



# UCaaSone Enterprise

## Service Level Packages

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

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



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### 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

