Contact Center: Full Feature Listing

This document contains a complete list of Contact Center features. As this is a constantly evolving product, the list is subject to changes and updates. Please ask your representative to ensure you have the latest version.

FEATURE	PRO	ELITE
INTERFACE		
Agent Desktop App	●	●
Multiple audio connection options (desk phone, smartphone, headset, etc)	●	●
Web Admin Portal	●	●
Extensive knowledgebase, with both readily accessible and more technical articles	●	●
Multi-tenant option for Partners - can administer Client accounts	●	●
Agent Browser-based App	●	●
Virtual agent / telagent option - no software required; phone only	●	●
Broadcast messaging (e.g. What's New)	●	●
AGENT FUNCTIONS		
Real-time agent status	●	●
Inter-agent direct chat	●	●
Inter-agent group chat	●	●

DOT = included with this package at no additional cost

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FEATURE		PRO	ELITE
Desktop notifications for incoming interactions, voice		●	●
Desktop notifications for incoming interactions, all types		●	●
Customize initial in-call status		●	●
Unlimited custom statuses		●	●
Option to force status return to available		●	●
Conference with context sharing		●	●
Transfer with context sharing		●	●
Classify interaction		●	●
Assign disposition to interaction		●	●
Flag interaction to Supervisor		●	●
Agent chat nickname		●	●
Outbound calls, captured in Contact Center data		●	●
Agent-driven task creation (for that agent)		●	●
Real time interaction statistical display		●	●

SUPERVISOR AND ADMIN FUNCTIONS			
Live monitor, call (listen)		●	●
Whisper, call (audible only to agent)		●	●
Barge, call (audible to customer as well)		●	●
Authorized Extensions or users for monitor, whisper, barge		●	●
High-level monitoring of cumulative data		●	●
Voice prompt management		●	●
Group agents by office		●	●
Live monitor, chat (observe conversation)		●	●
Whisper, chat (visible only to agent)		●	●
Barge, chat (visible to customer as well)		●	●

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FEATURE	PRO	ELITE
Customizable alerts	●	●
Manage individual skillsets	●	●
Customized event alerting with escalating tiers	●	●
Working hours	●	●
Manage scheduled telagents / virtual agents	●	●
Manage SWAT service (escalations)	●	●

CUSTOMER INTERACTIONS - VOICE		
Automatic Call Distribution (ACD)	●	●
Position in Queue messages	●	●
Estimated Wait Time Messages	●	●
Dynamic caller treatment by conditions (e.g. open/closed)	●	●
Emergency Bulletins	●	●
Caller-Directed Menu Routing	●	●
Include queue / skill name in caller ID (note - some networks may overwrite with their own labels)	●	●
Multi-language support	●	●
Outbound calling - dialpad	●	●
Outbound calling - phone book	●	●
Ring multiple agents simultaneously, via software	●	●
Customizable Interactive Voice Response (IVR)	●	●
Ring multiple agents simultaneously, using outside devices	●	●
Queued callbacks	●	●
Queued voicemails	●	●
Call Scripting for Agents	●	●
Dynamic interaction prioritization	●	●

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FEATURE	PRO	ELITE
Dynamic overflow and missed interaction treatment	●	●
Skills-based routing	●	●
Geo-routing	●	●
Preferred Agent Routing	●	●
Dialed Number Routing	●	●
Text-to-speech prompts & messaging	●	●
Directed dialogue speech recognition	●	●

CUSTOMER INTERACTIONS - CHAT		
Customer-agent chat interactions	$	●
Reactive chat mode (visitor-initiated)	$	●
Proactive chat mode	$	●
Proactive chat with visible queue waiting	$	●
Proactive chat with live agent presentation	$	●
Proactive Mode Chat Self-Service (Persona introduction and simulation with message delay, greeting messaging, Informational messages, etc)	$	●
Dynamic overflow treatment	$	●
Chat interaction personalization	$	●
Custom branding & styling	$	●
Customized context gathering from visitors	$	●
Mobile-responsive website visitor chat experience	$	●
Visitor-accessible transcripts	$	●
Position in queue messaging	$	●
Estimated wait time Messaging	$	●
Custom waiting in queue, closed & unattended messaging	$	●
Up to 10 concurrent Chat conversations		●
Chat response templates		●
Optional Automatic "in focus" of chat window for new chat interactions or new incoming message		●

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FEATURE	PRO	ELITE
CUSTOMER INTERACTIONS - E-MAIL		
Agent-initiated composition and sending	●	●
Key word or phrase routing	$	●
Default routing	$	●
Last agent routing	$	●
Response templates	$	●
Auto and manual response templates	$	●
Template filters - by Team and by Queue delivery	$	●
Email interaction suspension and resumption	$	●
CUSTOMER INTERACTIONS - SMS		
SMS overall subscription - unlocks the below. Note: also requires Twilio account configuration	$	●
SMS to web service endpoint mapping	$	●
SMS to e-mail address mapping	$	●
SMS number to Chat skill (queue) mapping	$	●
SMS to chat interactions	$	●
SMS recent message context presented to agent	$	●
CUSTOMER INTERACTIONS - RECORDINGS		
Doubles the storage space included with Unite	●	
Voice recordings	●	●
Standard 30 days voice interaction recording storage		●
Recording toggle option (screen recording optional under Advanced)		●
Screen Recording with % of interaction settings and media merge		●
Optional extended voice interaction recording storage		●
"Bring your own storage" option with custom retention and encryption settings		●
Parameter-enabled interaction recording search and playback (download or streaming)		●
Custom Call Recording definitions by Inbound / Outbound & transfers		●
Chat interaction transcript recording		

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FEATURE	PRO	ELITE
CUSTOMER INTERACTIONS - OUTREACH / FEEDBACK		
Post-call surveys	●	●
Survey auto-connect option	●	●
Blended outbound, list-based power dialing	●	●
Ability to combine voice, SMS, and/or & E-mail notifications (Any combination in a single campaign)	●	●
E-mail queues	$	●
Customer can be connected back to the contact center when responding (SMS to queue, e-mail, or web service endpoint responses)	$	●
Voice Notification Text to Speech or Recorded Audio messaging	$	●
Contact import wizard	$	●
Multiple import lists	$	●
Custom contact by contact data-driven messaging	$	●
Segmentation by Campaign	$	●
Campaign Throttling	$	●
"External ID" for contacts (to relate a notification object to other systems' entities)	$	●
Voice notification replays, retries and acknowledgement	$	●
Voice notification return to queue or transfer number	$	●
Filterable campaign contact status and acknowledgement exporting	$	●
Agent-initiated contact entries into campaigns	$	●
SKILLS-BASED ROUTING		
Skillsets matched to teams of agents, with competency levels	●	●
Dynamic skillsets matched to teams, on schedules (Note: Preview Mode)	●	●
Multi-channel, blended interactions	$	●

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FEATURE	PRO	ELITE
WORKFORCE MANAGEMENT / OPTIMIZATION		
Schedule Management	$	●
Shift Management	$	●
Shift Trade ability	$	●
Vacation management	$	●
Holiday management	$	●
Adherence tool	$	●
Evaluator: choose voice interaction to evaluate	$	●
Evaluator: choose chat interaction to evaluate	$	●
Evaluator: custom template development	$	●
Evaluator: evaluate external work by agents (outside of customer interactions, e.g. documents)	$	●
Evaluator schedules, with evaluation targets by teams	$	●
Evaluator: Pass/Fail option for each evaluation	$	●
Evaluation collaboration mode	$	●
Evaluator: points scoring option	$	●
Evaluator auto-fail option	$	●
Evaluator N/A scoring (won't count for or against score)	$	●
Evaluator notify agent of evaluation	$	●
Evaluator Agent Acknowledgement	$	●
BUSINESS INTELLIGENCE		
Real-time dashboards	●	●
Shareable wallboards	●	●
Executive Dashboard	●	●
Real-time Metrics	●	●

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FEATURE	PRO	ELITE
Real-time Reports	●	●
Historical Reports	●	●
RTD highlights current service conditions (color-coded)	●	●
Report Scheduling	●	●
Multiple-format Report Exporting	●	●
Library w/hundreds of pre-built reports	●	●

EXTENSIBILITY		
Pre-built Integrations: Dynamics	●	●
Pre-built Integrations: Salesforce.com	●	●
Pre-built Integrations: Zendesk	●	●
IVR Studio tool (note: access must be granted)	●	●
Slack integration	●	●
Callflow-driven Integration into Salesforce.com	●	●
Salesforce.com case searching from IVR	●	●
Salesforce.com contact and account search	●	●
Salesforce.com agent screen pop	●	●
Salesforce.com click-to-dial	●	●
Salesforce.com posting of recording links to contacts, opps, or cases	●	●
Salesforce.com activity logging	●	●
Callflow-Driven Integration into Zendesk	●	●
Zendesk ticket searching from IVR	●	●
Zendesk agent screen pop of tickets (existing or new)	●	●
Zendesk agent screen pop of customer records	●	●
Zendesk screen pop with call recording links	●	●
Historical Data Retrieval via REST API	●	●
Real-time statistics data retrieval	●	●

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Daily agent & queue statistics data retrieval	●	●
Extensible Call Recording Retrieval	●	●
Local host Desktop Agent API for controlling agent status and interactions	●	●
Point-and-click integration into Twilio for SMS messaging (note: assumes SMS subscription)	$	●
Point-and-click SFTP export for call recordings and interaction detail records	●	●
Bring your own Recording Storage Account - prebuilt integration into Amazon S3 and Azure Blob storage	●	●
Agent Related Events webhook	●	●
Cloud Notification engine providing for Agent r elated events to be pushed to published APIs	●	●
Option for Prof. Services CRM integration	●	$
Option for Prof. Services WFM integration	$	$
Option for Prof. Services Custom IVR Integrations & Self-service applications		$
Social media e-mail alerts: Facebook		$
Social media e-mail alerts: Twitter		$
Social media e-mail alerts: Instagram		$

SECURITY		
SPAM filtering / protection service	●	●
Roles-Based Access	●	●
"External User" role to allow access interaction recordings by assigned queue	●	●
Authorized sign-in phone numbers for agents	●	●
Authorized voice live monitoring phone numbers	●	●
Custom user Authentication security policies	●	●
Voice call recording encryption	●	●
PCI secure data collection and transactional Interactive Voice Response (IVR) applications		●

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