

UCaaS COMPARISON MATRIX

Features



TELEPHONY				
	Webex Calling*	Microsoft Teams	Zoom	CT Cloud Voice
Desktop Soft Client	✓	✓	✓	✓
Desk Phone	✓	✓	✓	✓
Mobile Client (Full Call Ability Functionality)	✓	✓	✓	✓
PC to PC Calls	✓	✓	✓	✓
Click to Dial from Outlook	✓	✓	✓	✓
Outlook Contact Synchronization	✓	✓	✓	✓
PSTN Calling	✓	✓	✓	✓
Contact Center Integration	✓	✓	✓	✓
Speech to Text Transcription	✓	✓	Email & Client	✓
Integration with Personal Contacts	✓	✓	✓	✓
Voicemail	✓	✓	✓	✓
Call Hold	✓	✓	✓	✓
Call Forwarding	✓	✓	✓	✓
Status Change Alerts	✓	✓	✓	✓
Find-Me-Follow-Me	✓	✓	✓	✓
Call Forking/Simultaneous Ring	✓	✓	✓	✓
SMS Text Messaging	✓	**	✓	✓
Call Park	✓	✓	✓	✓
Custom Hold Music	✓	✓	✓	✓
Corporate Speed Dials	✓	✓	✓	✓
Call Forwarding Unregistered/Unanswered	✓	✓	✓	✓
Shared Lines/Delegates	✓	✓	✓	✓
Direct to Voicemail (DVM)	✓	✓	✓	✓
International Coverage	✓	✓	✓	✓
Native Multiple cast paging			✓	*
CRM integration	✓	✓	✓	**
Native Automatic Call Distribution (ACD)	✓	✓	✓	✓
Group Call	✓			
Workspace Reservation	✓	✓	✓	✓
Kiosk				✓
Whiteboards and digital signage	✓	✓	✓	✓
Zoom IQ				✓

* limited to specific phone models ** add on feature

CONFERENCING & COLLABORATION				
	Webex Calling*	Microsoft Teams	Zoom	CT Cloud Voice
Instant Messaging (IM)	✓	✓	✓	✓
Outlook Calendar Integration	✓	✓	✓	✓
Create a Meeting from Outlook	✓	✓	✓	✓
Video Conferencing	✓	✓	✓	✓
Web Conferencing (Join Online)	✓	✓	✓	✓
Mobile Client (IM, Presence, Audio/Video)	✓	✓	✓	✓
Schedule and Host Conferences	✓	✓	✓	✓
Recording of Meetings and Conferences	✓	✓	✓	✓
Desktop Sharing	✓	✓	✓	✓
Application and White Board Sharing	✓	✓	✓	✓
Meet Me Conferencing	✓	✓	✓	✓
On Demand Conferencing	✓	✓	✓	✓
Meeting Transcription & Closed Captioning	✓		✓	
Premium Client Available		✓		

SYSTEM				
	Webex Calling*	Microsoft Teams	Zoom	CT Cloud Voice
Auto Attendant	✓	✓	✓	✓
Voice Recognition from Auto Attendant	✓	✓	✓	✓
End User/Admin Portal Login	✓	✓	✓	✓
E911 Service	✓	✓	✓	✓
Emergency Text and Email Notification	✓	✓	✓	✓
Hunt Groups	✓	✓	✓	✓
Mobility app Solution	✓	✓	✓	✓
Roll Over Lines	✓	✓	✓	✓
Encryption from PBX to Phone	✓	✓	✓	✓
Call Queuing	✓	✓	✓	✓

*Cisco Dedicated Instance is available