



Product Packages & Feature Sets

Choose the right contact center features to grow your business

Our feature sets are designed to help you provide incredible customer experiences, while efficiently managing call volume and queues, optimizing workflow processes and providing better ways to interact with and understand callers.

Gold Package

The Gold package is designed for a company on a budget looking for an advanced call center solution. The package comes with all the essential features & functionality of a premise-based contact center with no hardware and hidden costs.

Platinum Package

The Platinum package is perfect for medium to large-size enterprises seeking a feature rich and customizable contact center solution with advanced operational and consulting support. The package offers advanced contact center functionality, 3rd party integrations and industry-leading professional services all at fixed monthly cost with no upfront fees.

Data Center Features

Feature	Gold	Platinum
24x7x365 Data Center Monitoring	✓	✓
Geographical Survivability	✓	✓
Automatic Software Updates	✓	✓
TDM and VoIP - Network Agnostic	✓	✓
Core Component System Redundancy	✓	✓
High Availability Server Architecture	✓	✓
On Demand Scalability	✓	✓

Queue Features

Feature	Gold	Platinum
Automated queuing of abandoned calls		✓
Blended agents (inbound/outbound)		✓
Call back request visibility		✓
Change call priority or queue of call in real-time	✓	✓
Change callback priority, retry period in real-time		✓
Click-to-call queuing		✓
Email queuing		✓
Exit Queue with Voicemail	✓	✓
In queue caller ID/name display visibility	✓	✓
In queue priority call back requests		✓
In queue voicemail to email	✓	✓
Inbound Voice Queues	✓	✓
Queued/automated outbound calls	✓	✓
Skype call queuing		✓
Social media queuing (twitter/Facebook)		✓

Queue Features

Feature	Gold	Platinum
Universal ACD (multi-channel/modal queues)		✓
Voicemail queuing		✓
Webchat queuing		✓

Call Center Group Features

Feature	Gold	Platinum
Agent Logged into Multiple Queues	✓	✓
Agent Login From Phone	✓	✓
Agent login to Queues Individually	Partial	Partial
Agent Visual Login Indicator on Phone	✓	✓
Agents Behind SIP Trunks	✓	✓
Agent Unavailable Reason Codes Customizable	✓	✓
Agent Unavailable on Phone with Visual Indicator	✓	✓
Agent Wrap Timer	✓	✓
Agent Wrap Up (Manual)	✓	✓

Call Center Group Features

Feature	Gold	Platinum
Allow Call Waiting	✓	✓
Automatic Agent Logout (Unanswered Calls)	✓	✓
Audible Alerts when Thresholds Met	✓	✓
Configurable Alerts	✓	✓
Configurable Zero Out Key	✓	✓
Departments	✓	✓
Disposition / Wrap Up Codes (Customizable)- Call Level	✓	✓
DNIS Support	✓	✓
Max Agents in Queue	✓	✓
Max Calls in Queue	✓	✓
Max Time in Queue	✓	✓
Multiple ACD Groups	✓	✓
Multiple DID Per Queue	✓	✓
Multiple Language Support	✓	✓

Call Center Group Features

Feature	Gold	Platinum
Play Ringing When Offering a Call	✓	✓
Priority Queuing	✓	✓
Re-Queue Calls Unanswered by ringing agent	✓	✓
Route Calls In Queue when agents log out	✓	✓
Screen Pop - CRM Integration		✓
Service Levels Configurable	✓	✓
Set Max Queue Length	✓	✓
Zero Out of Queue	✓	✓

Supervisor Capabilities

Feature	Gold	Platinum
Alerting - Customizable	✓	✓
Agent Scoring	✓	✓
Barge-in	✓	✓

Supervisor Capabilities

Feature	Gold	Platinum
Call Agent	✓	✓
Configurable thresholds for real-time display and email/sms alerts	✓	✓
Configure contact center settings	✓	✓
Customizable agent statuses	✓	✓
Email Notification when Thresholds are Met	✓	✓
Graphical Statistics Dashboards	✓	✓
Login restrictions	✓	✓
One-click business continuity capability		✓
Real-time Statistics Display	✓	✓
Role based & granular access levels	✓	✓
Schedule IVR dial outs		✓
Schedule mobile agents		✓
Silent Monitor	✓	✓
Supervisor Desktop Client	✓	✓

Supervisor Capabilities

Feature	Gold	Platinum
Supervisor Real-Time Dashboard	✓	✓
Supervisor Web Client	✓	✓
Traffic Analysis	✓	✓
View Agent Private Line Calls	✓	✓
View Agents in Multiple Queues Simultaneously	✓	✓
Whisper	✓	✓

Quality Management

Feature	Gold	Platinum
Call recording tagged with dispositions and agent notes	✓	✓
IVR survey (in queue, agent transfer, or auto transfer)		✓
Screen capture & recording		✓
Desktop app usage monitor		✓
Agent chat logs	✓	✓

Quality Management

Feature	Gold	Platinum
Web Chat Logs	✓	✓
Secure recording, reporting & CDR transfer	✓	✓

Agent Capabilities

Feature	Gold	Platinum
Agent ACD Pass Code	✓	✓
Agent Available / Unavailable	✓	✓
Agent Login / Logout	✓	✓
Call Agent	✓	✓
Call History - Dialed, Received, Missed	✓	✓
Call Supervisor	✓	✓
Conference In Supervisor	✓	✓
Log into multiple Groups Simultaneously	✓	✓
PC Desktop Agent Client	✓	✓
Web Client - Agent	✓	✓

Agent Productivity

Feature	Gold	Platinum
CRM integrated screen pop		✓
IVR data and call info screen pop	✓	✓
Agent scripting tool	✓	✓
Inter-agent presence view	✓	✓
Inter-agent chat	✓	✓
Integrated agent view of queues/wait times	✓	✓
Global daily statistics view	✓	✓
Personal agent statistics view	✓	✓
GUI call transfer (agent, queue, external)	✓	✓
IVR bulletins	✓	✓
Configurable hot keys	✓	✓
Mobile device routing	Partial	✓
Ergonomic features (minimum keystrokes, body neutral posture)	✓	✓

Reporting

Feature	Gold	Platinum
Agent / Supervisor Activity	✓	✓
Agent Activity	✓	✓
Agent Summary	✓	✓
Agent Utilization Report	✓	✓
Call Detail by Time Zone	✓	✓
Call Duration Summary	✓	✓
Call Leg Detail	✓	✓
Call Log	✓	✓
Calls By Day	✓	✓
Customized Reports	Partial	✓
Daily Traffic	✓	✓
Email Reports - Scheduled	✓	✓
Export Reports	✓	✓
Frequent Caller Summary	✓	✓

Reporting

Feature	Gold	Platinum
Group Call Statistics	✓	✓
Hourly Usage	✓	✓
Inbound Number Statistics	✓	✓
Private Line Calls	✓	✓
Queue Performance Analysis	✓	✓
Queue Summary	✓	✓
Scheduled Reports	✓	✓
Service Level Report	✓	✓
Short Calls Report	✓	✓
Summary by Account	✓	✓
Time Allocation	✓	✓

Routing Capabilities

Feature	Gold	Platinum
After Hours Routing	✓	✓
Call Delivery Circular	✓	✓
Call Delivery Next Available	✓	✓
Call Delivery Simultaneous	✓	✓
Call Delivery Uniform	✓	✓
Call Delivery Weighted Call Distribution	Roadmap	Roadmap
Emergency Treatment	✓	✓
Forced Forwarding	✓	✓
Holiday Routing	✓	✓
Overflow Calls	✓	✓
Overflow Secondary	✓	✓
Overflow Number	✓	✓
Re-Queue if unanswered	✓	✓
Skills Based Routing	✓	✓

Intelligent Routing

Feature	Gold	Platinum
Identity Routing (by CLID, DNIS, CRM)		✓
ANI or Geography-Based Routing		✓
Routing by DNIS	✓	✓
Routing by Type of Day	✓	✓
Routing by Time of Day	✓	✓
Queue priority routing	✓	✓
Agent priority routing	✓	✓
CRM-Based Routing		✓
Configurable Outbound Caller ID (by team, agent, call)	✓	✓

Announcements

Feature	Gold	Platinum
Comfort Message	✓	✓
Dynamic Announcements - Queue Position / Wait Time	✓	✓

Announcements

Feature	Gold	Platinum
Entrance Message	✓	✓
Estimated Wait Message	✓	✓
Music On Hold Message	✓	✓
Periodic / Multiple Announcements	✓	✓
Whisper Message on Answer	✓	✓

Advanced IVR

Feature	Gold	Platinum
GUI IVR development		✓
Self-service IVR with data dips (read/write)		✓
Call in prompt recording	✓	✓
Prompt file uploads	✓	✓
IVR bulletins	✓	✓
Queue bulletins	✓	✓

Advanced IVR

Feature	Gold	Platinum
Multi-lingual support (English, Spanish, French)	✓	✓
Outbound IVR notification with reconnect to queue option		✓

Directory Integrations

Feature	Gold	Platinum
LDAP Director	Roadmap	Roadmap
Outlook Directory	Partial	Partial
Personal Directory	✓	✓
Call Record Always	✓	✓
Call Record on Demand	✓	✓

Work Force Management

Feature	Gold	Platinum
Forecasting		✓

Work Force Management

Feature	Gold	Platinum
Automated scheduling		✓
Schedule optimization		✓
Adherence (real-time & reporting)		✓
Vacation automation		✓
Agent shift-trade marketplace		✓