

# Hosted Voice Feature Matrix

Feature	Ring Central	Vonage	Teams	Zoom
<b>Applications</b>				
Desktop/Mobile App	Yes	Yes	Yes	Yes
Outlook Contact Integration	Yes	Yes	Yes	Yes
Configure VM Via App	Yes	Yes	Yes	Yes
Block Numbers From App	Yes	Yes	Yes	Yes
SMS	Yes	Yes	Yes	Yes
Voicemail Transcription	Yes	Yes	Yes	Yes
Fax From App	Yes	Yes	Yes	3rd Party
Receptionist Functionality	Yes (HUD)	Yes	Yes	Yes
<b>Call Groups</b>				
Built In?	Yes	Yes	4 Included	Yes
Routing Options	Simultaneous, Sequential, Rotating	Simultaneous, Sequential	Simultaneous, Longest Idle, Top Down, Round Robin	Simultaneous, Sequential Longest Idle, Rotating
<b>Queuing</b>				
Queuing Functionality	Yes	Yes	4 Included	Yes
Routing Options	Simultaneous, Sequential, Rotating	Simultaneous, Longest Idle, By Skill	Simultaneous, Longest Idle, Top Down, Round Robin	Simultaneous, Sequential Longest Idle, Rotating
<b>Call Center AddOn's</b>				
Contact Center	RingCX/Ring CC	Yes	3rd Party	Yes
IVR	Yes	Yes	3rd Party	No
<b>MS Teams</b>				
Teams Embedded Dialer	Yes	Yes	N/A	Yes
<b>Conferencing</b>				
Video Conferencing Built In	Yes	Yes	Yes	Yes
Audio Conferencing Built In	Yes	Yes	Yes	Yes
Meeting Waiting Room	Yes	Yes	Yes	Yes
<b>Login Options</b>				
Single Sign On	Yes	Yes	Yes	Yes
Active Directory	Yes	Yes	Yes	Yes
<b>Reporting</b>				
Analytics	Yes	Yes	Yes	Yes
QoS Analytics	Yes	Yes	Yes	Yes
Live Reports	Yes	Included with CC	No	Powerpack or CC
<b>Misc. Items</b>				
Barge, Monitor, Whisper	Yes	Included with CC	No	Powerpack or CC
E-Fax	Yes	Yes	Yes	3rd Party
International Calling	Yes	Yes	Yes	Yes
Call Recording	Yes	Yes	Yes	Yes

For more assistance please contact PremCom  
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