

PLATFORM

OPEN TOUCH OFFICE CLOUD OPEN TOUCH ENTERPRISE CLOUD

USER LICENSE OPTIONS:	Courtesy	Office	Business/Mobility	Enterprise/WebConf
COMMUNICATION FEATURES				
Advanced Auto Attendant	•	•	•	•
	•	•	•	•
User Minutes	200 (Pooled)	500 (Pooled)	500 (Pooled)	500 (Pooled)
Loudspeaker paging	•	•	•	•
Call Barring / Dialing restrictions	•	•	•	•
Hot line / off-hook autodial	•	•	•	•
DID Numbers	•	•		•
E911 Compliant	•	•		•
Voice Guided Help Prompts (multi lingual)		•		•
Individual Voice Mail Box		•		•
Voice Mail to Email		•	•	•
User Call Recording		•	•	•
Ring back when free, camp on when busy		•	•	•
Manager/Secretary working		•	•	•
Extension Supervision		•	•	•
Ringing Hunt Groups (3 formats)		•	•	•
Call pickup / Group pickup		•	•	•
Call Log and Call history		•	•	•
Personal and Company directory		•	•	•
Dial by name (optional QWERTY keyboard)		•	•	•
Voice Conference (3-party standard, 29 party option)		•	•	•
Phone keypad lock		•		•
One number on multiple devices				•
Shift calls between deskphone and cell phone Hot Desking / Shared extensions				•
Personal and Company call routing				
Call Account Codes				•
can Account codes				
COLLABORATION				
User self-enrolment and profile management		•	•	•
Team collaboration (bubbles/folders)		5 folders 50 bubbles Group chat with 20 participants	100 folders 200 bubbles Group chat with 100 participants Manage multiple organizers Schedule meetings Manage tags	100 folders 500 bubbles Group chat with 300 participants Manage multiple organizers Schedule meetings Manage tags
Company and public channels (broadcast news)		Follow	Follow	Create, Manage, Follow
Unlimited search (people, bubbles, channels, messages, co	mpanies)	•	+ Properties/tags	+ Properties/tags
Member network, member groups, business contacts		•	•	•
Guest access		•	•	•
Conversation management		•		•
		•	•	•
Persistent chat (1 on 1, group chat)				•
Presence information		•		•
Built-in voice and video calling, screen/app sharing		1 on 1	1 on 1	120 participants
File sharing, storage		1 GB of storage	1 GB of storage	20 GB of storage
Call history		•	•	•
Recording (1 on 1)			•	•
Ad-hoc web conferencing (add participants to a one-one-or	ne call)			•
Remote desktop control	·			•
INTEGRATION WITH OFFICE SUITES				
Click2Call connector for Google Chrome			(not yet available on Voice Ontions)	(not yet available on Voice
Rainbow Telephony connector for Microsoft Teams			•	Options) (not yet available on Voice
. ,			500 (Pooled) 500 (Pooled) 100 folders 200 bubbles Group chat with 100 participants Manage multiple organizers Schedule meetings Manage tags Follow + Properties/tags 1 on 1 1 GB of storage	Options)

Calendar information (Microsoft Office 365 Exchange Online, Google Calendar)			•
Microsoft Outlook plug-in (includes Outlook contact search and web/audio conference scheduling)			•
DIRECTORY IINTEGRATION			
Rainbow Business Contact directory			
50K contacts exclusive with Office 365/Azure AD			
- Create,modify,remove contact by a Rainbow Administrator		•	•
- Search and caller identification for all users		•	•
Microsoft Office 365/Azure Active Directory (AD)			•
Public contact search			
- Setup/configure the connector			•
- Search a public contact (not personnal)		•	•
REMOTE/MOBILITY USER FEATURES		(Business only)	(Enterprise only)
Business phone control (with single call management)	•	•	•
Phone presence	•	•	•
Call logging	•	•	•
Any device (choose and control any phone)		•	•
VoIP calling (to PBX extensions, to public phone numbers)		•	•
Caller identification, user search via the PBX phone book		•	•
Second call management, 3-way call, call forwarding		•	•
Voicemail (visual interface, notifications, call)		•	•
OXE CCD agent (logOn/Off,withdraw,wrap-up)			•
CLOUD TELEPHONY		(Voice only)	(Voice only)
Cloud PBX services		•	•
Attendant Console			Voice Attendant only
SECURITY and COMPLIANCE			
Region-based data residency			_
Data Centers in EMEA (France, Germany), NA (Canada), APAC (Australia, China, Singapore) and CALA (Brazil)	•		•
Data encryption at rest and in transit (AES-256)	•	•	•
Single Sign-On (SSO)			•
			Administrate
Certified ISO/IEC 27001 Information Security Management Systems	•	•	•
Certified ISO/IEC 27017 Information Security Controls	•	•	•
Certified ISO/IEC 27018 Protection of Personally Identifiable Information	•	•	•
Certified Health Data Hosting (HDS) in France	•	•	•
EU General Data Protection Regulation (GDPR)	•	•	•
ISO/IEC 20000-1 Information Technology Service Management	•	•	•
ADMINISTRATION and SUPPORT			
Digital Help Center		•	•
Company administration and control	1 administrator	Multiple administrators (up to 20)	Multiple administrators (up to 20)
Custom company logo, custom company banner	•	•	•
Usage reporting		•	•
Company domain name management		•	•
User provisioning and deprovisioning		CSV file	CSV file, Microsoft Azure