

# Busy on Busy Product comparison

<u>Feature</u>	<u>Bressner</u> <u>Busy On Busy</u>	<u>Unify<sup>2</sup></u> <u>Busy on Busy</u>	<u>Competella</u> <u>Routing Agent</u>
Busy in a call	Busy or Lync Handling	Busy	Busy or Forward
Do Not Disturb	Lync Handling: Busy	✗	Busy or Forward
Off Work	Lync Handling, e.g. Voicemail, Team, Delegates	✗	Busy or Forward
Offline	Lync Handling	✗	Busy or Forward
Busy	Busy or Lync Handling	✗	Busy or Forward
Different destinations internal / external call each Status	✗	✗	✓
Configuration per User	✓	✓	✓
Configuration through user	✓	✗	✓ Webinterface
Busy on outgoing call (ringing phase)	Partly: is working with Snom hardphones. For other Phones: on Roadmap for next version	✗	✓ NEW
Busy on incoming call (ringing phase)	✓	✗	✗
Busy on forward, when destination is in a call	✓	✓	✗
Busy on forward, when destination is in ringing phase Incoming / outgoing	✓ / ✗ Inbound OK, for outbound on Roadmap for next version	✗	✗