and fax activities on Unify Office.	N	N						
Industry Specific											
	Available	LTI (Blackboard LMS)	Seamless video meeting schedule and join experience for teachers or students without navigating away from LMS interface. Offers a fully self-served installation and integration setup for universities LMS tool administrators.	N	N						
	Available	Canvas	Schedule and join Unify Office meetings in Canvas	N	N	Per pricing page					
	Available	Smarsh	Archive message & SMS data to Smarsh via Unify Office Archiver. Only available for UO Admins	N	N						
APIs											
	Available	API Access for 3rd party app development & deployment	Create your own applications using APIs in the Developer Portal.	Y	N (add on available)						
	Available	Voice APIs	APIs to make voice calls	N	N						
	Available	Active Call Control API	APIs to control active voice calls	N	N						
	Available	WebRTC E911 API	APIs to set E911 address on WebRTC phone	N	N						
	Available	Team Messaging APIs	Team messaging APIs	Y	N (add on available)						
	Available	Meeting APIs	APIs to schedule Unify Office meetings, get scheduled meetings, and retrieve loud recordings	Y	N (add on available)						
	Available	Fax APIs	APIs to send and receive fax messages included with Unify Office plans	N	N						
	Available	System Config APIs	APIs to configure and provision Office	Y	N (add on available)						
	Available	Data APIs	APIs to retrieve call log data, message store data, and other analytics	Y	N (add on available)						
	Available	Developer Widgets	Widgets to embed Unify Office softphone in applications, browsers, or other tools to utilize APIs without requiring API credentials	Y	N (add on available)						
	Available	Developer Labs	Pre-built applications that developers can install to allow them to integrate with third parties such as HubSpot as Chrome or Firefox extensions.	Y	N (add on available)						
New, 22.1	Available	Enable/Disable 3rd party Keyboard (iOS mobile app)	Allow admins to disable 3rd party keyboard on iOS devices for all users under the same org.	Y	N (add on available)						
Audio Conferencing											
	Available	Unlimited, easy access across devices with up to 1,000 participants	Every user can host an unlimited number of audio conference calls, with up to 1,000 attendees per conference. (Attendees do not need to be in the UO network to attend)	N	N						
	Available	Own unique bridge number and access codes	Each user is assigned a unique host code and participants code that is exclusively theirs to use, ensuring that multiple users in the company can hold conference calls simultaneously and no one interferes with anyone else.	N	N						
	Available	Host controls plus invite with international dial-in	Provide international dial-ins for remote attendees to join without incurring long distance charges	N	N						

	Available	Local dial-in numbers in 50+ countries	Host or join conference from over 55 countries including the UK, Germany, Mexico, China, and Japan at no additional costs.	N	N						
	Available	Start the conference without a host	Selectable option to begin audio conference without a host present	N	N						
	Available	Reset host and participant access codes	Admins can reset host and participant codes for Unify Office audio conferences for improved security in cases when an user leaves the organization or the code has been inadvertently made public.	N	N						
	Available	Premium Audio Conference Number	Use a toll-free or an international number for a conference bridge	N	N						
Internet Fax											
	Available	Send and receive faxes without a fax machine	Unlimited e-Fax in the US to desktop app and mobile app. For UK, EU, AU each fax consumes an outbound minutes	N	N						
	Available	Receive faxes by email	Faxes can be received through email	N	N						
	Available	Send faxes using a fax machine with the analog adapter	Connect analog devices to Unify Office cloud PBX with an ATA	N	N						
	Available	Send fax via integrations	Send and receive faxes from Microsoft Outlook®, cloud storage providers (such as Dropbox™), and more.	N	N						
	Available	Scan to fax directly from desktop	Available on Windows only	N	N						
	Available	Drag-n-drop files as attachments	Attach up to 20MB of files	N	N						
	Available	Fax activity log	View incoming and outgoing faxes in the admin interface	N	N						
Hardware Phones supported											
	Available	All supported phones	https://atosunify.service-now.com/unifyoffice?id=uo_kb_article&sys	N	N						
	Available	Zero touch provisioning for Poly VVX series desk phones	Manually configuring the phone is time-consuming and prone to errors Simplifies provisioning and efficiently add the Unify Office certified	N	N						
New, 22.1	Available	3rd Party Devices	Yealink DECT Cordless phones - W76P and W79P Yealink Conference phones - CP925 and CP965 Expansion Modules support for Yealink T4U and T5W series EXP 43 Expansion modules support for Yealink T4U series deskphones (T43U, T46U, T48U) EXP50 expansion module support for T53W and T54W deskphones Poly DECT Cordless Phones - Rove 30 and Rove 40 Yealink Desk phone T58W and VP59P	N	N						
New, 22.1	Available	Support for CP700 with 1 and 2 KEMs	The CP700 phone has been available for purchase for some time, we are now adding the possibility to buy the CP700 with 1 or 2 Key Extension Modules	N	N						
New, 22.1	Available	Support for CP700X including 1 and 2 KEMs	The CP700X is the top of the line phone form Unify. It adds support for WiFi. We will add CP700X as a standalone phone and also with 1 or 2 Key Extension Modules.	N	N						
New 22.2	Available	Support for new hardware (assisted provisioning only)	Support for Cisco 191 and 192 ATA devices Yealink CP925 and CP965 conference phones Poly Rove 30 and Rove 40 with B2 DECT cordless phones Poly D230 DECT IP cordless phone Yealink T43U, T46U and T48U; Poly CCX 400, CCX 500, CCX 600 and CCX 700	N	N						