



 	ELEMENT	COMMUNICATOR	CALLCENTER FOR SMEs	COLLABORATOR	POWERPAK PROFESSIONAL-1	POWERPAK ENTERPRISE-1
ON-DEMAND FLEXIBILITY						
Fully On-Demand SaaS Services All WorldSmart services are pay-as-you-go customizable on a per seat basis to maximize ROI.	✓	✓	✓	✓	✓	✓
Instant Add, Delete, Change, Moves Manage your account and seats through an easy to use web-based browser. Now you can easily include temporary employees into your communications.	✓	✓	✓	✓	✓	✓
Web-based Management All WorldSmart administration can be done in an easy to use standard Internet browser with tabbed configuration and reporting capability.	✓	✓	✓	✓	✓	✓
Open Standards Platform WorldSmart is based on industry standards like SIP, TCP/IP, and RTP/UDP. WorldSmart works with any SIP based phone, desktop PC and mobile phone.	✓	✓	✓	✓	✓	✓
Futureproof Services Guarantee With all WorldSmart services, customers are guaranteed access to the latest technology and service updates, infinite scaling and 24x7 support for life.	✓	✓	✓	✓	✓	✓
Multi Site Simplified WorldSmart uses no on-site hardware at any location except phones cutting costs and headaches, with the flexibility to present your business to your customers and communication to users however you want.	✓	✓	✓	✓	✓	✓
COMMAND CENTER						
Desktop Based One Click Application Launcher Unified command center offers one click launch for phone, IM, web conferencing and desk sharing, file transfer and user administration.	✓	✓	✓	✓	✓	✓
Secure Encrypted IM WorldSmart's Instant Messaging is secure and encrypted ensuring your messages are protected.	✓	✓	✓	✓	✓	✓
Instant Secure File Transfer Securely transfer files instantly to any WorldSmart users desktop.	✓	✓	✓	✓	✓	✓
See the Presence of WorldSmart Users See presence status WorldSmart users when on the phone, in meetings, away from their desk or idle. Set times to automatically change status.	✓	✓	✓	✓	✓	✓
DIGITAL BUSINESS VOICE						
Integrated Softphone Use your computer when on the road to make and receive calls with the included full functioning Windows based softphone.		✓	✓		✓	✓
Unlimited Auto Attendants Dial by name, play company director or dial by extension in addition to operator assistance with our non call blocking and comprehensive auto attendant		✓	✓		✓	✓
Supports Up to Three IP Devices Per Seat Have up to three phones per seat while sharing the same credentials.	✓	✓	✓		✓	✓
Follow-Me/Find-Me Call Routing Advanced follow-me/find-me features allow you to route a call to multiple destinations in parallel or sequence. Schedules for time of day and day of week can be set and configured through a simple web-based administration interface.	✓	✓	✓		✓	✓
Call Blasting Ring multiple extensions or remote phones (like a cell phone) all at once.	✓	✓	✓		✓	✓
BLA/BLF Support multiple Bridge Line Appearance (BLA) groups. Soft console supports Busy Lamp Field (BLF) indication for all seats.	✓	✓	✓		✓	✓

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DIGITAL BUSINESS VOICE (Cont'd)						
Operator Console Soft Phone Operator softphone console shows extension status for all users and allows user to actively call or transfer to any user.	✓	✓	✓		✓	✓
Day/Night Mode Automatically switch calls to the automated attendant based on time between day and night routing modes.	✓	✓	✓		✓	✓
Call Park, Pickup, Transfer, Forward Advanced phone features allow you to put a caller on hold, pickup from another extension or transfer/forward the caller to another phone.	✓	✓	✓		✓	✓
Company Directory Route calls efficiently by employee name or group name or extension.	✓	✓	✓		✓	✓
Multi-level IVR Support multi-level Interactive Voice Response, which allows caller to hear IVR audio menu prompts with instruction to key in destination at each level.		✓	✓		✓	✓
Hunt Groups/Vector Groups Have phones for multiple users in any location ring together.	✓	✓	✓		✓	✓
VoiceMail Access Via Phone, Email, Web Listen to your voice mail messages over the phone, through a web browser or have a voice file delivered to your email box.	✓	✓	✓		✓	✓
Group VoiceMail Box Group calls can be answered by a personalize group voicemail box		✓	✓		✓	✓
Group Message Broadcast Broadcast a single recorded message into a group of users voicemail boxes.		✓	✓		✓	✓
Music On Hold/Pre-Recorded Messages Play pre-recorded music or message on hold for company advertising.	✓	✓	✓		✓	✓
Virtual Extensions Route calls to mobile road warriors or use as information mailboxes to automate requests for information. Includes a schedule voicemail, DID and ext number.		✓	✓		✓	✓
Call Recording Record outgoing calls for training and quality assurance. Calls can be recorded at random, on interval or always.	✓	✓	✓		✓	✓
Toll-Free 800 Numbers Reach more customers with a toll free inbound number that can be answered by an auto-attendant and routed to any extension or DID.	✓	✓	✓		✓	✓
Outlook Click to Call Integration Click to Call from any phone within the Outlook Client.	✓	✓	✓		✓	✓
DID per Seat Unique and dedicated number for every extension.	✓	✓	✓		✓	✓
Free On-Net Dialing Free and unlimited extension and on-net calling anywhere around the world.	✓	✓	✓		✓	✓
Low Usage Seat Lobbies, cafeterias and conference rooms need phones with limited features.	✓	✓	✓		✓	✓
MULTI-LOCATION ENHANCEMENTS						
Multi-Location Extension Dialing Dial any user using regardless of geographic location.	✓	✓	✓		✓	✓
MPLSConnect: Managed Service Connection Guaranteed service level connection into WorldSmart's datacenters from any customer provided MPLS provider.	✓	✓	✓		✓	✓

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MULTI-LOCATION ENHANCEMENTS (Cont'd)						
Single Administration From Any Location Web based administration dashboard can manage all locations and users.	✓	✓	✓		✓	✓
Multi-Location Billing Receive single bill broken down by each location.	✓	✓	✓		✓	✓
Group Users Across Locations WorldSmart users grouped under one number that rings phones in multiple locations. Inbound DID can be from any city regardless of users locations.	✓	✓	✓		✓	✓
UNIFIED MESSAGING						
IM/Phone Sync IM shows phone (hard IP phone) presence automatically	✓	✓	✓		✓	✓
MobileCall: Transparent Call Transfer Transparently move a caller from one phone to another without them knowing.		✓	✓		✓	✓
MobileMessage: IM to SMS/Email Sending Transparently route IM messages to a cell phone (SMS) or Email.		✓	✓		✓	✓
MobileMessage: IM to SMS/Email Receiving Based on Presence Intelligently route IM messages to a cell phone or email based on presence.		✓	✓		✓	✓
Get all your message in one email Fax, voice and text messages can be sent to email	✓	✓	✓		✓	✓
MESSAGING FEATURES						
Email Box/Calendar/Contacts Secure Email box with support for Web, Outlook clients and windows mobile/blackberry model devices. Complete email/calendar/contact syncing.		✓	✓		✓	✓
Secure Encrypted IM WorldSmart's private IM network is secure and encrypted so you can be confident your conversations are protected.	✓	✓	✓	✓	✓	✓
Federated IM with AOL, Yahoo and MSN No need to clutter your desktop up with multiple IM clients. WorldSmart's IM federates and integrates all your IM clients into a single efficient IM client.	✓	✓	✓	✓	✓	✓
IM Archiving Automatically store all your IM sessions sorted by date and user.	✓	✓	✓	✓	✓	✓
IM Conferencing Instantly conference multiple IM users together at the click of a button.	✓	✓	✓	✓	✓	✓
One Click IM to Phone/Conferencing Instantly convert and IM chat or conference into a Phone Call/Conference.	✓	✓	✓		✓	✓
DigitalFax Send and receive all your faxes from your computer including network storage.		✓	✓		✓	✓
VoiceMail to Email Receive all your voice mails in your single common email box.	✓	✓	✓		✓	✓
COLLABORATION/WEB CONFERENCING						
Unlimited Web Meeting/Conferencing Conduct scheduled or impromptu web meetings with participants any were as you want. Join users during an already started session and give desktop control to another user during the session.				✓	✓	✓
Unlimited Desktop Share Advanced desktop sharing with other WorldSmart users through an Internet browser. Can be used to quickly share your desktop with a co-worker or other WorldSmart user and give desktop control to another user during the session.		✓	✓	✓	✓	✓

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COLLABORATION/WEB CONFERENCING (cont'd)						
Unlimited Audio Conferencing Conduct business quality audio conferences with up to 20 people. Get personal conference bridge numbers for every employee.		✓	✓	✓	✓	✓
Remote Desktop Access WorldSmart allows you to access another computer desktop remotely. Great for managed services or remote administration.		✓	✓	✓	✓	✓
Whiteboard and Paint Highlight parts of your presentation with advanced drawing and painting tools. Zoom into particular parts of the screen as well.		✓	✓	✓	✓	✓
CALL CENTER FOR SMEs						
Unlimited Call Center for SMEs Setup virtual inbound call centers instantly for support, marketing, or sales.			✓			✓
Logic Based Routing (Skills, Pre-defined, Time, Load) Route incoming calls based on skill level, random, sequential, round robin, time period or real time load. Create virtual call centers around the world that look like a single call center.			✓			✓
Multiple Call Queues Incoming calls are automatically queued and sent to the next available web agent or routed based on pre-defined logic.			✓			✓
Supervisory Modes (Barge-in, Whisper, Barge-In) Supports multiple supervisory assistance modes. Combined with live monitoring, significantly improve agent training and customer satisfaction.			✓			✓
Call Recording Record incoming calls for training and quality assurance. Calls can be recorded at random, on interval or always.			✓			✓
Real-Time Monitoring Real-time monitoring of all queues and agents stats and missed calls.			✓			✓
Real-Time Customized ACD Reporting Download Real-Time customized call logs and ACD queue/agent activities.			✓			✓
ACD Call Disposition Agent can add a note about the call status.			✓			✓
Music On Hold/Pre-Recorded Messages Play pre-recorded and unique music or messages on hold per queue.			✓			✓
BILLING						
Automatic On-Line Billing Receive on-line automatically generated invoices.	✓	✓	✓	✓	✓	✓
Real-Time and Historical Call Detail Records Review real-time or historically any call detail record through an easy to use browser interface.	✓	✓	✓	✓	✓	✓
Customized Reporting End of month or on-demand any date range consolidated reporting	✓	✓	✓	✓	✓	✓
Multi-Location Billing Receive single bill broken down by each location. 11/09	✓	✓	✓	✓	✓	✓