



EarthBend360 Ascend UC

Service Plan Comparison Matrix

EarthBend360 Ascend UC delivers a fully integrated business voice and unified communications platform, empowering employees to work the way they want – calling, messaging and meeting with anyone, from anywhere and on any device.

FEATURES & CAPABILITIES	STANDARD	ADVANCED	PREMIUM
AUTO ATTENDANT			
Multiple Language Auto Attendants	•	•	•
Configurable Timeouts for Auto Attendants	•	•	•
Dial By Name Directory - Dial By Extension	•	•	•
Intro and Post-Welcome Configurable Greetings	•	•	•
Auto Attendant Enabled with Speech Navigation (Recognition)	Optional Add-On	Optional Add-On	Optional Add-On
HUNT GROUP CALL ROUTING			
Hot Desking	•	•	•
Music on Hold (MOH) - Configurable Intro Greetings	•	•	•
Round Robin (longest idle) - Ring All	•	•	•
Linear Hunt - Linear Cascade	•	•	•
Agents to Ring Initially - Agents to Add After Timeout	•	•	•
Forward if Unanswered - Forward if Unavailable	•	•	•
GENERAL SETTINGS			
Time Zones - Time Frames - Location Codes	•	•	•
Transfer - Blind Call Transfer - Attended Call Transfer	•	•	•
Call Park - Call Retrieve	•	•	•
Parkretrieve - Pickretrieve	•	•	•
Voicemail Transfer	•	•	•
Intercom		•	•
CALL RECORDING			
Call Recording - Listen/Whisper/Barge-In via DTMF		•	•
Mid-Call Recording Redaction via DTMF		•	•
Recording Email Notification		•	•
Mobile User Call Recording (SNAPmobile app)		•	•
USER ANSWERING RULES			
Ring Timeout - Do Not Disturb (DND)	•	•	•
Call Screening	•	•	•

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USER ANSWERING RULES			
Call Forwarding (Busy, Unanswered, Offline)	•	•	•
Voicemail to Email	•	•	•
Voicemail Distribution List (Deep Copy)		•	•
CALLING FEATURES			
Caller ID (CNAM) - Call Waiting	•	•	•
Simultaneous Ring (SimRing)		•	•
Delayed Simultaneous Ring - Ring All - Presence		•	•
Music on Hold (MOH) User - N-way Call		•	•
Music on Hold (MOH) System - E-911 - Extension Forbit List	•	•	•
CONFERENCING			
Dedicated Voice Conference Bridge (User)			•
Shared Voice Conference Bridge Pool (System)	•	•	•
Leader Login and PIN - Participant PIN - Require Leader to Start			•
Begin and End Times - Max # of Participants - Save Participants			•
Announce Participants - Arrive / Depart Tones	•	•	•
SOFTPHONE & WEBRTC			
Softphone (SNAPmobile Web)			•
Video & Voice Conference (SNAP.HD)			•
Screen Sharing - Collaboration via Desktop App			•
Chat - Collaboration Chat via Desktop App			•
SMS - Collaboration via Desktop App			•
Presence - Collaboration via Desktop App			•
ENHANCED MOBILITY			
Mobile Application (SNAPmobile) - Supports IOS and Android		•	•
Siri Integration - Virtual Attendant		•	•
Seamless Wi-Fi / Cellular Handoff		•	•
Make & Receive Business Calls		•	•
Configurable Outbound Caller ID - Maintain Business Identity		•	•
Shared Contacts - View Call & Message History		•	•
Instant Messaging - SMS Messaging		•	•
PHONE NUMBER RELATED			
Phone Number Inventory - Timed Enable / Disable - Localization	•	•	•
Enable Language on DID - Alternate Numbers - Allowed Numbers	•	•	•
Anonymous Call Rejection - Blocked Numbers	•	•	•
Blocked Numbers - Calling Line ID Blocked	•	•	•

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PHONE NUMBER RELATED			
Direct Inward Dialing (DID)	•	•	•
Direct Inward Dialing (DID) with SMS Enabled		•	•
Normalization of Numbers - Privacy	•	•	•
ADMINISTRATION			
Web Portal - Permissions Based Administration User Interface	•	•	•
Auto-Provisioning - Geography Based Provisioning - Bulk Edit	•	•	•
Customization of Phone Directories - Inventory Management	•	•	•
Device Overrides - Device Passwords	•	•	•
Message Waiting Indicator (MWI) - Shared Line Appearance (SLA)	•	•	•
Mass Resync - Star Codes	•	•	•
Day / Night Mode Monitored BLF	•	•	•
REPORTING			
Detailed Graphs and Statistics - Full CDR Export via Portal	•	•	•
Peak Active Calls (Minute, Hour, Day, Offnet Only, All Calls)	•	•	•
Call Volume (Hour, Day, Offnet Only, All Calls)	•	•	•
Total Minutes Volume (Hour, Day, Offnet Only, All Calls)	•	•	•
Users & Apps (# Users, # Devices, # Apps, #Auto-Attendants)	•	•	•
Users & Apps (# Call Queues, #Conferences, # Phone Numbers)	•	•	•
Usage Stats (Calls, SMS, Current Month, Previous Month)	•	•	•
Account Codes - SIP Trace - Call History - Trend Analysis	•	•	•
DATA CENTERS			
TierPoint - Tier III Data Centers (n+1 Geo Redundancy)	•	•	•
SECURITY & COMPLIANCE			
PCI-DSS Requirement 9 & 12 (Physical and Information Security Policies)	•	•	•
HIPAA / High Trust / SOC2 (Type II)	•	•	•
GLBA / ITAR / EU-US Privacy Shield / SSAE 18 Type 2	•	•	•
Encryption via SSL, TLS/IPSEC, SRTP	•	•	•
PORTAL SECURITY			
Secure Passwords - Forced Password Reset	•	•	•
Password Set / Reset via Email	•	•	•
reCAPTCHA v2 - Invisible - Masquerade	•	•	•
Transport Layer Security - Dial Permissions - User & Call Limits	•	•	•
Reject Logs - Alerts & Alarms	•	•	•
Dictionary Attack Prevention for Phone Provisioning Files (S.A.F.E)	•	•	•
Authorization Codes - SRTP Audio Encryption	•	•	•

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OPTIONAL FEATURE FUNCTIONALITY			
Faxing		Optional Service	Optional Service
Voice to Text (Voicemail Transcription via Google)		Optional Service	Optional Service
Web-Based CRM Screen-Pop and Click-to-Dial		Optional Service	Optional Service
Overhead Paging		Optional Service	Optional Service



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