

Contact Center Feature Comparison	Basic	Silver	Gold	Platinum
Data Center Features				
24x7x365 Data Center Monitoring	X	X	X	X
Geographical Survivability	X	X	X	X
Automatic Software Updates	X	X	X	X
TDM and VoIP - Network Agnostic	X	X	X	X
Core Component System Redundancy	X	X	X	X
High Availability Server Architecture	X	X	X	X
On Demand Scalability	X	X	X	X
Queues				
Automated queuing of abandoned calls				X
Blended agents (inbound/outbound)				X
Call back request visibility			X	X
Change call priority or queue of call in real-time		X	X	X
Change callback priority, retry period in real-time			X	X
Email queuing				X
In queue caller ID/name display visibility		X	X	X
In queue priority call back requests			X	X
In queue voicemail to email		X	X	X
Inbound Voice Queues	X	X	X	X
Queued/automated outbound calls			X	X
Social media queuing (Twitter/Facebook)				X
Universal ACD (multi-channel/modal queues)				X
Voicemail queuing				X
Webchat queuing				X
Call Center Group Features				
Agent Logged into Multiple Queues	X	X	X	X
Agent Visual Login Indicator on Phone		X	X	X
Agents Behind SIP Trunks		X	X	X
Agent Unavailable Reason Codes Customizable		X	X	X
Agent Unavailable on Phone with Visual Indicator		X	X	X
Agent Wrap Timer	X	X	X	X
Agent Wrap Up (Manual)	X	X	X	X
Allow Call Waiting		X	X	X
Automatic Agent Logout (Unanswered Calls)		X	X	X
Configurable Alerts		X	X	X
Configurable Zero Out Key	X	X	X	X
Departments / Workgroups	X	X	X	X
Disposition / Wrap Up Codes (Customizable)- Call Level	X	X	X	X
DNIS Support	X	X	X	X
Max Agents in Queue	X	X	X	X
Max Calls in Queue	X	X	X	X
Max Time in Queue	X	X	X	X
Multiple ACD Groups	X	X	X	X
Multiple DID Per Queue	X		X	X

Multiple Language Support	X	X	X	X
Priority Queuing		X	X	X
Re-Queue Calls Unanswered by ringing agent	X	X	X	X
Route Calls In Queue when agents log out			X	X
Screen Pop - CRM Integration	*		X	X
Service Levels Configurable		X	X	X
Set Max Queue Length	X	X	X	X
Zero Out of Queue	X	X	X	X
Supervisor Capabilities				
Alerting - Customizable		X	X	X
Barge-In	X	X	X	X
Configurable thresholds for real-time display and email/sms alerts		X	X	X
Configure contact center settings		X	X	X
Customizable agent statuses	X	X	X	X
Email Notification when Thresholds are Met		X	X	X
Graphical Statistics Dashboards	X	X	X	X
Login restrictions		X	X	X
One-click business continuity capability			X	X
Real-time Statistics Display	X	X	X	X
Role based & granular access levels		X	X	X
Schedule IVR dial outs				X
Schedule mobile agents			X	X
Silent Monitor	X	X	X	X
Supervisor Real-Time Dashboard	X	X	X	X
Supervisor Web Client	X	X	X	X
Traffic Analysis			X	X
View Agent Private Line Calls		X	X	X
View Agents in Multiple Queues Simultaneously	X	X	X	X
Whisper / Agent Coaching	X	X	X	X
Quality Management				
Call recording tagged with dispositions and agent notes	X		X	X
IVR survey (in queue, agent transfer, or auto transfer)				X
Agent chat logs		X	X	X
Web Chat Logs			X	X
Secure recording, reporting & CDR transfer	X		X	X
Agent Capabilities				
Agent ACD Pass code		X	X	X
Agent Available / Unavailable	X	X	X	X
Agent Login / Logout	X	X	X	X
Call History - Dialed, Received, Missed	X	X	X	X
Conference In Supervisor	X	X	X	X
Log into multiple Groups Simultaneously	X	X	X	X
PC Desktop Agent Client		X	X	X
Web Client - Agent	X	X	X	X
Phone Book Directory		X	X	X
Logged in agent directory and presence	X	X	X	X
Pause / Restart Call Recording	X		X	X
Agent Productivity				
CRM integrated screen pop	*		X	X
IVR data and call info screen pop (API Integration)				X

Agent scripting tool			X	X
Inter-agent presence view	*	X	X	X
Inter-agent chat	*	X	X	X
Integrated agent view of queues/wait times		X	X	X
Global daily statistics view	X	X	X	X
Personal agent statistics view	X	X	X	X
GUI call transfer (agent, queue, external)		X	X	X
Configurable hot keys		X	X	X
Ergonomic features (minimum keystrokes, body neutral posture)		X	X	X
Reporting				
After Hours Calls	X	X	X	X
Agent / Supervisor Activity	X	X	X	X
Agent Activity	X	X	X	X
Agent Performance		X	X	X
Agent Summary	X	X	X	X
Agent Utilization Report	X	X	X	X
Call Detail by Time Zone		X	X	X
Call Duration Summary	X	X	X	X
Call Leg Detail		X	X	X
Call Log	X	X	X	X
Calls Abandoned	X	X	X	X
Calls By Day	X	X	X	X
Customized Reports				X
Daily Traffic	X	X	X	X
Email Reports - Scheduled	X	X	X	X
Export Reports	X	X	X	X
First Call Resolution		X	X	X
Frequent Caller Summary		X	X	X
Group Call Statistics		X	X	X
Hourly Usage	X	X	X	X
Inbound Number Statistics	X	X	X	X
Outbound Calls		X	X	X
Private Line Calls		X	X	X
Queue Performance Analysis		X	X	X
Queue Summary	X	X	X	X
Scheduled Reports	X	X	X	X
Service Level Report		X	X	X
Short Calls Report		X	X	X
Summary by Account		X	X	X
Threshold Adherence		X	X	X
Time Allocation	X	X	X	X
Routing Capabilities				
After Hours Routing	X		X	X
Call Delivery Circular	X	X	X	X
Call Delivery Next Available	X	X	X	X
Call Delivery Uniform	X	X	X	X
Call Delivery Weighted Call Distribution			X	X
Emergency Treatment		X	X	X
Forced Forwarding	X	X	X	X
Holiday Routing	X	X	X	X

Overflow Calls	X	X	X	X
Overflow Secondary		X	X	X
Overflow Number		X	X	X
Re-Queue if unanswered	X	X	X	X
Skills Based Routing		X	X	X
Intelligent Routing				
Identity Routing (by CLID, DNIS, CRM)				X
ANI or Geography-Based Routing				X
Routing by DNIS		X	X	X
Routing by Type of Day	X		X	X
Routing by Time of Day	X		X	X
Queue priority routing		X	X	X
Agent priority routing		X	X	X
CRM-Based Routing				X
Configurable Outbound Caller ID (by team, agent, call)		X	X	X
Announcements				
In Queue Announcements	X	X	X	X
Dynamic Announcements - Queue Position / Estimated Wait Time		X	X	X
Entrance Message		X	X	X
Estimated Wait Message		X	X	X
Music On Hold Message	X	X	X	X
Periodic/Multiple Announcements	X	X	X	X
Whisper Message			X	X
Advanced IVR				
IVR Design Studio		X	X	X
Self-service IVR with data dips (read/write)				X
Call in prompt recording			X	X
Prompt file uploads			X	X
IVR bulletins			X	X
Queue bulletins			X	X
Multi-lingual support			X	X
Outbound IVR notification with reconnect to queue option				X
Directory Integrations		X	X	X
Personal Directory	*		X	X
Logged in agent directory and presence	*	X	X	X
Group Phonebook		X	X	X
Call Recording				
Call Record Always	Option		X	X
Call Record on Demand	Option		X	X
Workforce Management		X	X	X
Forecasting				X
Schedule optimization				X
Adherence (real-time & reporting)				X
Vacation Automation				X
Agent shift-trade marketplace				X
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Vacation automation				X
Agent shift-trade marketplace				X

* Requires Accession softphone.