



newVoice Cloud Contact Center

	CONTACT CENTER Silver \$46.00/mo	CONTACT CENTER Gold \$86.00/mo	CONTACT CENTER Platinum \$162.00/mo
CC License Type	Named Agents	Concurrent Seats*	Concurrent Seats*
Admin Portal	✓	✓	✓
Supervisor App	✓	✓	✓
Real-Time Agent Status	✓	✓	✓
Inbound Voice Channel Queues	✓	✓	✓
Automatic Call Distribution (ACD)	✓	✓	✓
Position in Queue & Estimated Wait Time Messages	✓	✓	✓
Supervisor functions (Monitor, Whisper, Barge-in)	✓	✓	✓
Real-Time, Historical & Graphical Reports	✓	✓	✓
Real-Time Dashboards	✓	✓	✓
Call Recording	✓	✓	✓
Pre-Built Integrations (Dynamics, Salesforce, Zendesk, Slack)¹	✓	✓	✓
Agent Desktop & Web Application	X	✓	✓
Scheduled & Custom Reports	X	✓	✓
Customizable IVR	X	✓	✓
Skill-Based Routing	X	✓	✓
Geo-Routing	X	✓	✓
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	X	✓	✓
Custom Agent Status	X	✓	✓
Real-Time Customizable Threshold Alerts	X	✓	✓
Queued Callback & Queued Voicemail	X	✓	✓
Emergency Queue Bulletins	X	✓	✓
Post-Call Surveys	X	✓	✓
Text-to-Speech	X	✓	✓
Call Scripting	X	✓	✓
Outbound Voice & Blended Channel Queues	X	✓	✓
Outbound Dialer (Scheduled Power Dialing)	X	✓	✓

Elastic Demand Support ²	X	✓	✓
Chat Channel Queues	X	Add-on (+\$)	✓
Email Channel Queues	X	Add-on (+\$)	✓
SMS Channel Queues	X	Add-on (+\$)	✓
Dynamic Notification (Voice, E-mail & SMS) ³	X	Add-on (+\$)	✓
Schedule Manager	X	Add-on (+\$)	✓
Evaluator (QA Templates & Scoring)	X	Add-on (+\$)	✓
Screen Recording	X	Add-on (+\$)	✓
Custom CRM Integration	X	Prof. Services (+\$)	Prof. Services (+\$)
Custom WFM Integration	X	X	Prof. Services (+\$)
Custom IVR Integrations & Selfservice applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)	X	X	Prof. Services (+\$)
Speech Recognition Integration	X	X	✓