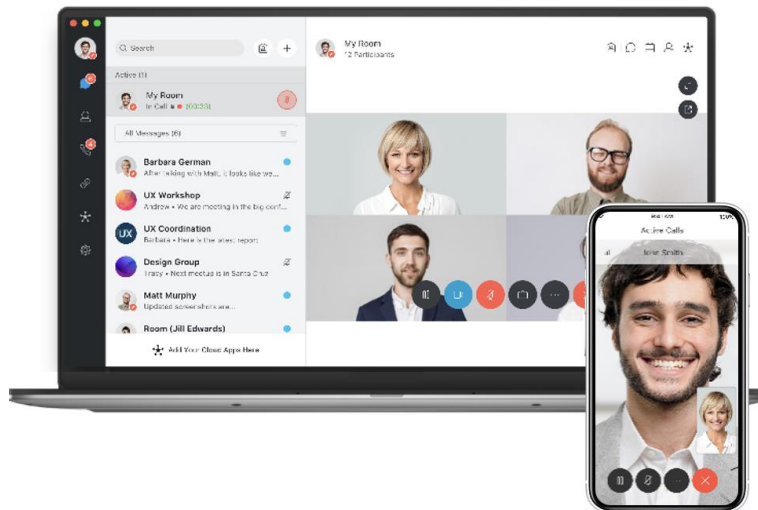


Webex for BroadWorks Feature Matrix by Package



Safe Harbor Statement

This document contains forward-looking statements that involve risks, uncertainties, and assumptions. If the risks or uncertainties ever materialize or the assumptions prove incorrect, our results may differ materially from those expressed or implied by such forward-looking statements. All statements other than statements of historical fact could be deemed forward-looking, including, but not limited to, any projections of financial information; any statements about historical results that may suggest trends for our business; any statements of the plans, strategies, and objectives of management for future operations; any statements of expectation or belief regarding future events, technology developments, or enforceability of our intellectual property rights; and any statements of assumptions underlying any of the foregoing.

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Overview

With Webex for BroadWorks packages, enjoy the option to sell a mix of user configurations tailored to the unique needs of each employee in an enterprise and improve overall product adoption. Based on the rapidly changing needs of SMBs, organizations can deploy a variety of user configurations starting with a basic telephony user to an advanced collaboration user with the ability to host a 1,000-person meeting. Everyone can have exactly what they need and change packages whenever the need arises, at any time, with a simple click.

Softphone = BroadWorks calling in Webex

Give your end users the ability to make and answer calls on any device with Webex for BroadWorks softphone. The desktop, mobile, and tablet clients are all softphone capable. Depending on configuration, you give your end-user customer VoIP, call control, call through, and call back functions in the client and allow your customers to seamlessly transition calls between their desk phone, to their softphone, and even their mobile phone without interrupting the call.

Basic = BroadWorks calling + messaging in Webex

Your end-user customers can use all of the softphone functions described above as well as instant messaging and presence (IM&P) features including direct and group messaging, Spaces, message persistence, screen sharing, files sharing, host 25-way Space meetings, guest meeting support, and more.

Standard = BroadWorks calling + messaging + 25-person meetings in Webex

Your advanced end-user customers can use all of the functions described above (softphone and messaging), as well as highly secure video conferencing that allows you to host up to a 25-person voice and video conference, engage in multi-party chat, and desktop or application sharing. Invite guests to participate in a video conference through a web guest meeting experience. Finally, your users can enjoy a personal meeting room, dedicated only to them with their own conference bridge.

Premium = Standard package + 1,000-person meetings in Webex

When your end user needs enhanced meetings features such as meeting recording, remote desktop control, presenter controls, and recording transcription services, upgrade your end customers to the Premium package. They'll enjoy all the features that come with the standard package plus the enhanced meetings features for up to a 1,000-person meeting.

Notes

Quarters represent target dates only.

Calling: * Supported through Call Settings Web View, ** All calling behavior is provided by BroadWorks and licensed separately

Feature Comparison by Package

	BASIC		STANDARD	PREMIUM
	softphone	messaging		
SUMMARY		Meeting Capacity (PMR): 0 Space Meeting Participants: 25 Meeting Duration: 24 hours Message Storage: 2GB Cloud Meeting Recordings: 0 Years Stored: 3	Meeting Capacity (PMR): 25 Space Meeting Participants: 25 Meeting Duration: 24 hours Message Storage: 5GB Cloud Meeting Recordings: 0 Years Stored: 3	Meeting Capacity (PMR): 1,000 Space Meeting Participants: 25 Meeting Duration: unlimited Message Storage: 10GB Cloud Meeting Recordings: 10GB Years Stored: 5
CALLING**				
Place Audio Call (PSTN/VoIP)	✓	✓	✓	✓
Receive Audio Call (PSTN/VoIP)	✓	✓	✓	✓
Place Video Call	✓	✓	✓	✓
Receive Video Call	✓	✓	✓	✓
Dialpad	✓	✓	✓	✓
Desk Phone Control (DPC): Basic incoming/outgoing calling	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Desk Phone Control (DPC): Mid-call features	Q3'21 (Desktop only)	Q3'21 (Desktop only)	Q3'21 (Desktop only)	Q3'21 (Desktop only)
Desk Phone Control (DPC): Share	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Desk Phone Control (DPC): Join Meeting	Q3'21 (Desktop only)	Q3'21 (Desktop only)	Q3'21 (Desktop only)	Q3'21 (Desktop only)
MNO: Use Mobile Native OS for Calling	May 2021	May 2021	May 2021	May 2021
MNO: Mobile Single Alert Support	✓	✓	✓	✓
MNO: Mid-Call Control for Native Mobile call anchored on BWKS	Q3'21	Q3'21	Q3'21	Q3'21
MNO: Dual Persona Mobile	Q3'21	Q3'21	Q3'21	Q3'21
MNO: Display Additional Info for Incoming Mobile Circuit Switch Calls	Roadmap	Roadmap	Roadmap	Roadmap
SIP URI Dialing	Roadmap	Roadmap	Roadmap	Roadmap
Merge (N-Way Audio Call)	✓	✓	✓	✓
Conference (N-Way Audio Call)	✓	✓	✓	✓
Mute/Unmute	✓	✓	✓	✓

	BASIC		STANDARD	PREMIUM
	softphone	messaging		
Hold/Resume	✓	✓	✓	✓
Transfer – Blind	Roadmap	Roadmap	Roadmap	Roadmap
Transfer – Semi Attended	✓	✓	✓	✓
Transfer - Attended	✓	✓	✓	✓
Sharing – Screen, Application	✓	✓	✓	✓
Sharing – whiteboard and annotation	Q3'21	Q3'21	Q3'21	Q3'21
Remote Desktop Control	Q3'21	Q3'21	Q3'21	Q3'21
Call Pull	✓	✓	✓	✓
Group Call Park / Retrieve	✓	✓	✓	✓
Call Pickup	✓	✓	✓	✓
Call Push Notifications (Mobile)	(Desktop only)	(Desktop only)	(Desktop only)	(Desktop only)
Call Voicemail	✓	✓	✓	✓
Call Recording via 3 rd party integration	✓	✓	✓	✓
Emergency (911) Calling	✓	✓	✓	✓
Emergency (911) Location Update URL	(Mobile only)	(Mobile only)	(Mobile only)	(Mobile only)
Emergency (911) Location Update – Red Sky	✓	✓	✓	✓
Feature Access Codes (FAC)	Q3'21	Q3'21	Q3'21	Q3'21
Executive Assistant (aka Boss Admin)	✓	✓	✓	✓
	(Desktop only)	(Desktop only)	(Desktop only)	(Desktop only)
Register for tel: and callto: Links	✓	✓	✓	✓
	(Desktop only)	(Desktop only)	(Desktop only)	(Desktop only)
Seamless call handover between networks	✓	✓	✓	✓
Call Settings				
Do Not Disturb – native, on soft clients	✓	✓	✓	✓
Do Not Disturb – native, across all devices	Q3'21	Q3'21	Q3'21	Q3'21
Do Not Disturb – across all devices*	✓	✓	✓	✓
Call Forward - Always	✓	✓	✓	✓
Call Forward - Busy*	✓	✓	✓	✓
Call Forward - No Answer*	✓	✓	✓	✓
Call Forward - Not Reachable*	✓	✓	✓	✓
BroadWorks Anywhere (Single Number Reach)	✓	✓	✓	✓
BroadWorks Mobility Settings*	✓	✓	✓	✓
Dual Persona with Mobility	Q3'21	Q3'21	Q3'21	Q3'21

	BASIC		STANDARD	PREMIUM
	softphone	messaging		
Call Back (Mobile)	✓	✓	✓	✓
Call Through (Mobile)	Q3'21	Q3'21	Q3'21	Q3'21
Simultaneous Ring*	✓	✓	✓	✓
Sequential Ring*	✓	✓	✓	✓
Hide Number/Block My Caller ID*	✓	✓	✓	✓
Voice Messaging Settings*	✓	✓	✓	✓
Queues (Call Center) - Login/logout, status*	✓	✓	✓	✓
Call Waiting*	✓	✓	✓	✓
Anonymous Call Rejection*	✓	✓	✓	✓
Automatic Callback*	✓	✓	✓	✓
Video Call – Virtual Background	✓	✓	✓	✓
Background Noise Reduction	✓	✓	✓	✓
Music Mode	✓	✓	✓	✓
Personal Contacts				
View All Contacts	✓	✓	✓	✓
Add New Contacts	✓	✓	✓	✓
Manage Favorites	✓	✓	✓	✓
Manage Groups	✓	✓	✓	✓
View Profile	✓	✓	✓	✓
Add Contacts from BroadWorks Enterprise Directory	✓	✓	✓	✓
Add Contacts from Common Identity	✓	✓	✓	✓
Call History/Voicemail				
Call Logs - Local	✓	✓	✓	✓
Call Logs - Server based	July 2021	July 2021	July 2021	July 2021
Call Logs - Delete All	✓	✓	✓	✓
Call Logs - Delete Individual Calls	✓	✓	✓	✓
Call Logs (Basic) – Missed Calls Counter	DT: ✓ Mobile: June 2021	DT: ✓ Mobile: June 2021	DT: ✓ Mobile: June 2021	DT: ✓ Mobile: June 2021
Call Logs (Enhanced) - Show Duration of Calls	Roadmap	Roadmap	Roadmap	Roadmap
Call Logs (Enhanced) - Show Hunt Group Calls	Roadmap	Roadmap	Roadmap	Roadmap

	BASIC		STANDARD	PREMIUM
	softphone	messaging		
Visual Voicemail - View	✓	✓	✓	✓
Visual Voicemail - Audio	✓	✓	✓	✓
Visual Voicemail - Download	Roadmap	Roadmap	Roadmap	Roadmap
Visual Voicemail - Mark as Viewed	✓	✓	✓	✓
Visual Voicemail - Mark as Confidential/Urgent	✓	✓	✓	✓
Third party voicemail support	✓	✓	✓	✓
Search				
CI Search	✓	✓	✓	✓
Universal Search	✓	✓	✓	✓
Outlook Contact Search	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Local Mobile Contact Search	✓ (Mobile only)	✓ (Mobile only)	✓ (Mobile only)	✓ (Mobile only)
Google Contact Search	✓ (Mobile only)	✓ (Mobile only)	✓ (Mobile only)	✓ (Mobile only)
BroadWorks Enterprise Directory Search	✓	✓	✓	✓
Group Common List/Personal Directory Search	June 2021	June 2021	June 2021	June 2021
LDAP Contact Search	Roadmap	Roadmap	Roadmap	Roadmap
MESSAGING				
Presence				
Calling Presence (On Call)	✓	✓	✓	✓
Meeting Presence (in Meeting, Presenting)	✓	✓	✓	✓
Presence (Active, Last Active)	✓	✓	✓	✓
Manually Set Presence - Do Not Disturb	✓	✓	✓	✓
Location	Roadmap	Roadmap	Roadmap	Roadmap
Personal Message Status	✓	✓	✓	✓
Basic Messaging Features				
Chat - View History		✓	✓	✓
Chat - Delete Space		✓	✓	✓
Chat - Delete Message Thread		✓	✓	✓
Chat - Delete Individual Message		✓	✓	✓
Chat - Mark as Viewed		✓	✓	✓
1-1 Chat		✓	✓	✓
Spaces (Group Chat)		✓	✓	✓
Read Receipt		✓	✓	✓

	BASIC		STANDARD	PREMIUM
	softphone	messaging		
Is Typing Indicator		✓	✓	✓
File Sharing		✓	✓	✓
Screen capture		✓	✓	✓
Filters		✓	✓	✓
Mentions		✓	✓	✓
Message forwarding between a Space		✓	✓	✓
Search within a Space		✓	✓	✓
Rich Text		✓	✓	✓
Quoting		✓	✓	✓
Threading		✓	✓	✓
Edit Messages		✓	✓	✓
Drag & Drop Files		✓	✓	✓
Gifs		✓	✓	✓
Emojis & Emoticons		✓	✓	✓
Reactions		✓	✓	✓
Mark as Viewed		✓	✓	✓
Favorites		✓	✓	✓
Embedded Previews (pdf, gifs)		✓	✓	✓
Embedded Video Playback		✓	✓	✓
Push Notifications		✓	✓	✓
SMS (via BOT Integration)		✓	✓	✓
Custom Space Notifications- Off/On/@mentions only		✓	✓	✓
Add Integrations & Bots to Spaces		✓	✓	✓
File Viewer - Show file in Conversation		✓	✓	✓
File Viewer - Download		✓	✓	✓
External Participant Indicator		✓	✓	✓
Space member management		✓	✓	✓
Inter-team/org messaging		✓	✓	✓
Advanced Messaging Features				
Schedule Space Meeting with everyone in Space		✓	✓	✓

	BASIC		STANDARD	PREMIUM
	softphone	messaging		
Add link shortcut to a Space		✓	✓	✓
Space cover photo		✓	✓	✓
Sharing - Screen, application, whiteboard, annotation		✓	✓	✓
Embedded Apps		✓	✓	✓
Moderator - Add / Remove people				✓
Moderator - Edit space name				✓
Moderator - Add / Remove Moderator				✓
Moderator - Edit space image				✓
Turn on Announcement Mode				✓
View Space Policy				✓
Set Meeting Policies (assign sponsor)				✓
Broadcast to space				✓
MEETINGS				
Common Meeting Features				
Number of Participants in PMR Meetings			25	1,000
Number of Participants in Space Meetings		25	25	25
Desktop Sharing		✓	✓	✓
Application Sharing		✓	✓	✓
Screen Sharing on Mobile		✓	✓	✓
Whiteboard/Annotation		✓	✓	✓
One-click & Scheduled meetings		✓	✓	✓
Join via VoIP		✓	✓	✓
HD video		✓	✓	✓
Full screen and gallery view		✓	✓	✓
Mute all/participant		✓	✓	✓
Dismiss all/participant		✓	✓	✓
Multi-party Chat		✓	✓	✓
Web Guest Experience		✓	✓	✓
Video Layout options (grid, stack, side by side, full screen)		✓	✓	✓
Virtual backgrounds		✓	✓	✓

	BASIC		STANDARD	PREMIUM
	softphone	messaging		
Background noise reduction		✓	✓	✓
Music Mode		✓	✓	✓
Advanced Meeting Features				
Animated meeting reactions			✓	✓
Gestures			✓	✓
Raise Hand			✓	✓
Breakout Sessions			✓	✓
Notes			✓	✓
Polling			✓	✓
Persistent Meetings link			✓	✓
Meetings Site Access			✓	✓
Password Protection			✓	✓
Locking			✓	✓
Call in Audio (Toll Named User)			byo pstn	byo pstn
Call me Local / Call Me Intl			byo pstn	byo pstn
Personal Meeting Room (PMR)			✓	✓
Personal Conference Number (PCN)			✓	✓
Join from a video system (CMR)			✓	✓
Support pairing with Cisco Webex Devices		✓	✓	✓
Intelligent Meetings - People Insights				✓
Meeting Recording (local & cloud)				✓
Meeting Recording Transcriptions				✓
Default Presenter Controls for all Attendees				✓
Remote Desktop Control				✓
Meeting Scheduling		✓	✓	✓
Allow PMR URL change				✓
Enable Content sharing with External Integrations				✓
Integration with Microsoft Office 365 Calendaring			✓	✓
Integration with Google Calendaring for G Suite			✓	✓
Meetings Live Streaming on Facebook, YouTube				✓

	BASIC		STANDARD	PREMIUM
	softphone	messaging		
Let other users schedule meetings on their behalf				✓
Delegate your meetings (Alternate host, In-meeting host control)				✓
Siri Kit Integration				✓
Media Quality Indicator				✓
ADDITIONAL				
Protocols, Security and Troubleshooting				
TLS v1.2	✓	✓	✓	✓
SRTP/SRTCP	✓	✓	✓	✓
IPv6	✓	✓	✓	✓
Dynamic Proxy Discovery	✓	✓	✓	✓
Failover Support (SIP, XMPP, Xsi)	✓	✓	✓	✓
Version Control	✓	✓	✓	✓
Forgot/Update Password (CI Auth)	✓	✓	✓	✓
SAML SSO	✓	✓	✓	✓
Client Software Auto Update	✓	✓	✓	✓
Regular check for Config Updates	✓	✓	✓	✓
Troubleshooting Logs	✓	✓	✓	✓
RTCP-XR	✓	✓	✓	✓
Accessibility				
Color Contrast	✓	✓	✓	✓
Menu Navigation	✓	✓	✓	✓
Dictation (Chat Message Entry)	✓	✓	✓	✓
Screen Reader	✓	✓	✓	✓
Highlight to call/Hot Key	June 2021	June 2021	June 2021	June 2021
Keyboard Navigation	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Text Size	✓ (Mobile only)	✓ (Mobile only)	✓ (Mobile only)	✓ (Mobile only)
Peripherals				
USB Headsets	✓	✓	✓	✓
Bluetooth Headsets	✓	✓	✓	✓
USB Cameras	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)

Calling Configurability by Service Provider - Key configuration options (Refer to Config Guide for complete list)				
Disable Video Call	Q3'21	Q3'21	Q3'21	Q3'21
Disable VoIP Calls (Mobile)	May 2021	May 2021	May 2021	May 2021
Disable Call from Phone	Roadmap	Roadmap	Roadmap	Roadmap
Disable Call Back (Mobile)	✓	✓	✓	✓
Disable Call Through (Mobile)	Roadmap	Roadmap	Roadmap	Roadmap
Disable Native Call (Mobile)	May 2021	May 2021	May 2021	May 2021
Calling Configurability by End User				
Audio Input Device (Mic)	✓	✓	✓	✓
Audio Output Device (Speaker)	✓	✓	✓	✓
Video Input Device (Camera)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Incoming Call Notification Audio	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Incoming Chat Notification Audio	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
CODECs – Audio				
PCMU (G.711)	✓	✓	✓	✓
PCMA (G.711)	✓	✓	✓	✓
G.722	✓	✓	✓	✓
G.729	✓	✓	✓	✓
OPUS	✓	✓	✓	✓
Integrations				
Outlook Add-in	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Microsoft Teams	✓	✓	✓	✓
Slack	✓	✓	✓	✓