

ReachUC Connector

Feature comparison: v3 versus v4



Features	v3	v4
Click to Dial	✓	✓
Dockable Presence / BLF Window	✗	✓
Address book	✓	✓
Call history	✓	✓
Recent calls	✓	✓
Missed calls	✓	✓
Missed call notification	✗	✓
Call Control	✓	✓
Preview window	✓	✓
Phone Window	✓	✗
Call Toolbar	✗	✓
Busylight support	✓	✓
App Bar	✗	✓
Preferred Device (Multi-device support)	✗	✓
Search and Call app for MS Teams client	✗	✓
Show, Add, Pop CRM contact for call ringing / answered using MS Teams client	✓	✓
Select MS Teams as preferred dialing device	✗	✓
Open MS Teams chat from Nava Presence	✗	✓
Show MS Teams photo / avatar in Nava Presence	✗	✓
Show peers MS Teams availability	✗	✓
Softphone	✗	✓
Custom Events	✓	✓
Custom Events Custom Button	✓	✗
Client API	✗	✓
Agent features	✗	✓
CRM Integration: Add contact / Show in Edit mode	✗	✓
CRM integrations: Caller preview, Pop contact, Address book search, Activity tracking	✓	✓