

Update on UCaaS Development

Roadmap 2026

Does it make sense to unify different communication services?

- The pandemic starts, and the disruption doesn't end
 - Flexible Work requires mobile phone functionality
 - Automated workflows improve employee performance
- Organizations seek **simple, mobile as a first-class endpoint and integrated solutions** with modern APIs that seamlessly integrate into business workflows

“
Now there is interest in combining UCaaS and CCaaS tools into a single platform, and the logic is strong.”



VENTANA RESEARCH

* Ventana Research: [Why Unifying UCaaS and CCaaS make sense](#)

Roadmap 2026

Integration

A UCaaS solution with an **Open API** enables seamless **integration with third-party systems** and business applications. This provides greater flexibility, automation, and the ability to tailor communication workflows to specific business needs.



Mobility

A UCaaS solution with mobile phone integration supports both **native mobile integration** and **eSIM-based extensions**, allowing users to seamlessly connect their mobile devices to the communication system. This ensures full mobility, a consistent user experience, and enterprise-grade telephony on any device.



Enterprise Services

UCaaS combined with **CCaaS**, **video conferencing**, and integrated **security** provides a unified communication platform that improves collaboration across teams and customer service channels.



Data Sovereignty

UCaaS with data sovereignty ensures that communication data is **stored and processed according to local legal** and regulatory requirements, **keeping sensitive information within defined geographic boundaries**.



AI Services

UCaaS with AI services enhances communication by adding features like **intelligent call routing**, **real-time transcription**, and **chatbots** that improve both collaboration and customer experience.



Supported devices

SNOM

- D810/812/815W
- D8C

Grandstream

- HT 812/818
- HT 801/802
- GXW 4200 series v1/v2
 - 16/24/32/48 ports

Yealink

- SIP-T8x
- SIP-T7x

Gigaset **coming soon**

- DECT N610
- DECT N530/N770



D810/812



815W



D8C



HT812



HT818



GXW 4200



T88/87/77



T85



T74



T73



N610



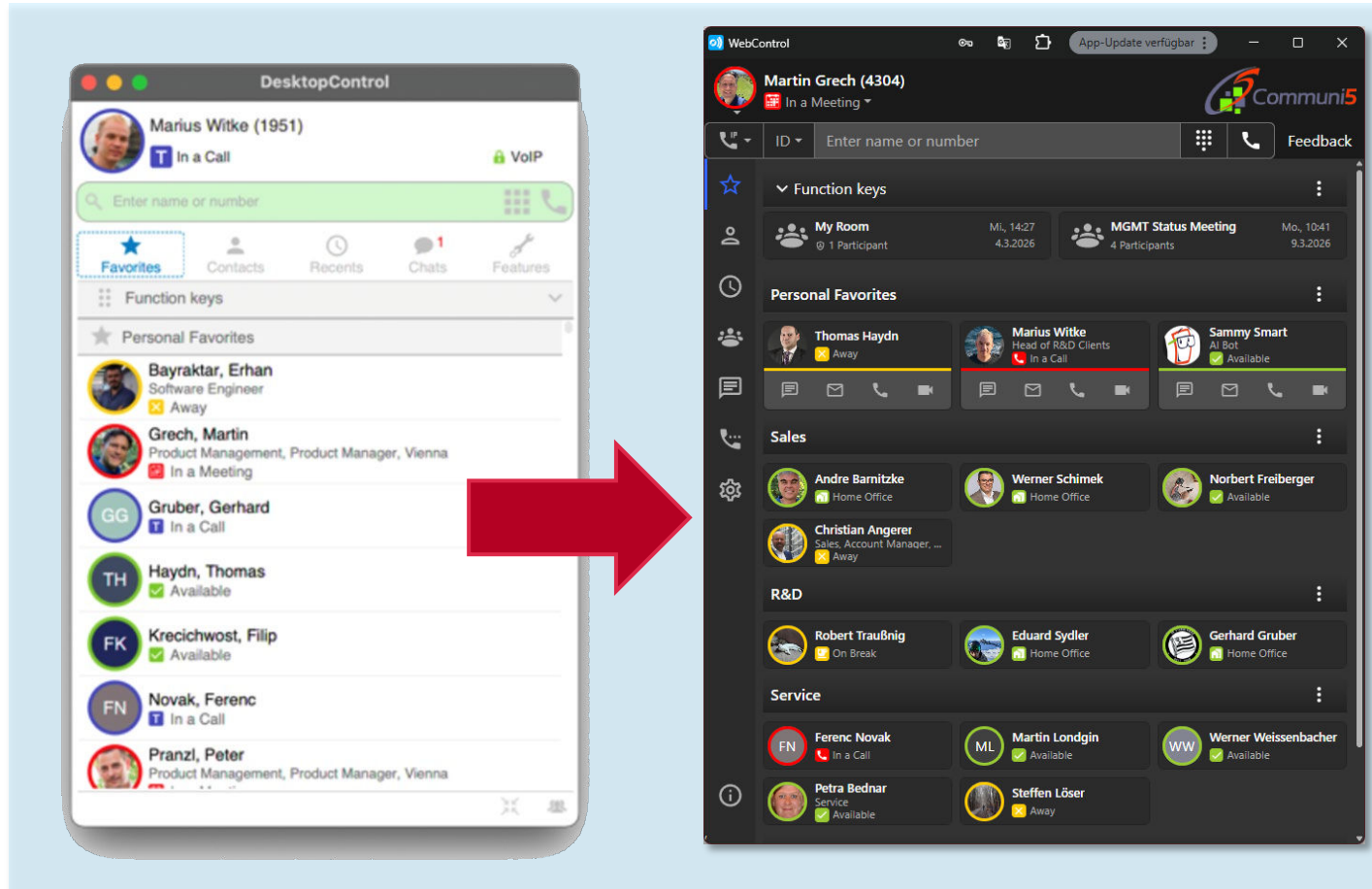
N530



N770

Desktop- & WebControl 8.7

- Replacement of version 7
- Distinctive ringing
- Customer ringtones
- Local 3-way conference
- Meetings Blur + Custom backgrounds
- Contacts import via CSV File
- Night Mode
- Outlook Folder selection
- Function Keys (up to 32)



Coming 2026

New Desktop- and WebOperator

Attendant view

- Queue handling
- Extended call handling
- Extended contact groups
- Easy transfer (drag-and-drop)
- Full keyboard control
- Flexible layout

Agent view

- Minimized view
- Statistics (KPIs)
- Presence Status

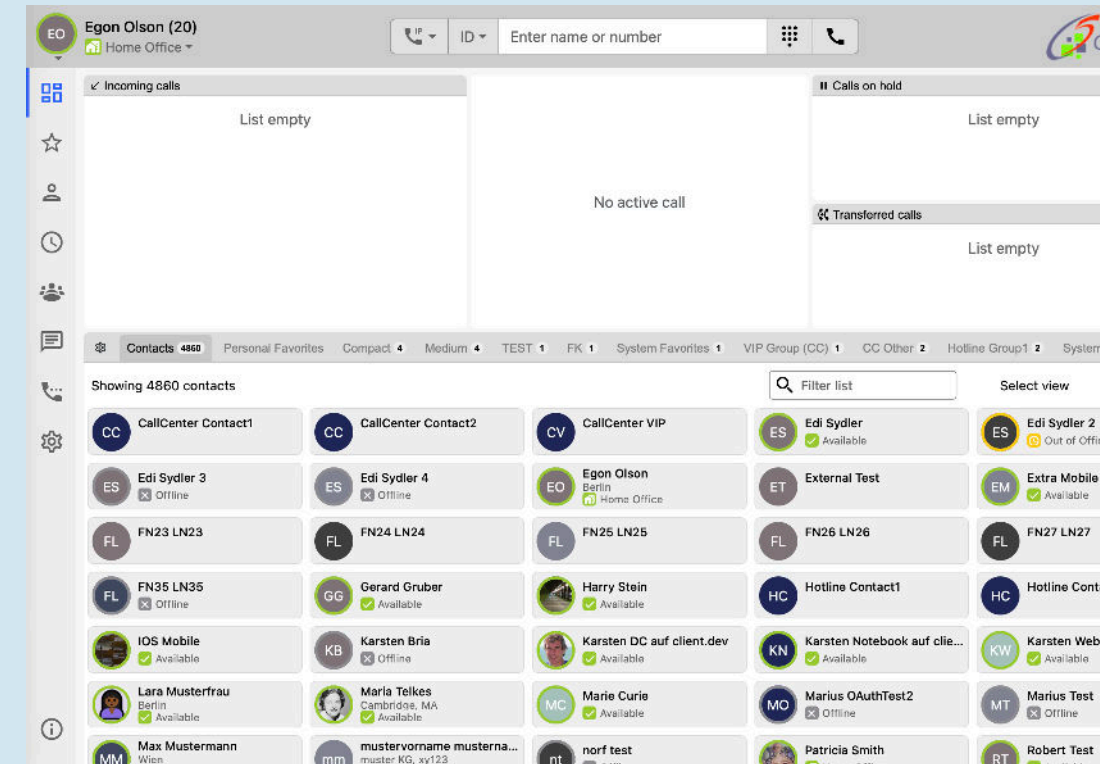
Coming 2026

MS365 Outlook contacts

- New Outlook version supported
- Softclient supports MS365 as an OAuth provider



Attendant- and Agent view



Video background images

Virtual backgrounds for privacy and professional look

- Video effect for 1:1 calls and meetings
 - Predefined images and backgrounds
 - Upload own images (unlimited)
-
- Supported for WebControl and WebRTC-based DesktopControl


Video effects

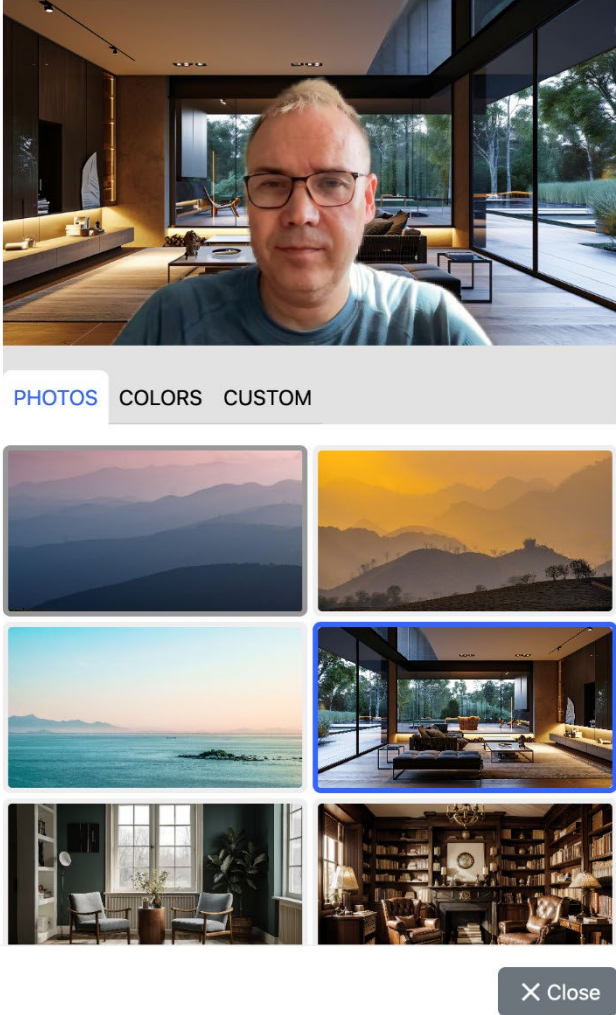
Off
Disables any effects, showing the natural background.

Background blur
Applies a blur effect to obscure the background for privacy.

Subtle Strong

Replace background with image
Replaces the background with a selected or uploaded image.

 [Backgrounds](#)



PHOTOS COLORS CUSTOM

×

Close

Meetings – Video Conferencing

- Work together in teams -

Highlights

- Hosted by Service providers
- Fully integrated into the Communi5 PBX
- One softclient for telephony and meetings
- Easy deployment – software update !
- Best solution for small- and medium- sized companies

Coming soon – Meetings call flows + media server integrated in Tracer 3.1

The screenshot displays the Communi5 Tracer interface for a call with ID 431801111, titled "Test1 Hotdesking". The call is associated with a meeting: "69 (Meeting: Tracer+call+flow+test+meeting)". The interface shows a search bar, export options (HTML, JSON, TEXT), and a list of messages. Two messages are highlighted:

- Message #10:** INVITE sip:69@communi5.dev [WSS] [SDP] Access-WebRTC. The SDP payload is:


```
A 431801111 (FROM)
B 69 (REQUEST)
B 69 (TO)
c=IN IP4 127.0.0.1
m=audio 65242 UDP/TLS/RTP/SAVPF 111 9 0 8 110 126
m=video 9 UDP/TLS/RTP/SAVPF 96 98 100 109
```
- Message #27:** 100 Trying [WSS] Access-WebRTC.

Below the message list, two REST API logs are visible:

- Log #399:** PUT default/calls/c4ad5...


```
Source -> Target: 10.220.46.31:- (feat) -> 10.220.22.122:81
--- Sending REST PUT Request to http://10.220.22.122:81
XMLPayload:
<web_service version="1.0">
  <call media="audiovideo" video="sendrecv" rtcp_feed
    <call_action>
      <add_party conf_id="dbb4712a-1dc5-4b47-94ab
    </call_action>
  </call>
</web_service>
```
- Log #400:** 200 OK [REST]


```
--- Received REST Response from 10.220.22.122:81
Response: HTTP/1.1 200 OK
Location: http://10.220.22.122:81/default/calls/c4ad5...
Content :
<web_service version="1.0">
  <call_response identifier="c4ad5cd1-a76d-431801111"
    sdp="v=0&#xD;&#xA;o=xmsserver 1775811582 1
    signaling="no" cpa="no" call_type="3pcc"
    media="audiovideo"
    dtmf_mode="rfc2833"
    async_dtmf="no" async_tone="no" cleardigi="no"
  <call_action>
    <add_party conf_id="dbb4712a-1dc5-4b47-94ab"
  </call_action>
</call_response>
```

NEW Comfort Hotdesking – Sign in and book a shared phone

- Make outbound calls with your identity
- Get incoming calls
- Comfort features via DesktopCTI
 - Easy login/logout
 - Call logs
 - Function keys
- Alternative login/logout via Service code
- Group authorization for hotdesking devices
- Info message if already in use (optional)

DesktopCTI

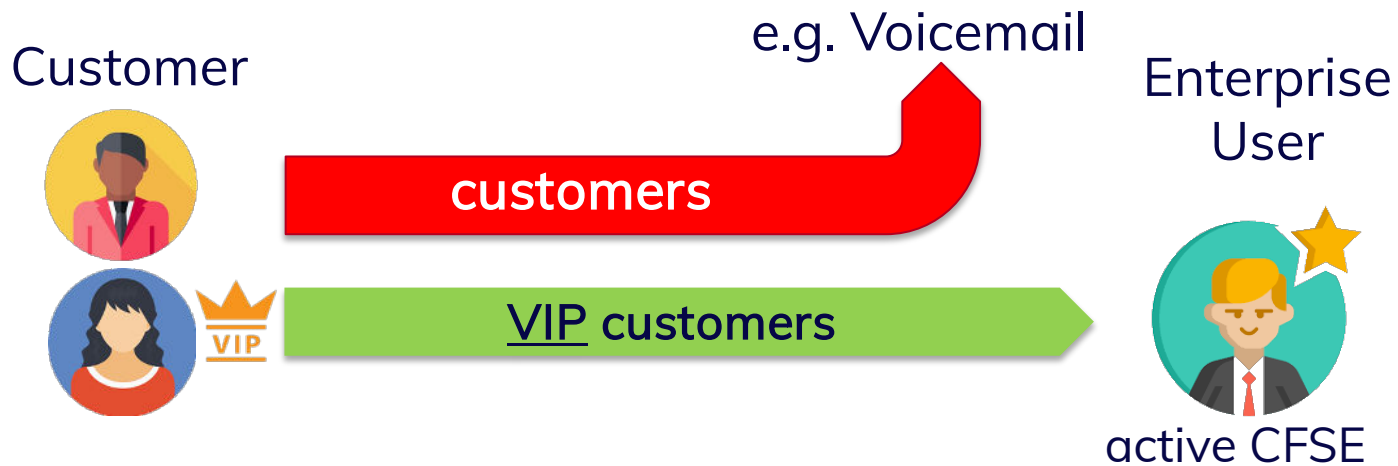


The screenshot shows the DesktopCTI application window. The title bar reads 'DesktopControl8'. The main interface displays a list of users with their names, status (e.g., Available, In a Call, Vacation), and a 'CTI' icon. A search bar at the top allows entering a name or number. A dropdown menu is open, showing options for 'VoIP', 'Mobile', 'SNOM D785', and 'YEALINK T46U'. Below the user list, there are sections for 'Service' and 'R&D' with more user profiles.



A black SHIP phone is shown on the right side of the slide. A white arrow points from the phone to the DesktopCTI application window, indicating the connection between the physical device and the software interface.

VIP Breakthrough Routing – Use Cases



Use Case – Enterprise user

- + Call Forwarding Selective allows VIP routing
- + VIP customers can speak to advisor even during break (e.g. property manager)

Use Case – Call Center

- + Different routing for customers with and without prioritization
- + Higher customer satisfaction by avoiding a follow-up call

NEW VIP Breakthrough Routing - Summary

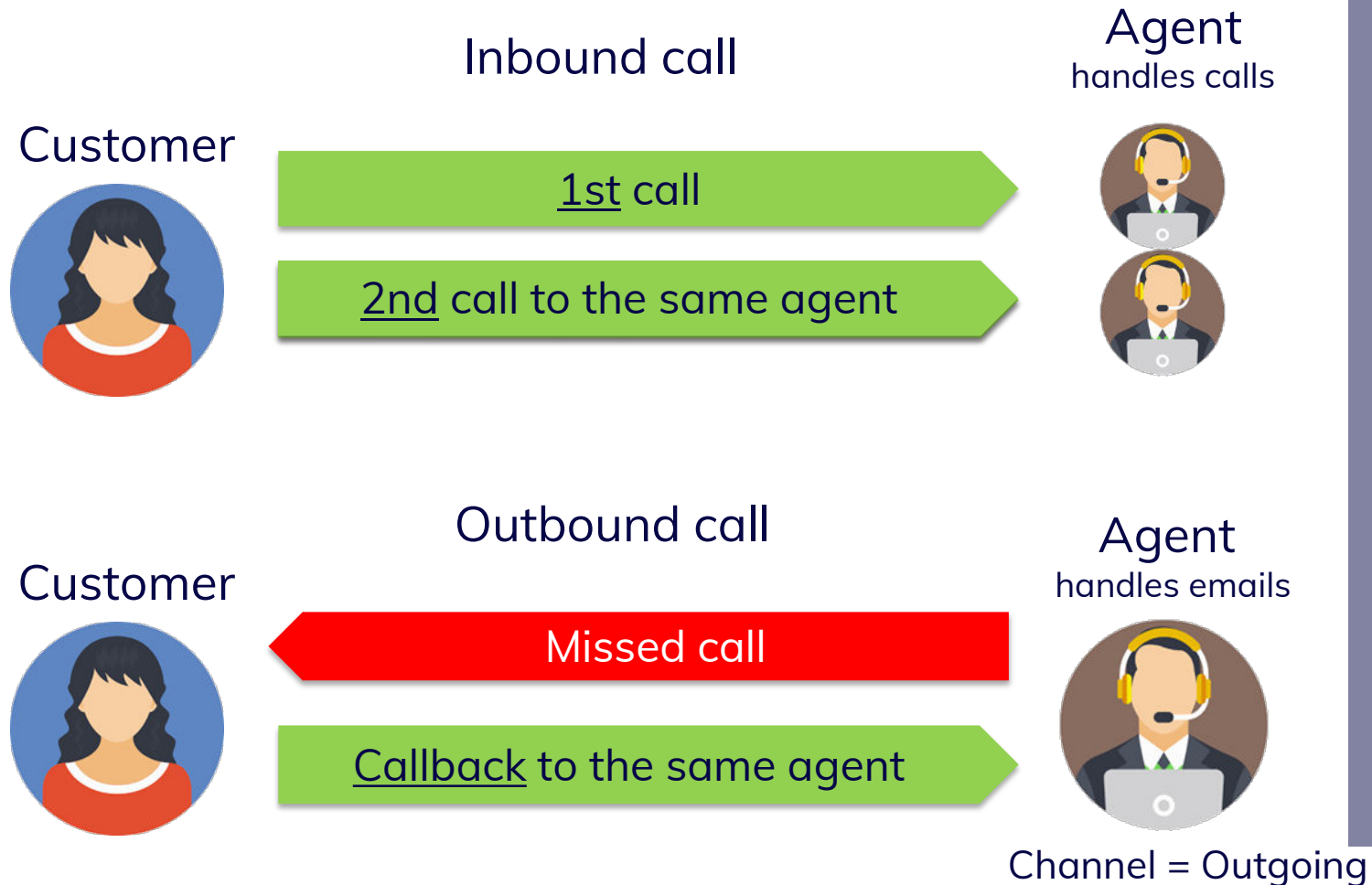
- Increased reachability due to flexible routing for customers with and without prioritization (VIP)

Highlights

- All phone books are extended with VIP priority
- Considered in Call Center and user's Call Forwarding Selective (CFSE)



Last Agent Routing (Call Center) – Uses cases



Advantages

- + Faster problem resolution
- + Higher customer satisfaction

Advantages

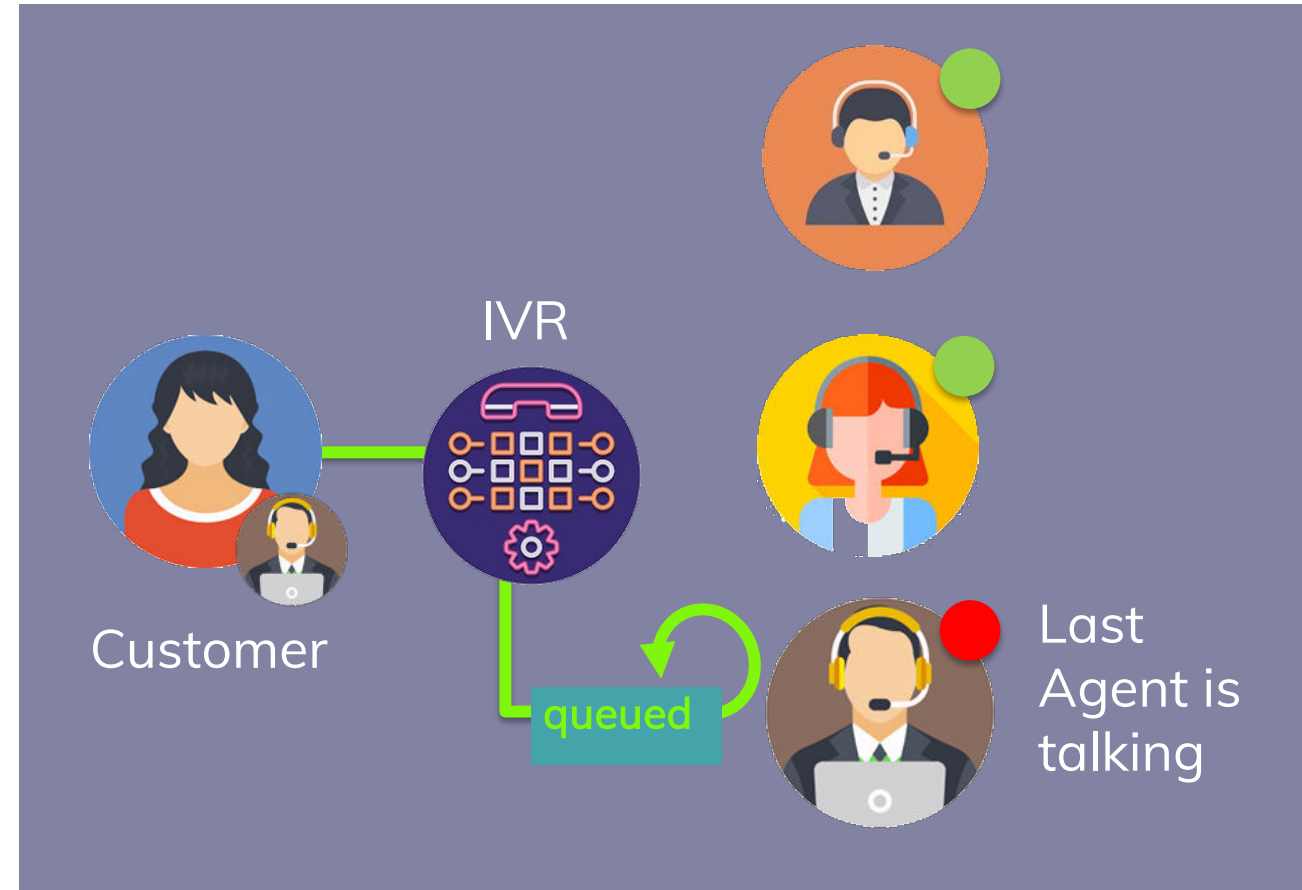
- + Even for outbound calls to clarify issues with the customer
- + Personalized customer experience

NEW Last Agent Routing (Call Center) – Summary

- Improved continuity
- Reduced misscommunication

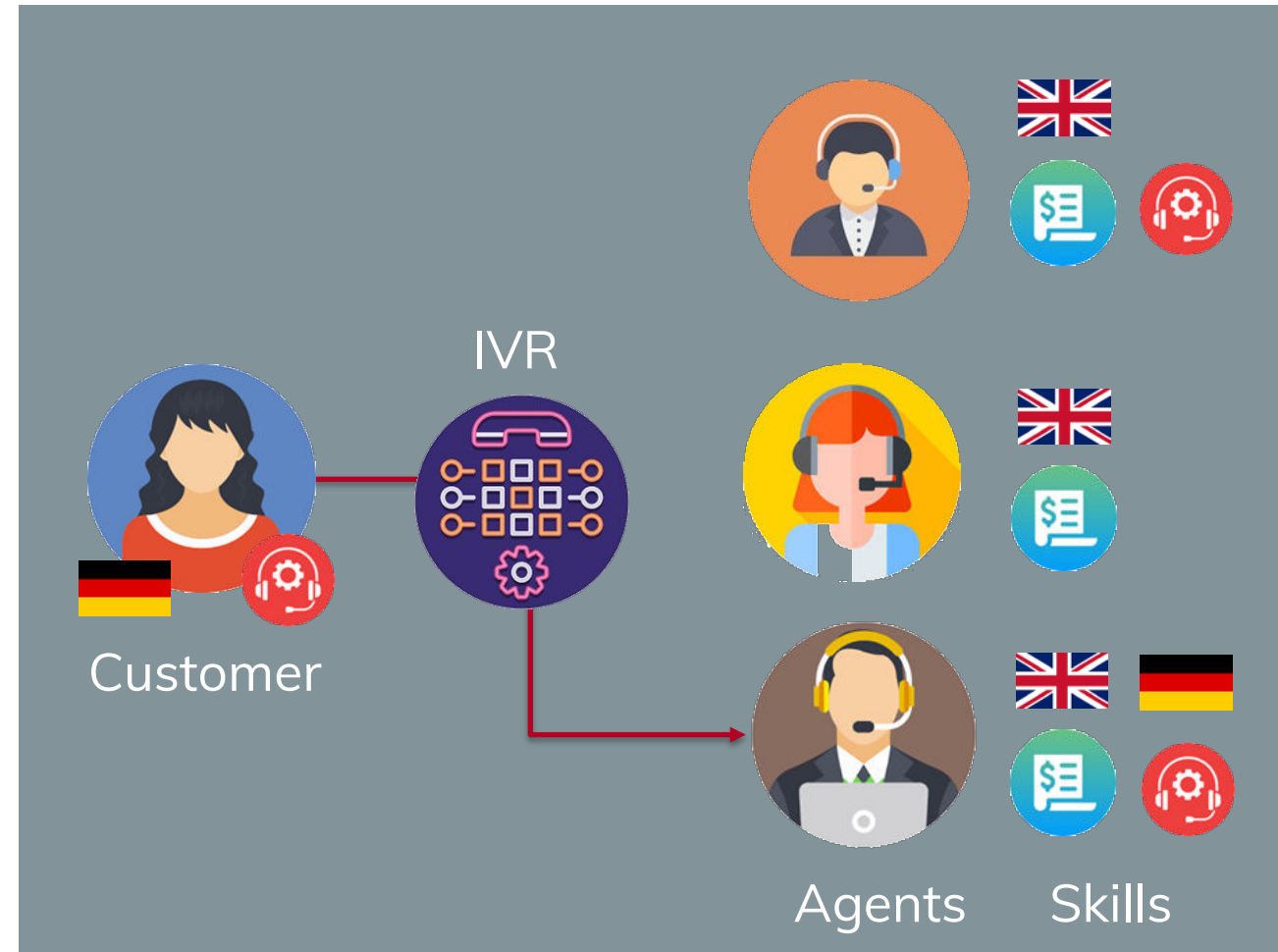
Highlights

- Supported for incoming and for outgoing calls
- Smart Last Agent Wait-Time handling

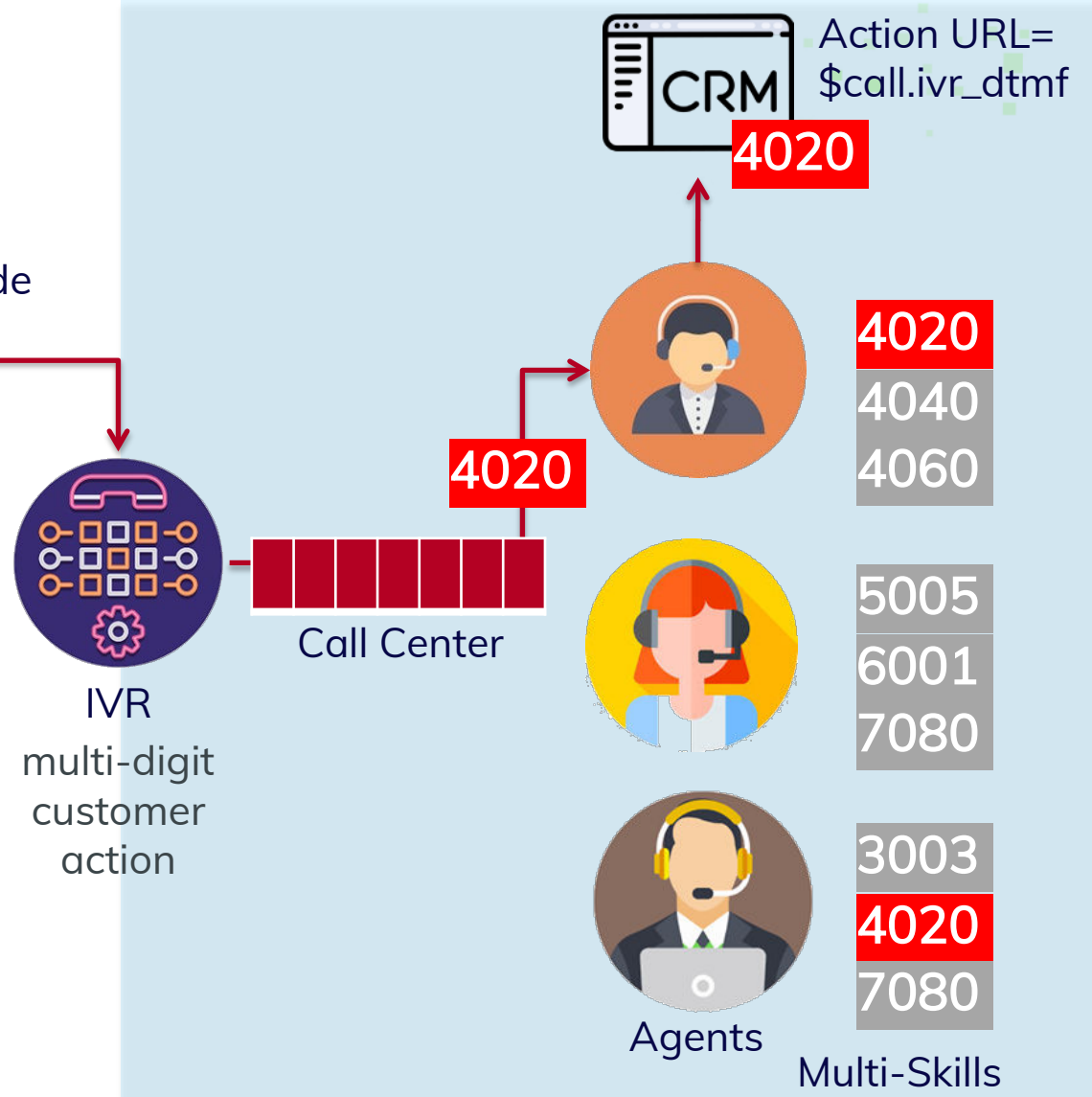
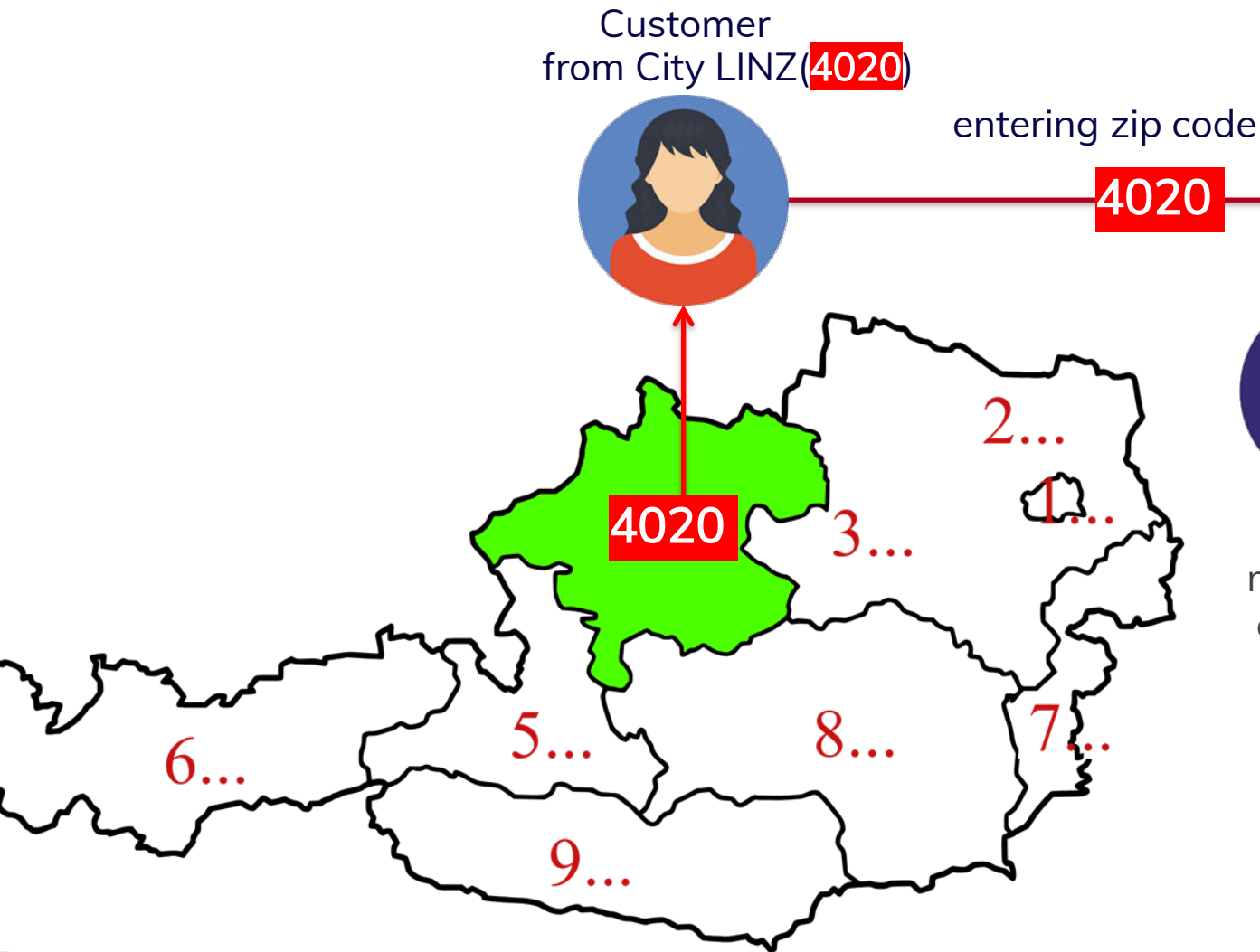


Multi-skill Based Routing

- ensures that calls are handled faster and by the most capable available agent, optimizing both customer experience and resource efficiency
- Configure agents with multiple skill profiles
- Streamline call routing with intelligent IVR preselection



Dynamic routing with IVR – Use Case



NEW Dynamic routing with IVR - Summary

- Simpler configuration of complex scenarios
- Add a multi-digit customer action e.g.
 - Customer ID
 - Area Code ...
- „Customer input“ will be available in
 - Call object (via History Info)
 - ACD/Call Center for agents
 - Voicemail box notification
 - Call logs
- Action-URL (with Customer input)
 - Fetch data (e.g. CRM, ..)



Security enhancements - *for authorization & authentication*

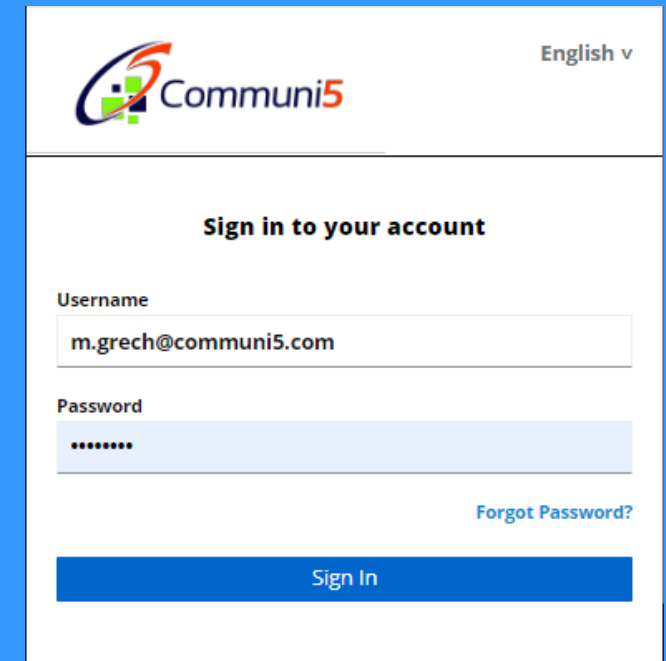
Open Authorization 2.0 (OAuth)

- Industry-standard protocol for authorization
- Available for Service portal, REST API and Softclients
- Reset password with „Forgot Password“-Link

2-Phase Authentication (2FA)

- Activation per service provider for all roles
- **New** – activation per enterprise and different roles
- One time passcode will be sent
 - by E-Mail
 - **New** – via Authenticator App

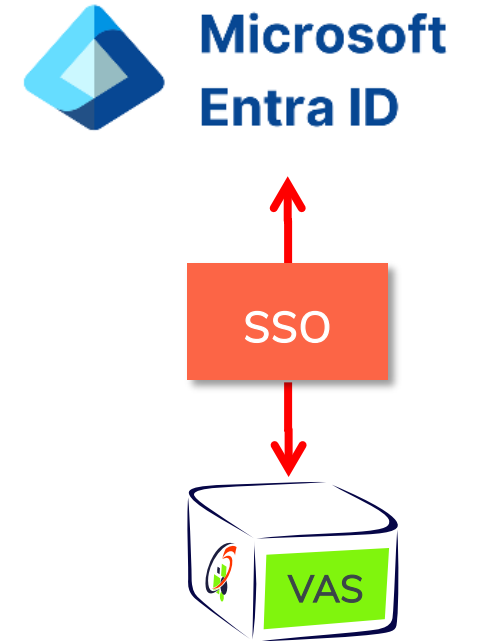
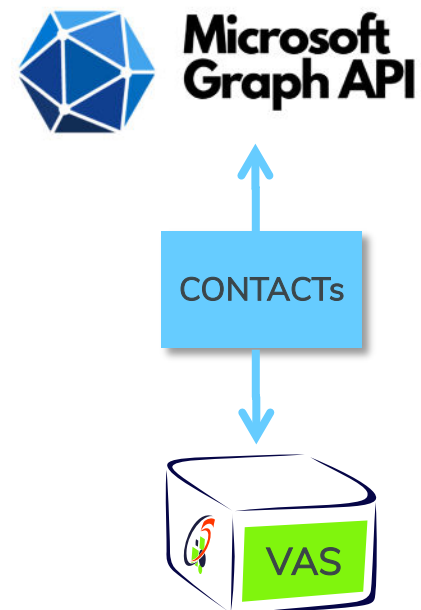
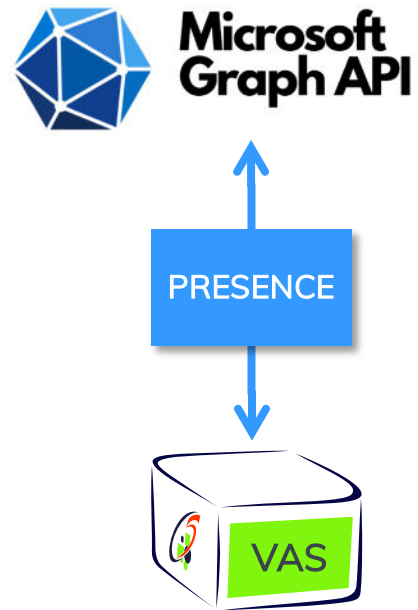
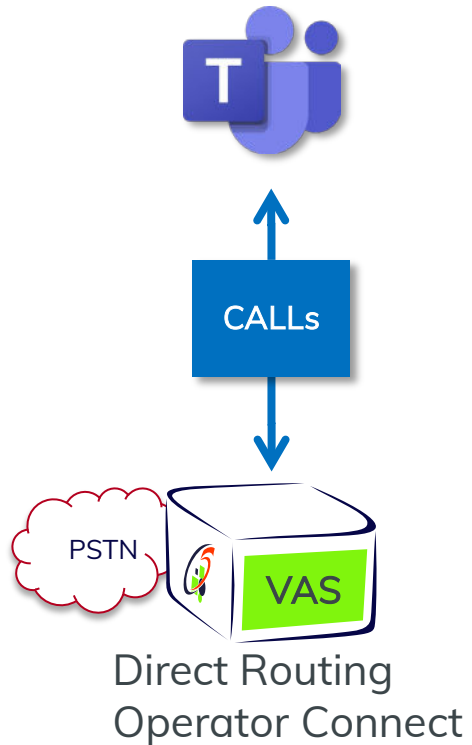
OAuth request



The screenshot shows the Communi5 login interface. At the top left is the Communi5 logo, and at the top right is the text "English v". Below this is a horizontal line. Underneath the line, the text "Sign in to your account" is centered. Below that, there are two input fields: "Username" with the value "m.grech@communi5.com" and "Password" with masked characters "*****". To the right of the password field is a link "Forgot Password?". At the bottom of the form is a blue "Sign In" button.

Deep integration with Microsoft 365

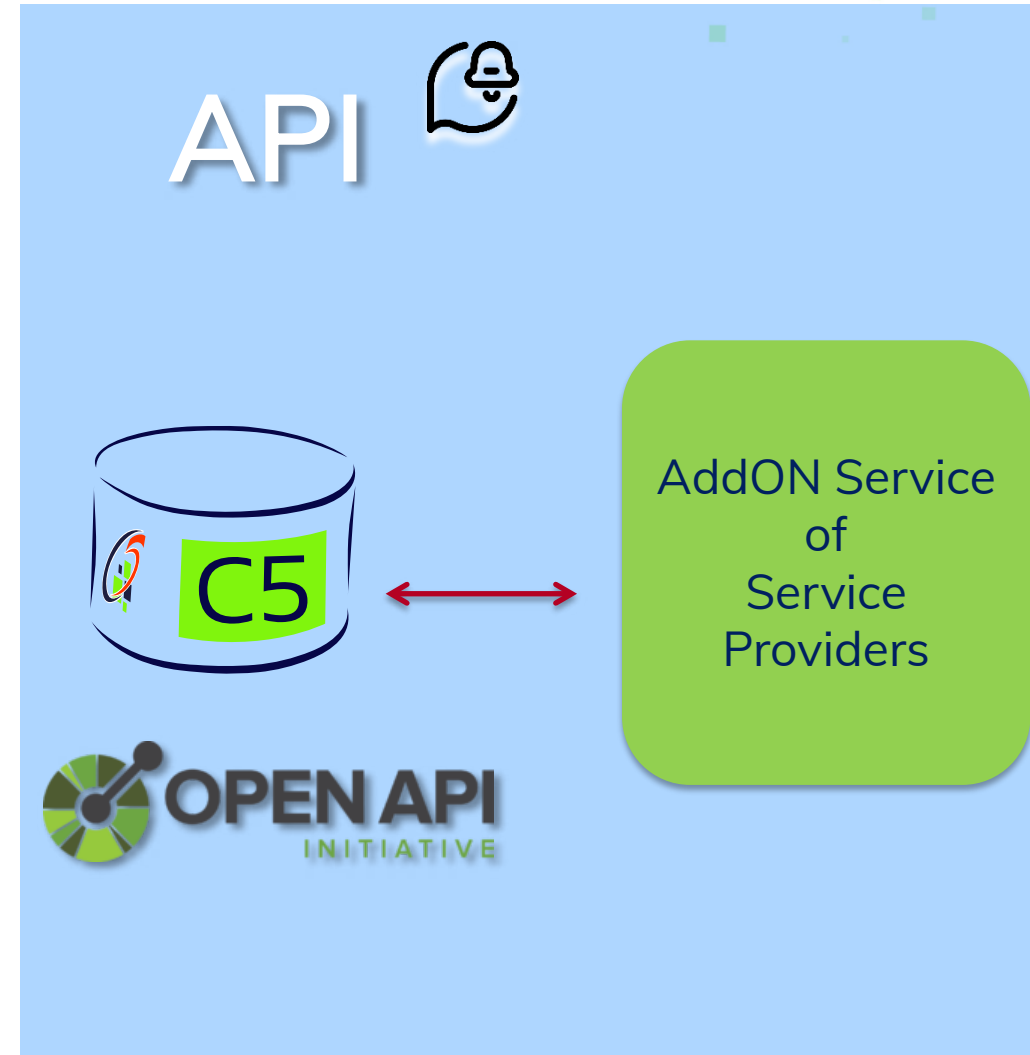
PSTN-Calls	Presence 2-way sync	Global and personal Outlook contacts	Coming soon Security with Single-Sign-On
------------	---------------------	--------------------------------------	---



Cloud2Cloud Integration

Highlights

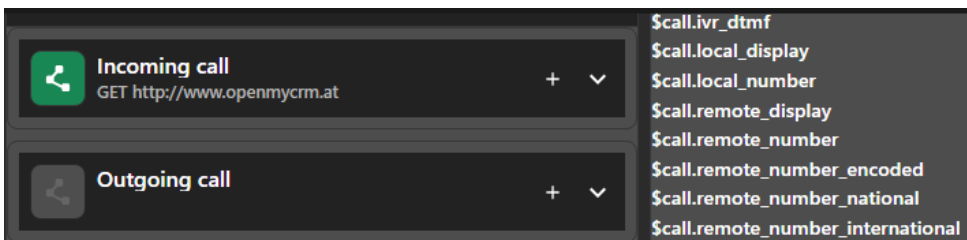
- Service providers can add services to their customers
- Integration in any other cloud service
- **NEW** Real-time notification for incoming calls
 - Scope for all, acd, in- or outgoing calls
- **NEW** Call Control API



CRM-Integration – 2 different methodes

Action URL using Communi5 softclients

- Supported for Windows and MacOS
- Supported by all desktop clients
- Action
 - Execute application
 - HTTPs GET,POST
 - Set HTTP header
- 10 supported events
- 24 different variables



NEW Cloud2Cloud

- No configuration on end-customer side
- Easy configuration via web-based portal

- ✓ Real-time call display
- ✓ Start calls with a click or hotkey
- ✓ Call history is imported after installation
- ✓ Easy installation/setup



How can PhoneMondo help you ?



CallerID Notification

See on the first ring of your phone, who's calling you



More Information About The Caller

PhoneMondo shows data from your CRM, online shop, Outlook or other system for the caller. If no contact was found, it'll look up the callerID in online phone number directories to show the name and location of the caller



Spam Call Blocker

Never get called by spammers again: if PhoneMondo identifies the caller as spam caller, it can block the call immediately



Call History And Reports

See all your calls in the call history in PhoneMondo. Get detailed statistics and reports to identify optimization possibilities in the phone usage in your company



Start Phone Calls By Click-To-Call

With PhoneMondo, you can start calls via click2call or dial a phone number by selecting it and pressing a hotkey

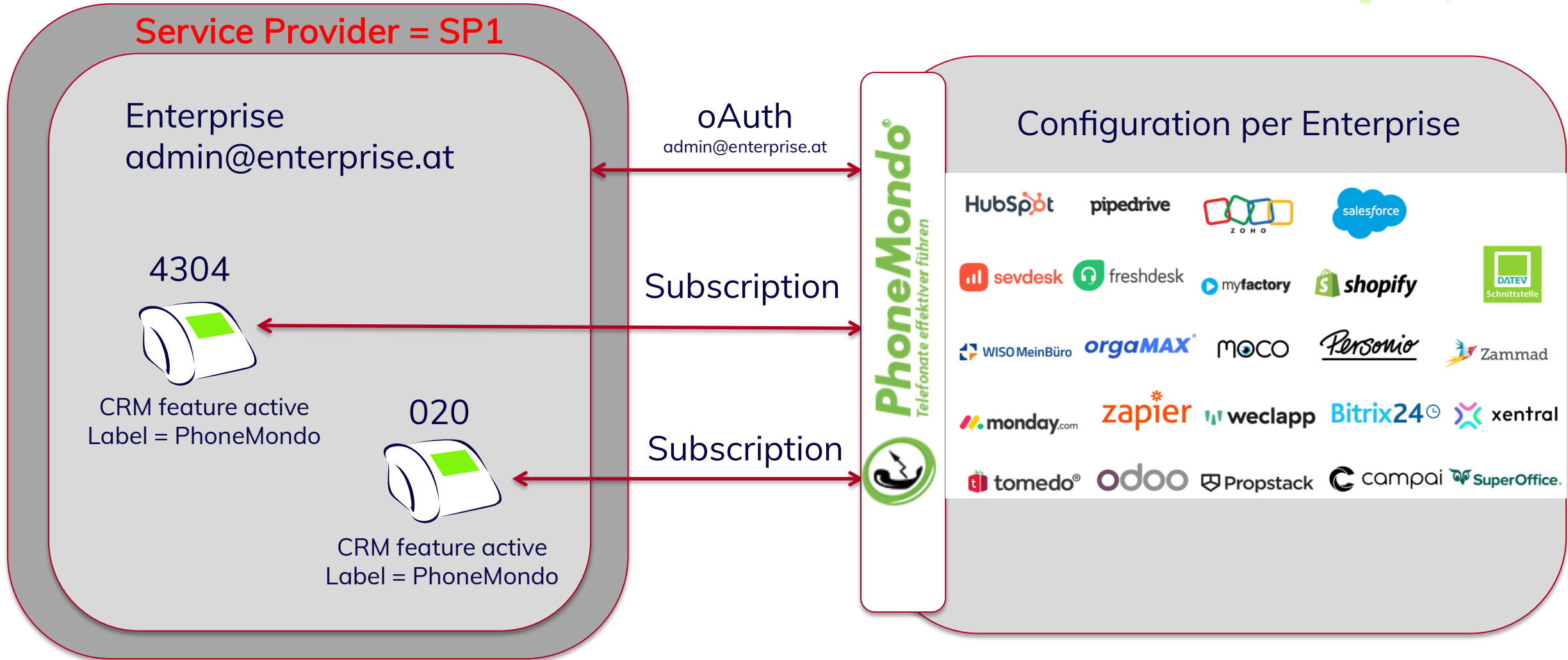


Cloud-Based

No complicated installation, no servers nor databases needed! See callerID-notifications on your laptop or Android phone if someone tries to call you in the office while being anywhere in the world



Easy configuration with labels and an administration role





LIVE DEMO

Supported CRMs using PhoneMondo



Supported industries

- Education
- Real Estate
- Non-profit organization
- Healthcare
- Sales
- Support
- E-Commerce
- ... and more ...

4 different ways to integrate your Mobile Device

	Simple	Softclient	MobileExtension
Integration	+ Call forwarding + Parallel ringing	+ MobileCommunicator + MobileOffice	+ Core integration + For Mobile Operators + For full MVNE/Os
Native Mobile – Extension (BLF)	X	✓	✓
Native Mobile – Mobile Number (BLF)	X	X	✓
PBX-Features for Native Mobile	X	X	✓
Business Mobile Number	X	X	✓

NEW Mobile Extension - Mobile integration made easy

Highlights

- For MVNOs and MVNEs
- Any mobile phone call will be routed through VAS
- Your Mobile phone is like your Desktop phone
 - Extension dialling
 - Dialog information (busy/free) available
- All terminating and originating features will be executed
 - e.g. CFU, CFNR, Call barring, CBNR, Dialog, Presence, Recording, Call Center, ...
- Prefix handling to avoid routing loops (MSC)

 License required



Enhanced Audio and Video Interoperability




Coming 2026

- Video call support between Communi5 based service providers
 - Supported Codecs
 - BMPEG, BT656, CeIB, DV, H261, H263, H263-1998, H263-2000, H264, H264-RCDO, H264-SVC, JPEG, jpeg2000, MP1S, MP2P, MP2T, MP4V-ES, MPV, nv, raw, SMPTE292M, vc1, H265, VP8

- Enhanced Transcoding support for HD codecs
 - G.711
 - G.729
 - **Coming 2026**
 - AMR/AMR-WB
 - G.722
 - OPUS

4 different ways to integrate your Mobile Device

	Simple	Softclient	MobileExtension	Coming 2026 MobileSim 
Integration	+ Call forwarding + Parallel ringing	+ MobileCommunicator + MobileOffice	+ Core integration + For Mobile Operators + For full MVNE/MVNOs	+ For Telecom Providers + Based on eSIM + No integration needed
Native Mobile – Extension (BLF)	X	✓	✓	✓
Native Mobile – Mobile Number (BLF)	X	X	✓	✓
PBX-Features for Native Mobile	X	X	✓	✓
Business Mobile Number	X	X	✓	optional