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CCaaS End-User Feature Guide

Contact Center Features	Silver	Gold	Platinum
Per Concurrent Agent Pricing	✓	✓	✓
Admin Portal	✓	✓	✓
Supervisor Real-Time Dashboard	✓	✓	✓
Announcements. In Queue, Queue Position, and Estimated Wait Time		✓	✓
• Whisper		✓	✓
Alerting. Configurable Thresholds for Real-Time Display and Email/SMS Alerts	✓	✓	✓
• Traffic Analysis		✓	✓
• Workforce Scheduling including Events, Vacations, and Shift Trading			✓
Call Recording		✓	✓
Contact Center Agent. Web and Desktop (Windows) app	✓	✓	✓
Custom Call Flows	✓	✓	✓
• Custom Built IVR		✓	✓
• IVR and Queue Bulletins		✓	✓
• Multi-Lingual Support		✓	✓
• Transcription and Sentiment Analysis (Call Recording and Voicemail)			✓

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Contact Center Features	Silver	Gold	Platinum
Per Concurrent Agent Pricing	✓	✓	✓
Integrations. Any Rest API	✓	✓	✓
• Directory	✓	✓	✓
• CRM Integrated Screen Pop		✓	✓
• IVR Data Screen Pop (API Integration)			✓
Notifications with Campaign Dashboard			✓
• Email, SMS, Voice, and Multi-Lanugage Text-to-Speech			✓
Queue Channels. Multi and Omni-Channel			
• Voice and SMS	✓	✓	✓
• Email, Social Media (Twitter/Facebook), Voicemail, and Webchat			✓
Reporting. Real-Tiime, Historical, and Graphical Reports	✓	✓	✓
• Customized Reports			✓
Routing. Skills, Schedule, Location, and Rules-Based	✓	✓	✓
• ANI or Geography-Based Routing, Identity, and CRM-based			✓