



SPARKLIGHT UNIFIED COMMUNICATIONS

Mix & Match Plans



It's Not A One-Size-Fits-All World

Our Ascend Mix & Match plans offer businesses more value than ever before, with the ability to tailor communication plans according to the individual needs of your business.

FIND THE RIGHT PLAN FOR THE RIGHT USER

Features	Ascend UC Complete	Ascend UC Professional
Mix & Match	✓	✓
Number of Concurrent Endpoints	1 Phone Plus app	5
Desktop App	✓	✓
Mobile App	✓	✓
Unlimited Calling	✓	✓
Free International Calling – View Countries	✗	33 Countries
Local Number	✓	✓
Toll-Free Number	Additional Charge	Additional Charge
Auto Attendant	✓	✓
Caller ID	✓	✓

FEATURES	Ascend UC Complete	Ascend UC Professional
User Call Forwarding	✓	✓
AI Call Recap	✗	✓
AI Topics and Trends	✗	Coming Soon
Basic Hunt Groups	✓	✓
Advanced Hunt Groups (see features below)	✗	✓
Call Transfer, Call Hold, 3-Way Calling, Music on Hold	✓	✓
Hot Desking	✓	✓
Paging	✓	✓
Call Park/Pickup	✓	✓
Intercom	✓	✓
SPAM Call Blocking/Tagging	✓	✓
Emergency Services Notification	✓	✓
Voicemail	✓	✓
Voicemail Transcription	✓	✓
Call Recording	✓	✓
Web Fax	✗	✓

ARCHIVING		
30-Days Retention – More Details	✓	✓
1-Yr, 3-Yr, 7-Yr, 10-Yr Retention Plans	Additional Charge	Additional Charge

COLLABORATION AND PRODUCTIVITY		
Presence Detection/2-Way Sync	✓	✓
1 on 1 and Group Chat	✗	✓
AI Assistant	✗	✓
User Texting	✗	500
Company Messaging	✗	Additional Charge
File Backup, Sync and Share *Amounts may vary based on when and how the license was purchased.	✗	50 GB/User

VIDEO CONFERENCING		
HD Video Conferencing	✗	100 Participants
HD Audio Conferencing	✗	200 Participants
Dial in Numbers	✗	International
UC Rooms	✗	✓
Screen Sharing	✗	✓

FEATURES	Ascend UC Complete	Ascend UC Professional
Compact Mode	✗	✓
Unlimited Recordings	✗	✓
Screen Annotation	✗	✓
AI-Powered Meeting Recap	✗	✓
Calendar Sync	✗	✓
In Meeting Chat	✗	✓
In Meeting Notes	✗	✓
End to End Encryption	✗	✓
Meeting Security (Passwords, Lock, Attendees' Permission Controls)	✗	✓

ENVISION ANALYTICS		
QoS Dashboard	✓	✓
Call History	✓	✓
Service Adoption Dashboard	✗	✓

EXTEND INTEGRATIONS		
Active Directory	✓	✓
Chrome (Click to Call)	✓	✓
G Suite, Outlook, Slack (MeetingIntegration), Outlook/Office 365 (Meetings Integration), Generic CRM Screen Pop	✗	✓
Sugar CRM, Zoho CRM, Zendesk	✗	✓
Salesforce, ServiceNow, NetSuite, MS Dynamics	✗	✓

ADVANCED HUNT GROUPS		
Agent Log In and Log Out	✗	✓
Call Queuing, Configuration Wrap-Up Time, Configurable Agent Removal from the Queue, Greetings Management	✗	✓
Smart Greetings and Additional Call Recording Storage	✗	✓
Wallboards and Scheduled/ Graphical Reports	✗	✓
Supervisor Functions (Monitor, Whisper, Barge)	✗	✓