



UCaaS Packages

The following are service level packages for BCM One's hosted voice solution called UCaaSone™.

	Special Application Seat	Premium	Premium + WebEx	Call Center Agent
DID	X	X	X	X
3-Way Calling	X	X	X	X
Basic Call Logs	X	X	X	X
Call Transfers	X	X	X	X
Call Waiting	X	X	X	X
Caller ID	X	X	X	X
Unlimited Usage (US-48 and Canada)	X	X	X	X
Music on Hold		X	X	X
Ring Groups		X	X	X
Find Me / Follow Me		X	X	X
Disaster Recovery call routing		X	X	X
Voicemail		X	X	X
Voicemail to Email		X	X	X
Voicemail Transcription		X	X	X
Account Codes		X	X	X
Detailed Call Reporting		X	X	X
Hotelling		X	X	X
Directed Call Pick-up with Barge-In		X	X	X
Multiple User Conference Calling		X	X	X
Priority Alert		X	X	X
Call Block		X	X	X
Intercom		X	X	X
Auto Attendant (1st AA included free per account)		X	X	X
Microsoft Teams integration		X	X	X
Group Paging (multicast)		X	X	X
Integrated Softphone			X	X
WebEx Video Conference			X	X
Screenshare			X	X
Mobile App			X	X
Instant Messaging			X	X
ACD Queues				X
Scheduled Reports				X
Advanced Call Reports				X



UCaaS Packages

The following are service level packages for BCM One's hosted voice solution called UCaaSoneTM.

Optional MRC Add Ons:
WebEx Meetings
Personal Meeting Room (25 Participants)
Audio Dial in #
Scheduled Meetings
WebEx Complete
Personal Meeting Room (1000 Participants)
Audio Dial in #
Scheduled Meetings
Lock Meeting Controls
Record Meetings and Presentations
Meeting Transcriptions
Floor Control
Presenter Password Protection Controls
Media Quality Indicator
Remote Desktop Control
vFax (400 pages per month)
vFax ATA Adapter
Basic Call Queueing
CRM Integration*
Microsoft Teams Integration
Remote Call Forward (RCF)
Call Recording
Voicemail Box (additional)
Auto Attendant (additional)
Unlimited SMS (requires Webex)
ACD Supervisor (1 included with 10+ CC seats)
Additional ACD Queues
Reserve / Alternate DIDs
DID 25 Pack
DID 100 Pack
E-911
Toll Free

NRC Add Ons:
DID Port Fee
Toll Free Port Fee
Seat Activation
Onsite Installation (First two hours)
Onsite Installation (Additional per hour)
Basic Training
Additional/Advanced Training
Phone Provisioning

* CRM Integration is only available with supported CRM software. Other fees may apply.