Brightspeed Voice+
with RingCentral

Brightspeed Voice+ Feature Matrix

	Ultra	Advanced	Enhanced Voice (Migration Only)
Video Meetings, Messaging and Collaboration Features			
Video Meetings with screen, desktop, and application sharing	Y	Y	N
Video Meeting Participants	200	100	N/A
Cloud Video Recording Storage	100 hours/user	10 hours/user	N/A
Cloud Video Recording Retention Period	1 year	7 days	N/A
Team Messaging (including Jira, Asana, Box, G-Drive integration)	Y	Y	N
Document sharing (with Google Drive, Box, OneDrive, and Dropbox integration)	Y	Y	N
Device Analytics & Alerts	Y	N	N
Dynamic End to End Encryption	Y	N	N
Active Speaker & Gallery view	Y	Y	N
Adoption & Usage Reports	Y	Y	N
Administration Control	Y	Y	N
Background Blur	Y	Y	N
Browser based meeting join	Y	Y	N
Call out from meeting	Y	Y	N
Chat & message contacts	Y	Y	N
Chrome & Outlook Calendar Integrated scheduling	Y	Y	N
Co-annotation on shared screen	Y	Y	Y
Company Directory Integration (SSO)	Y	Y	N
Company & User-Level meeting settings	Y	Y	N
Custom Personal Meeting ID	Y	Y	N
File Sharing	Y	Y	N
Host Controls	Y	Y	N
In-Meeting Chat	Y	Y	N
Instant & Scheduled Meetings	Y	Y	N
Join by telephone dial-in	Y	Y	N
Lock meeting participants (stop new attendees)	Y	Y	N

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	Ultra	Advanced	Enhanced Voice (Migration Only)
Meeting History	Y	Y	N
Meeting 'switch' (move meeting between desktop & mobile device)	Y	Y	N
Password protect meetings	Y	Y	N
Performance reports	Y	Y	N
Search across groups, messages and files	Y	Y	N
QoS Reports	Y	Y	N
Unified Application for voice, messaging, and meetings	Y	Y	Phone Only
User Management	Y	Y	N
Platform and Third-Party Integrations			
Popular CRM Integrations (SFDC, ServiceNow, Dynamics, Zendesk)	Y	Y	N
O365, GSuite, Outlook, Slack, MS Teams Integration	Y	Y	N
Industry specific Integrations (Canvas, Smarsh e.g.)	Y	N	N
MS Direct Routing with application plug-in for MS Teams	Y	Y	N
CPaaS features (Developer platform and Custom integrations)	Y	N	N
Analytics			
Business Analytics Essentials	N	Y	Y
Business Analytics Pro (1yr data retention)	Y	Add-On	N
Business Analytics Pro (2yr or 3yr data retention)	Add-On	Add-On	N
Telephony Features			
On-Demand call recording	Y	Y	Y
Automatic call recording	Y	Y	N
Audio Conferencing up to 1000 Participants	Y	Y	N
Barge-in	Y	Y	N
Busy Lamp monitoring	Y	Y	Y
Call Flip	Y	Y	Y
Call Forwarding Rules	Y	Y	Y
Call History	Y	Y	Y
Call Hold and Resume	Y	Y	Y
Call Logs with Click to Dial	Y	Y	Y

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	Ultra	Advanced	Enhanced Voice (Migration Only)
Call Switch	Y	Y	Y
Call Transfer	Y	Y	Y
Do Not Disturb	Y	Y	Y
Enterprise Phone Directory	Y	Y	Y
Extension Dialing, Variable Length	Y	Y	Y
Feature Access Codes	Y	Y	Y
Hot desking	Y	Y	N
Inbound Caller ID (Name)	Y	Y	N
Intercom	Y	Y	Y
Internet FAX	Y	Y	N
Main Number Outbound Caller ID	Y	Y	Y
Personal Phone Directory	Y	Y	Y
Push to Talk (Walkie Talkie)	Add-On	Add-On	N
Sequential Ring	Y	Y	Y
Simultaneous Ring	Y	Y	Y
Three-way Calling	Y	Y	Y
Voicemail Email Delivery	Y	Y	Y
Voicemail Notification	Y	Y	Y
Voicemail Transcription	Y	Y	Y
Group Telephony Features			
Account Site / Admin Portal	Y	Y	Y
Audit Trail	Y	Y	Y
Auto Attendant	Y	Y	Y
Call Park / Retrieve	Y	Y	Y
Call Queues	Y	Y	Y
Live Reports (Call Queues)	Add-On	Add-On	Add-On
Music on Hold	Y	Y	Y
Multi-level IVR	Y	Y	Y
Customized Access control by roles and permissions	Y	Y	N
Standard access control with predefined roles and permissions	Y	Y	Y

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