

# EMPOWER YOUR WORKFORCE

Find the best fit for any size organization to ensure your employees and customers stay connected, supported, secure, and productive



COMPARE PLANS	GoToConnect Basic	GoToConnect Standard	GoToConnect Premium
	<i>Feature-limited, business phone system with messaging, and basic video conferencing</i>	<i>Robust, reliable and secure cloud-based PBX with full featured voice, video, and messaging</i>	<i>Increase customer satisfaction and improve agent outcomes with GoToConnect Standard + Support Center with premium features</i>
<b>PBX FEATURES</b>			
Call Queues	1	Unlimited	Unlimited
Visual Dial Plan Editor	1 dialplan	Unlimited	Unlimited
Multi-Site Compatible	Single site	Unlimited	Unlimited
Auto Attendants	1	Unlimited	Unlimited
Extensions	Unlimited	Unlimited	Unlimited
Ring Groups	1	Unlimited	Unlimited
Integrations	Outlook, GSuite & Teams	Popular and vertical-specific integrations	Premium integrations
Toll-Free #	Add-on	Add-on	Add-on
Vanity #	Add-on	Add-on	Add-on
Standard DID	1 included, extra add-on	1 included, extra add-on	1 included, extra add-on
International DID	Add-on	Add-on	Add-on
<b>International Calling*</b>	Per-minute	50+ countries included (other countries per minute)	50+ countries included (other countries per minute)
Toll-Free Minutes	.03/min	1,000 included per account (.019/min thereafter)	5,000 included per account (.019/min thereafter)
24/7 Customer Support	Self-service only	✓	✓
Real-time Analytics		✓	Advanced
Call Routing Optimizer & Analytics		✓	✓
Hot Desking		✓	✓
Shared Line Appearance		✓	✓
Virtual Fax		✓	✓
Intercom		✓	✓
Call Recording		✓	✓
Paging		✓	✓
Intercom		✓	✓
Report Caller Hold Time		✓	✓
Hardware Rental Options (Contact Sales)		✓	✓
Hot Desking		✓	✓
Shared Line Appearance		✓	✓
Premium On-boarding		✓	✓
Number Porting		✓	✓
Zero Touch Desk Phone Provisioning		✓	✓
Unlimited Local & Long Distance Calling*	✓	✓	✓
Cloud PBX	✓	✓	✓
Corporate/Local Directory on Phone	✓	✓	✓

\*Subject to fair use, see [Reasonable Use Clause](#).

## PBX FEATURES (CONTINUED)

	Basic	Standard	Premium
Custom Hold Music	✓	✓	✓
Custom Messages & Greetings	✓	✓	✓
Dial by Extension	✓	✓	✓
Dial by Name Directory	✓	✓	✓
Directory Assistance	✓	✓	✓
Virtual Voicemail	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail to Email	✓	✓	✓
Visual Voicemail	✓	✓	✓
Call Forwarding	✓	✓	✓
Call On Hold	✓	✓	✓
Call Park/Pickup	✓	✓	✓
Call/Extension Transfers	✓	✓	✓
Call Waiting	✓	✓	✓
Dynamic Caller ID	✓	✓	✓
Find Me/Follow Me	✓	✓	✓
Call Screening/Blocking/Filters	✓	✓	✓
Unlimited Call Routing	✓	✓	✓
Call Routing Optimizer & Analytics	✓	✓	✓
Local or Geographic Phone Numbers	✓	✓	✓
Message Waiting Indicator	✓	✓	✓
Speed Dial	✓	✓	✓
Unlimited SMS Texting/MMS	✓	✓	✓
Unlimited Team Messaging	✓	✓	✓
Emergency Calling	✓	✓	✓
Simultaneous Ring	✓	✓	✓
Do Not Disturb	✓	✓	✓
Presence Monitoring	✓	✓	✓
Missed Call Indicator	✓	✓	✓
Multiple Calls per Line	✓	✓	✓
Last Number Redial	✓	✓	✓
Busy Lamp Field	✓	✓	✓
Call Continuity	✓	✓	✓
Line Failover	✓	✓	✓
Network Failover	✓	✓	✓
Call Flip	✓	✓	✓
Desktop Application	✓	✓	✓
iOS & Android Mobile App	✓	✓	✓
Unified User interface	✓	✓	✓
Single Sign On Support	✓	✓	✓
Zero Touch Desk Phone Provisioning	✓	✓	✓
Call Analytics	✓	✓	✓
Call Logs	✓	✓	✓
Call History	✓	✓	✓
Security and Compliance Certifications	✓	✓	✓
Hardware Purchase Options (Contact Sales)	✓	✓	✓
Extension Summary Reports	✓	✓	✓
Work From Anywhere Compatible	✓	✓	✓

## MEETING FEATURES

	Basic	Standard	Premium
Meeting Duration	40 min	Unlimited	Unlimited
HD Video Conferencing Participants	4	150	250
InRoom Link (H.323.SIP)			✓
Cloud Meeting Recording		✓	✓
Meeting Transcriptions		✓	✓
Toll-Free Dial-In		✓	✓
International Dial-In		✓	✓
Call Me		✓	✓
25 Simultaneous Webcams		✓	✓
Webinar Add-on		✓	✓
Share Screen on iPhone/iPad		✓	✓
Designate Meeting Co-Organizers		✓	✓
1 Year Storage (Recordings and Transcriptions)		✓	✓
One-Time/Recurring Meetings	✓	✓	✓
Audio Conferencing	✓	✓	✓
Personal Meeting Room	✓	✓	✓
Screen Sharing	✓	✓	✓
Meeting Lock	✓	✓	✓
Password Protection	✓	✓	✓
Google and Microsoft Calendar Integration	✓	✓	✓
Mobile Join	✓	✓	✓
Mute/Excuse Attendees	✓	✓	✓
Meeting Diagnostic Reports	✓	✓	✓
In-Session Chat	✓	✓	✓
GoToRoom Hardware (Contact Sales)	Add-on	Add-on	Add-on

## SUPPORT CENTER

	Basic Unavailable	Standard Add-on	Premium Included
Supervisor Live Metrics		•	✓
Supervisor Real-time Queue and Agent Management		•	✓
Whisper, Listen and Barge for Supervisors		•	✓
Call Reports and Analytics		•	✓
Agent Effectiveness Reports		•	✓
Caller Perspective Reports		•	✓
Contact Center Analytics		•	✓
Customizable Dashboards		•	✓
Agent Experience		•	✓
Agent Live Metrics		•	✓
One-Click Queue Sign-in		•	✓
Custom Pause Reason		•	✓
Delegate Contact Center Management		•	✓
One-Click Queue Creation		•	✓
Auto-Queue Callback in IVR		•	✓
Intelligent Call Routing		•	✓