| Functionality | Unity Desktop | | Unity Agent | | Unity Supervisor | | Unity Reception | |
|---|---|---|---|---|---|---|---|---|
| | Windows | Web | Windows | Web | Windows | Web | Enterprise | Web *(Roadmap)* |
| Call Control | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| CRM Integration | ✓ | - | ✓ | - | ✓ | - | ✓ | - |
| Contact Center | *(Add-on)* | *(Add-on)* | *(Add-on)* | *(Add-on)* | *(Add-on)* | *(Add-on)* | *Roadmap* | *Roadmap* |
| Visual Voicemail | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Drag & Drop | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| BroadWorks Service Configuration | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Outlook Contacts Integration | ✓ | Office365 | ✓ | Office365 | ✓ | Office365 | ✓ | Office365 |
| Busy Lamp Field - Monitored Users | 30 | 30 | 30 | 30 | 30 | 30 | Unlimited Lookup | Unlimited Lookup |
| Teams Monitoring (same as Busy Lamp Field) | 30 | *Roadmap* | 30 | *Roadmap* | 30 | *Roadmap* | Unlimited Lookup | *Roadmap* |
| Call Recording Control | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Call Park Pickup | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Browser Click- to-Dial | ✓ | - | ✓ | - | ✓ | - | ✓ | - |
| Browse to URL | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Templates | ✓ | *Roadmap* | ✓ | *Roadmap* | ✓ | *Roadmap* | ✓ | *Roadmap* |
| Instant Messaging | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Call Centre Threshold Alerts | - | - | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Call Center Personal Wallboard | - | - | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Office365 Calendar Integration | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Abandoned Calls Capture | - | - | ✓ | *Roadmap* | ✓ | *Roadmap* | - | - |