

# Managed Enterprise: Hosted Collaboration Solution (HCS) User Types

## BASIC\*

Designed with the needs of support and clerical personnel in mind. This user type doesn't include premium functionality and is packaged with a multiline Cisco phone.

## PROFESSIONAL\*

The majority of a company's professional employees typically fit this user type. Users receive a single number and instant messaging/presence on one device, which can be a hard phone, mobile client, or desktop client.

## EXECUTIVE\*

All of the features of a Professional user type and more! Executive users also have access to unified messaging, as well as instant messaging/presence for multiple devices, with desktop and mobile clients.

## RECEPTIONIST\*

With the features you need to streamline call management, this user type is ideal for front desk receptionists or group administrators who handle a high volume of calls.

## COMMON AREA

Some office spaces need access to a phone, but not all the bells and whistles. Use this type in areas where there isn't a need for a specific user, such as lobbies, break rooms, cafeteria, or shop areas. This type is packaged with a single line Cisco phone. There is no voicemail associated with this user type.

## CONFERENCE

Perfect for a conference room, meeting area, or boardroom, this type offers the capabilities needed where many people need to participate on a phone call. There is no voicemail associated with this user type.

## MOBILE

Free your staff from the constraints of a desk. This user type is ideal for road warriors. Relying on the user's smart phone, tablet, or laptop, this type offers the flexibility—and accessibility—you need to go where the job takes you.

## ANALOG

Need to connect a fax machine or overhead paging system to your network? How about a door entry system or low usage analog phone? This user type connects analog devices like these to the HCS platform.

### **\*Remote (Bring Your Own Bandwidth)**

In situations where it doesn't make financial sense to provide dedicated access to the CenturyLink network, such as for smaller offices or for employees that work from home, the Remote option offers access to the network via the public Internet. HCS allows Basic, Professional, Executive, or Receptionist types to be delivered as remote users, with the same corresponding features.

# User Types and Features

User Type	Voicemail	Phone	Jabber IM	Single Number Reach	Extension Mobility	Softphone	Smartphone	Native Video	Cisco License Used
<b>Basic*</b>	Yes	Yes	Yes/IM&P only	No	Yes	No	No	No	Basic
<b>Professional*</b>	Yes	Yes	Yes	Yes	Yes	No	No	No	Foundation
<b>Executive*</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes (DX Only)	Standard
<b>Receptionist*</b>	Yes	Yes + 1 or 2 Add-on Modules	Yes	Yes	Yes	No	No	No	Standard
<b>Common Area</b>	No	Yes	No	No	Yes	No	No	No	Basic
<b>Conference</b>	No	Yes	No	No	No	No	No	No	Foundation
<b>Mobile</b>	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Standard
<b>Analog</b>	No	No	No	No	No	No	No	No	Essential
<b>Voicemail Only</b>	Yes	No	No	No	No	No	No	No	N/A

\*Remote options available. Please see the other side for more information.