

# Full Feature List

| Systems Features                                     | Availability |
|------------------------------------------------------|--------------|
| Agents Login + Remote login                          | ✓            |
| Group Hunting/ Skill Hunting                         | ✓            |
| Voice Mail Ports                                     | ✓            |
| Concurrent Calling                                   | ✓            |
| Call Queuing                                         | ✓            |
| Automatic Call/Chat/Email/Message Distribution (ACD) | ✓            |
| Click to Call (Website)                              | ⊕            |
| Advanced CRM Integration (Login Integrations)        |              |
| Agent Mobility (Mobile Phone + VOIP Calls)           | ✓            |
| ⊕ *@additional cost                                  |              |

| ACD Features                                                    | Availability |
|-----------------------------------------------------------------|--------------|
| Automated Attendant (Validates + Dials Extension Number)        | ✓            |
| Independent Office Hours and After Office Hours Call Flow       | ✓            |
| Skill Based Routing/Hunting                                     | ✓            |
| Call Queuing to Department/Skill                                | ✓            |
| Call Queue Monitoring / Wallboard & Queue position announcement | ✓            |
| Call Transfer Advice                                            | ✓            |
| Overflow Queue Hunt groups                                      | ✓            |

| Power Dialers                                                                       | Availability |
|-------------------------------------------------------------------------------------|--------------|
| One or more dialers will be chosen and/or blended after assessing your requirements |              |
| Manual Dialer                                                                       | ✓            |
| IVR Dialer                                                                          | ✓            |
| Predictive Dialer                                                                   | ✓            |
| Preview Dialer                                                                      | ✓            |
| Progressive Dialer                                                                  | ✓            |

| Management Features                               | Availability |
|---------------------------------------------------|--------------|
| Real Time Agent/Management Dashboards             | ✓            |
| Real time access to Call recordings over browser. | ✓            |
| Active & Passive Call monitoring                  | ✓            |
| Supervisor Barge in                               | ✓            |
| Agent Status Monitoring                           | ✓            |
| Real Time Queue Status                            | ✓            |
| Graphical Queue Reports                           | ✓            |

| API Integration                  | Availability |
|----------------------------------|--------------|
| Agent Click2Call from CRM        | ✓            |
| Advance API & Dialer Integration | ⊕            |
| Screen pop                       | ✓            |
| Automated Call Logging           | ✓            |
|                                  |              |
|                                  |              |
|                                  |              |
|                                  |              |
|                                  |              |
|                                  |              |
|                                  |              |
| ⊕ *@additional cost              |              |

| IVR Features                                                                                  | Availability |
|-----------------------------------------------------------------------------------------------|--------------|
| Greeting + prompt                                                                             | ✓            |
| IVR Ports for inbound queuing & outbound campaigns                                            | ✓            |
| IVR API Integration                                                                           | ⊕            |
| Additional Self-Service Flows                                                                 | ⊕            |
| IVR Blast: Outbound IVR Campaigns for feedback, greetings, announcements with dynamic message | ⊕            |
| IVR Designer/Drag & Drop Customizable IVR                                                     | ⊕            |
| Natural language Processing/Conversational IVR                                                | ⊕            |
| ⊕ *@additional cost                                                                           |              |

| Campaign & Skill Management   | Availability |
|-------------------------------|--------------|
| Multiple Virtual Numbers/DIDs | ✓            |
| Multi Skill                   | ✓            |
| Multi Campaign                | ✓            |
| Multiple Local Numbers        | ✓            |
| Campaign Monitoring           | ✓            |
|                               |              |
|                               |              |

| Agent Features                                                | Availability |
|---------------------------------------------------------------|--------------|
| Agent Mute, Customer Hold, Multi Party Conference             | ✓            |
| Transfer call to other Hunt/Skill groups/Phone number /Agent  | ✓            |
| Customized Music on Hold per Queue                            | ✓            |
| Consultative Hold, Consultative & Blind Transfer              | ✓            |
| Screen Pop Notifications                                      | ✓            |
| Sticky Agent                                                  | ✓            |
| Offline Feature: Agents can receive /make calls without login | ✓            |
| Transfer to Landline/Mobile (FWP)                             | ✓            |
| Agent Thin Client                                             | ✓            |

| Reports                            | Availability |
|------------------------------------|--------------|
| Agent Activity Reports             | ✓            |
| Agent Productivity Reports         | ✓            |
| Inbound Call Traffic Reports       | ✓            |
| Outbound Call Traffic Reports      | ✓            |
| SLA (Service Grade) reports        | ✓            |
| Queue analysis reports             | ✓            |
| Abandoned call reports             | ✓            |
| Call trace reports                 | ✓            |
| Voice logger reports with playback |              |

| Omnichannel Integration                       | Availability |
|-----------------------------------------------|--------------|
| Voice + Chat Website Widget                   | ⊕            |
| WhatsApp Integration                          | ⊕            |
| Twitter Integration                           | ⊕            |
| Facebook Messenger Integration                | ⊕            |
| SMS Plugin/Text Message Integration           | ⊕            |
| SMS sent to Customer on Disposition           | ⊕            |
| SMS Gateway Integration: (for bulk messaging) | ⊕            |
| Email Integration                             | ⊕            |
| Missed Call Application                       | ⊕            |
| Customer Feedback via Missed call             | ⊕            |
| Chat Agents & Chat Bots                       | ⊕            |
| ⊕ *@additional cost                           |              |