

UCaaS FEATURES

Unified Communications as a Service

MANDATORY FEATURES

Messaging / Meetings / Enterprise Telephony

01 MESSAGING

Minimum messaging capabilities:

- 01 Richly formatted, real-time instant messages (IMs) with emojis, images, file attachments and links.
- 02 Personal one-on-one messaging (chat) and group team messaging.
- 03 Presence and status indicators showing the availability and status of users and organizational resources.

02 MEETINGS

Accessible through desktop apps, mobile apps, web apps or meeting room systems.

- 01 Multiparty audio and video conferencing with screen and application sharing.
- 02 In-meeting messaging.
- 03 File sharing.
- 04 Customizable layouts.
- 05 Closed captioning and transcription.
- 06 AI-generated meeting summaries.
- 07 Recording.
- 08 Virtual backgrounds.
- 09 Reactions and other social engagement features.

03 ENTERPRISE TELEPHONY

Supported through physical IP phones, analog phones and devices (such as fax machines and fire alarm panels), desktop apps, web apps or mobile apps.

- 01 Emergency calling services with notifications and public switched telephone network (PSTN) connectivity.
- 02 Internal person-to-person calling and external PSTN calling.
- 03 Call hold and retrieve.
- 04 Call park.
- 05 Call waiting.
- 06 Call forwarding.
- 07 Call transfer.
- 08 Shared-line call appearances.
- 09 Voicemail.
- 10 Call detail reporting.
- 11 Call recording.
- 12 VoIP call encryption.
- 13 Hunt groups.
- 14 Queues with announcements.
- 15 Attendant consoles for receptionists.
- 16 Delegation for administrative assistants.
- 17 Auto attendants.
- 18 Interactive voice response (IVR).
- 19 Hot desking.

Checklist based on the supplied August 2026 requirements. Confirm feature availability, licensing, device compatibility and emergency-calling support with each provider.