PRODUCT COMPARISON

	join.me	GoToMeeting	GoToConnect
KEY USES	SALES DEMOS COLLABORATION	SALES DEMOS COLLABORATION	BUSINESS PHONE SYSTEM COMMUNICATION & COLLABORATION
MEETING CAPACITY *(PRICED BY TIER)*	UP TO 250 ATTENDEES	UP TO 250 ATTENDEES	UP TO 250 ATTENDEES
ADMIN PORTAL CAPABILITIES			
Controls on Feature Settings		●	●
User Management Settings (Add, Delete, Assign Roles)	●	●	●
Single Sign On (SSO)	●	●	●
Automated User Provisioning (3rd Party Integrations - Azure, Okta, OneLogin, GSuite)		●	●
Active Directory Connector Integration (On Premises)		●	●
Custom Email Templates (Welcome Email)		●	●
Reporting & Analytics	●	●	●
AUDIO			
Built-in Audio with VoIP and Toll	●	●	●
Background Noise Suppression	●	●	●
Included Toll-Free & Call Me (Limited Countries)			●
Toll-Free (Add-On)	●	●	
Call Me & Dial Out (Add-On)		●	●
INSTANT ONLINE MEETINGS			
HD Video	●	●	●
Instant Meetings and Scheduled Meetings	●	●	●
One-Click Meetings	●	●	●
Simultaneous Webcams	10	25	25
Desktop/Application Sharing	●	●	●
Add Co-Organizers		●	●
Change Presenters	●	●	●
Unlimited Cloud Recording		●	●
Join from Mac, PC, Chromebook, Linux or Mobile Devices		●	●
In-Session Chat	●	●	●
Preview Your Webcam		●	●
Multiple Camera Layouts (i.e. Active Speaker)		●	●
Encrypted Sessions		●	●
Web-Based Meetings (No Download)		●	●
Dismiss Attendees	●	●	●
Start Meetings from MS Office, Email and Instant-Messaging Tools	●	●	
Keyboard & Mouse Sharing	●	●	
Drawing Tools (including Pointer and Spotlight)		●	
Personal Meeting Room(s)	●	●	●
Meeting Lock	●	●	●
Password-Protected Meetings		●	●
Commuter Mode		●	
VOICE			
Conference Bridge	●	●	●
Unlimited Auto-Attendants			●
Call Recording			●
Custom Greetings			●
Custom Hold Music/Messages			●
Dial Plan Editor			●
Custom Schedules			●
Embedded With Softphone			●
Hot Desking			●
Call Analytics			●
Call Queues			●
Presence Monitoring			●
Ring Groups			●
Shared Line Appearance			●
Speed Dial			●
Call Monitoring			●
Unlimited Extensions			●
Virtual Fax			●
Voicemail			●
Call Forwarding			●
SMS			●
Find Me/Follow Me			●

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SUPPORT CENTER CAPABILITIES

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Interactive Voice Response			●
Automatic Call Distribution (ACD)			●
Agent Login/Log Out			●
CRM Integrations			●
Prioritize Inbound Calls			●
Supervisor Features			●
Real-Time Queue Report			●
Historical Call Reports			●
Historical Contact Reports			●
Historical Agent Report			●
Contact Resolution Report			●
Report Exports			●
One Day Deployment			●
Queue Dashboards			●
Agent Dashboards			●
One-Touch Queue Login			●
Pause Queue Calls			●
Additional Call Information			●

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